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EDITORIAL



I first met the CSSI team in Mumbai in February 2019. I was impressed by their professionalism and expertise and bowled over by their enthusiasm, sense of fun and happiness. My time in India has been invigorating and inspirational and was honored to take on the role CEO of CSSI officially in May 2019.

In my role as strategic support for CSSI across the Carnival Group, I've worked with Prasad Hariharan, CSSI's Managing Director, to set up a CSSI Cross Brand Forum. Our brands face many of the same problems, such as our very low Indian female ratio on board, and by working together we can learn from each other and find ways to tackle challenges and leverage opportunities to the benefit of all.

CSSI is a continually growing business, it's great to be working with the team to help shape the future and ensure we are best positioned to deliver to our vision 'To be India's employer of choice in the crewing industry and a trusted strategic partner for all our stakeholders.'

Eithne Williamson,
CEO, CSSI and VP Planning & Facilities, Carnival UK

We look back at 2019 with a sense of pride at what we achieved at CSSI. It has been an eventful year on many counts.

We hired a record 3500 Indian crew for the 8 Carnival brands! It has been an absolute delight hosting CSSI's first-ever Cross Brand Forum attended by representatives from Carnival UK, Carnival Cruise Lines, Holland America Group and Costa Cruises to discuss topics of mutual interest. Our candidate attraction was primarily driven through social media, which is probably the best space to target Gen Y and Z. CSSI now has a dedicated team to support Carnival Cruise Lines' manning agencies globally in crew on-boarding.

While there is much work to do in 2020 and there may be challenges ahead, we end 2019 stronger and better able to serve our partners. It is heartening to receive so much support from our partner brands and get the opportunity to make a valuable difference in our ability to serve our crew.

Prasad Hariharan,
Managing Director, CSSI



CSSI HIGHLIGHTS

We bring you a selection of our recent progress. Please be aware that this information is for internal use only.

Making a positive difference

A successful hiring year

The year 2019 saw increased recruitment targets for the launch of P&O Cruises' new ship Iona. At the end of the year, CSSI' recruitment team successfully hired over 1040 new recruits for Carnival UK (CUK) which mainly consisted of 900+ Hotel Assistants and 125 Commis. In all, the team hired 3500+ crew achieving over 95% of their targets across all brands. CSSI also achieved its highest female recruiting figures ever by hiring 250 female crew, as compared to 143 crew in 2018.



Douglas Pimenta, Recruitment Manager

“Along with our partners, we continue to make a positive difference in people’s lives by creating more and more job opportunities. We were able to successfully achieve the recruitment targets by exploring new talent pools such as hotel-school graduates and by better utilising technology embedded in our website. We also looked hard at our internal processes and by changing it wherever it was required, drove up recruitment efficiency.”



Recruitment Team

Health and safety

Getting crew compliant with MMR and HEP A vaccinations



A recent ordinance on board CUK ships had over 2800 crew (food handlers) undergo MMR and HEP A vaccinations. CSSI's Onboarding Team (CUK) were given the task of ensuring that all the crew (on board as well as at home on breaks) were compliant before the deadline of 1 December 2019.



Allen Hodges, CUK Operations Manager

“Firstly, the ships put up awareness posters in gangways, crew notice boards and crew communication platforms about the vaccinations. The crew were then contacted and sent reminder emails at specific intervals. If anyone was not responding, the Senior Advisors were informed, and actions were taken

accordingly. The team has worked very hard and ensured that no crew were missed out. We will continue to provide support to our stakeholders and try exceeding their expectations.”



CUK Operations Team

“Thank you very much for all your hard work since implementation, very much appreciated.”

Amelia Foyle, Resourcing and Onboarding Manager
Cunard Line

“Well done to all on delivering this!”

Leanne Wells, Resourcing and Onboarding Manager
P&O Cruises

CSSI HIGHLIGHTS

Building a connect

CSSI's Crew Payroll Team visits CUK ships

In November 2019, the Crew Payroll Team visited CUK ships in Southampton, to further build CSSI's relationship with the crew onboard and answer any payroll queries they had.

During the 3-day visit, the CSSI team conducted personalised 'payroll clinics' for crew members on board to resolve payroll queries and to create an awareness about their services.

Before the team arrived at Southampton, the visit was widely publicised on the ships in advance, this helped the crew to prepare for the clinic. In addition to formal interactions, the team had multiple informal interactions in the crew designated areas to make the crew comfortable to ask questions.



Kapil Nakar, Crew Payroll Manager

"Although the relationship between the payroll team and the crew is strong, there was lack of personal connect given the nature of the business. With this visit, we were able to strengthen our ties and review the payroll processes to meet crew needs. The support of the crew offices in making this event successful was key as they accommodated the teams request to conduct the clinics on turnaround days."



Payroll Clinic on P&O Cruises and Cunard Line Ships



Crew Payroll Team

Striving for excellence

Oriana Decommission

Oriana, P&O Cruises' oldest ship was decommissioned in August 2019. During this period, CSSI's Logistics and Crew Air team (CUK) handled the entire logistics for disembarking crew that involved transhippers.



Sabitha Balakrishnan, CUK Logistics and Crew Air Manager

"The decommissioning of Oriana took place between 9 and 12 August. The team at CSSI planned ahead and ensured that all 749 crew were well taken care of. This involved vendor management, hotel stay, flight tickets and transfers. All pre bookings were done to have advantage of cost."



CUK Logistics and Crew Air Team

Hitesh Uchil, Consultant - CUK Logistics and Crew Air

"We coordinated daily with the Crew Manager to enable a smooth and hassle-free experience for all of them. And we were successful in doing so, with absolutely no issues reported."



"The entire crew team appreciates and thanks the team at CSSI. The crew are happy with the services offered during the decommissioning."

Rakesh Salvi, Crew Service Manager on Oriana

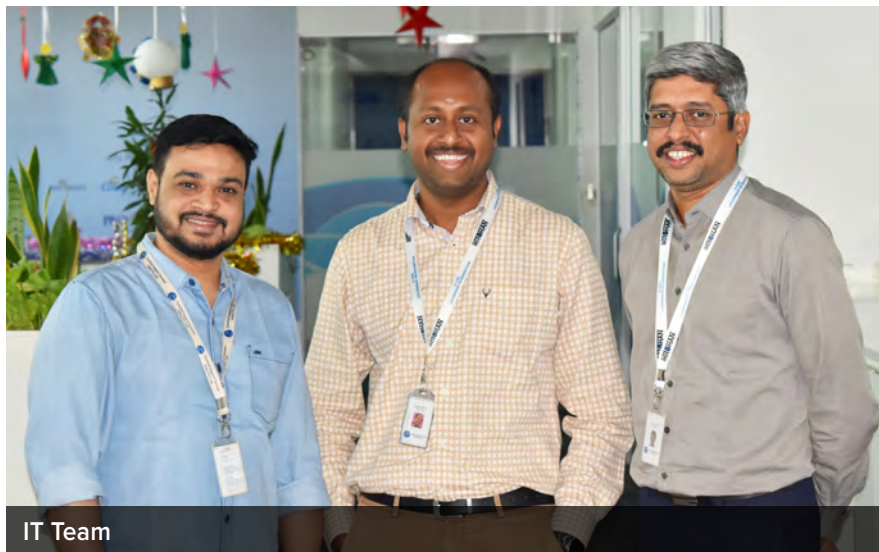
CSSI HIGHLIGHTS

Investing in digital

CSSI now on CruiseNet

In August 2019, CSSI transitioned to CruiseNet, which enables the company to independently connect to respective partner brand networks and provide quality services to them.

CSSI was dependent on connectivity to CUK for accessing the other partner brands and this was a single point of failure. To tackle this challenge, the CUK, Carnival and CSSI IT teams got together and successfully completed the cutover migration to CruiseNet.



IT Team

Bilbith Koyelot, IT Manager

“The CSSI and CUK teams have been working together for 18 months and this change will be instrumental in helping us deliver uninterrupted services and standards that exceed partner expectations.

CruiseNet has the functionalities we need in the long term to continually improve our operations and business process efficiencies.”

Commenting on this, **Prasad Hariharan, Managing Director of CSSI** said, “There were some anxious moments during the transition when the latency was not as expected, but this all worked out fine in the end and the migration took place successfully. This is a milestone for CSSI and the efforts of the IT teams in the past 18 months has been commendable.”

Enhancing efficiency and enabling improved quality

Automation transforms Utilisation management

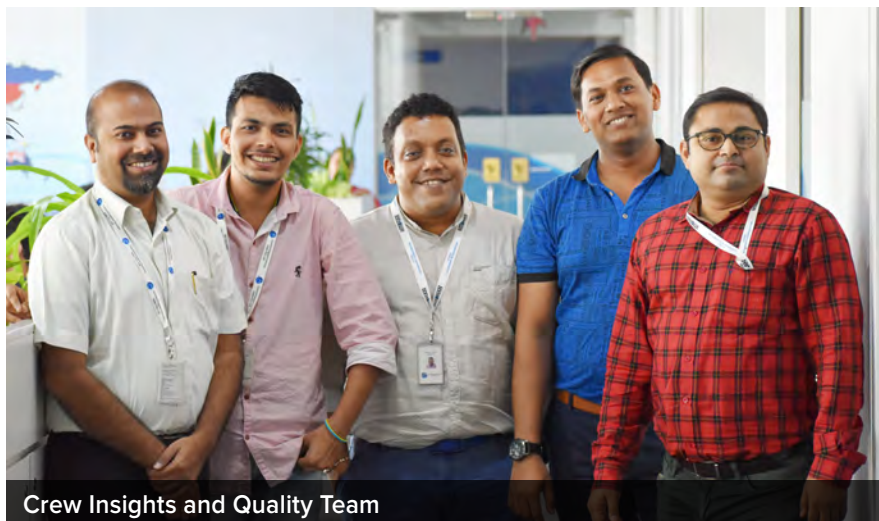
CSSI’s Quality and Crew Insights team play a pivotal role in assisting the CUK HR teams with various crew related reports, including Officers Utilisation reports. In September 2019, they announced a breakthrough in Officer Utilization Management Reporting by automating the delivery of statements to CUK Officers.

Earlier, the dissemination of monthly and annual statements to officers was time consuming as it was being done manually. To increase efficiency and avoid errors, the team created a tool to automate the process. This resulted in the team sending out 700 officer statements in just 15 minutes with 100% accuracy as compared to the 75 minutes when done manually.

Manidip Ganguly,
Business Intelligence Manager

“By easing the administrative burden through automation and delivering error-free Officers’ statements, we’ve enabled improved reporting. This was achieved by simply creating word macros to split the statement by individual officers and send them as an attachment from excel macros.”

The team was well appreciated by the People Data team in CUK.



Crew Insights and Quality Team

CONVERSATION STARTERS

In last 6 months CSSI organised stakeholder engagements to further improve collaborations with their partner brands.

All hands on board

Cross Brand Forum 2019

In November 2019, CSSI hosted their first ever 2-day Cross Brand Forum (CBF), bringing together key decision makers from the 8 Carnival Corporation brands at the CSSI office in India - P&O Cruises, Costa Cruises, Carnival and HA Group.

The CBF is an opportunity to ideate on enhancing Indian crew/ candidate experience. It is also a unique forum that connects these brands for an opportunity to share advice on challenging issues, best practices, innovative ideas and to stay relevant in today's marketplace. This forum is set to meet via a quarterly call with an annual conference in India.



CONVERSATION STARTERS

Building great leaders

AAROHAN – A CSSI Leadership Intervention

Aarohan – Your next big step, CSSI’s flagship leadership program launched in August 2019 which aims at developing and grooming the ‘People Managers’ at CSSI. The program consists of a professional development journey and has been designed to help participants learn new leadership concepts and enhance competencies required to be into better leaders.

Speaking on this, **HR Head, Swati Govil**, said, “The program is quite unique. Apart from classroom learnings, we also have leadership coaches and senior management sharing real-life experiences with the participants. As part of the intervention, the participants have taken up cross-functional projects aimed at operational excellence and improved customer servicing.”



Change is good

Refreshed CSSI Vision and Values

In October 2019, CSSI redefined their vision statement and values to continue achieving quality growth.

To incorporate a diverse set of perspectives, the entire team at CSSI was invited to participate in creating ‘shared’ vision and values. It was important that this process didn’t begin with the Executive team making calls from the top down—instead, the employees led the charge by collaborating on ideals they find to be the most vital to what makes CSSI’s culture successful.

Prasad Hariharan, CSSI’s Managing Director said, “The refreshed vision and values bring out the fundamental characteristics of CSSI’s culture and aligns with Carnival Corporation’s mission. Everything that we do at CSSI encourages our team to explore the meaning and application of these values, enabling value-focused behavior.”



WHAT DO CSSI'S CUSTOMERS HAVE TO SAY

“

I would like to thank you for all your kind help and support during a difficult period, when I was medically disembarked. Thankfully, I have regained my health.

- Anil Sajwan, General Galley Steward



“

I would like to personally thank you for the great job and extra efforts you have put in for me. I am now on board Carnival Fantasy, and I'm so delighted to be a part of this great, beautiful and brilliant family - CARNIVAL CRUISE LINE.

- Carmine La Marca - 3rd Engine Officer



“

Thank you so much team for your hard work on reducing the filestream backlog from 3204 to 536. Let's keep it heading in the right direction.

- Amelia Foyle - Manager, Resourcing & Onboarding



“

Thank you CSSI from the bottom of my heart! I would like to appreciate you for being so caring, helpful and so prompt in responding. Your friendly and positive approach over the phone is an immaculate touch to your professionalism. I wish you all the best for your future.

- Anirban Aguan, Head Waiter



“

I'm writing to thank CSSI for arranging me a new flight to Dubai so that I could join Costa Diadema on time. I got stuck at the Mumbai airport and was not allowed to board the flight because my ticket and PNR number were not registered yet, but CSSI team helped me out even though they were at home with their families on Saturday. Thanks a lot!

- Dias Deoditto Jose, F&B Attendant



“

Thank you so very much for making me feel welcome and for the amazing hospitality. You all are professional, competent and wonderful people. I love the smiles, the happiness and that you all get on so well together. I think this is already a great place to work.

- Kevin Keat, Fleet HR Senior Manager,
P&O Cruises & Cunard, Carnival Australia



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Thank you for your prompt action and feedback. We appreciate your support in assisting us in maintaining accurate and reliable data.

- Stefano Ambrosino, Fleet Talent Acquisition Manager



IN FOCUS



#FOODWASTESHUFFLE

Team CSSI participates in a video challenge #FoodWasteShuffle along with their Carnival UK and Princess Cruises' office colleagues. This was organised to help raise awareness of separating food waste on board our ships. The teams who participated in this challenge included Cunard, P&O Cruises Marketing, Facilities (Catering), Strategy, Finance, People, Princess Cruises, Planning and Facilities, Executive Leadership Team (ELT) and Maritime. Watch the video [here](#).

GET IN TOUCH

We are keen to hear about your thoughts on the information shared with you. Write to us at stakeholdercomms@carnivalssi.com



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