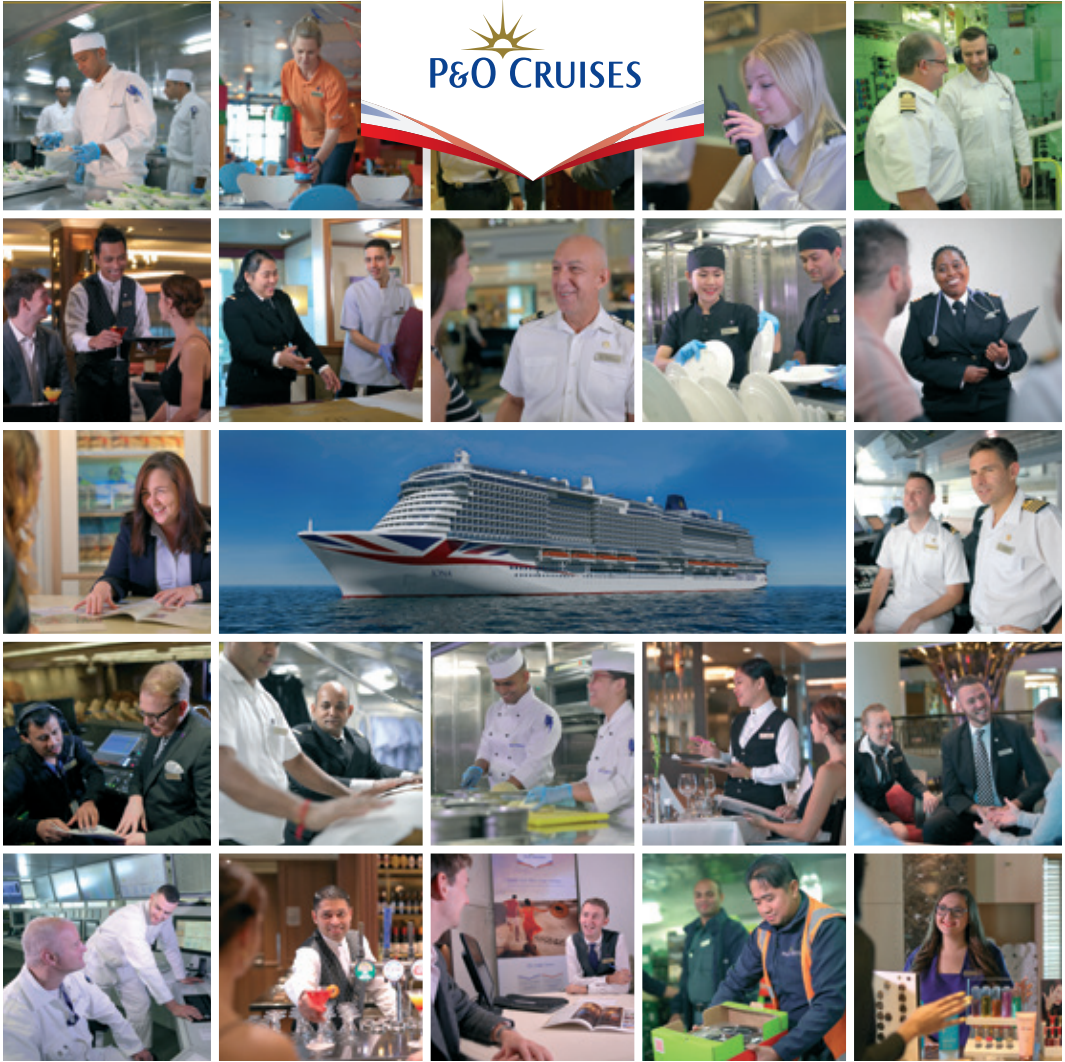




P&O CRUISES

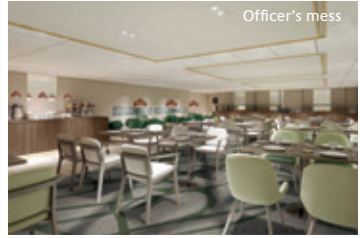


# IONA

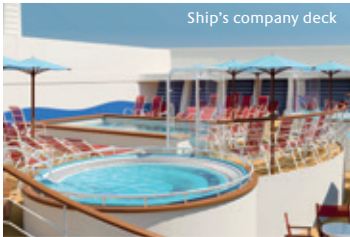
What will she offer you?



SkyDome by day



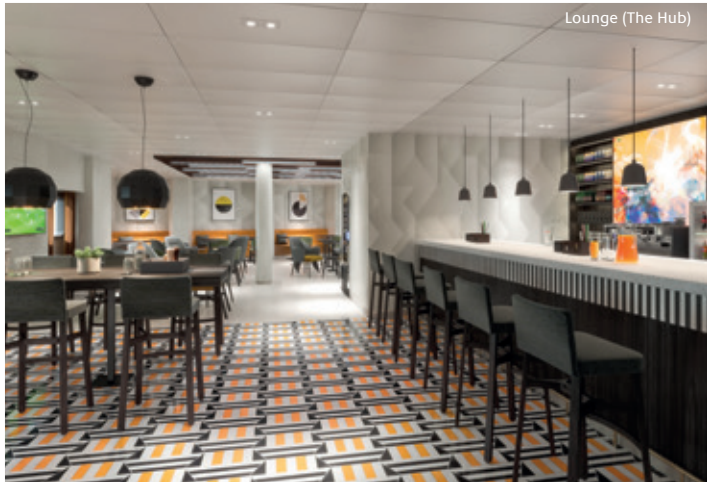
Officer's mess



Ship's company deck



Grand Atrium



Lounge (The Hub)

## What makes Iona special?

This is Iona. She will be the largest Liquefied Natural Gas (LNG) powered cruise ship ever built for the British holiday market. Designed to bring the outside in, connecting everyone on board with the sea, sky and shoreline, she's set to win the hearts of both our Guests and our people.

5,200  
Guests

1,800  
Ship's company

30% ↑

Growth  
in Guest  
capacity

18  
decks



Britain's first  
'green' cruise  
ship, powered  
by liquefied  
natural gas



SkyDome  
modern and  
innovative  
design



# New offerings, new opportunities

This is your chance to be part of the next phase of P&O Cruises journey.

Introducing a new class of ship to the P&O Cruises fleet offers the ship's company an extremely exciting experience. This is a huge learning opportunity that the ship's company will be able to look back on and be immensely proud to have been part of P&O Cruises heritage and its future.

The leadership team has come together early as well as the training and wellbeing teams to ensure Iona's people are properly prepared and supported every step of the way.

Iona's arrival allows us to look at how we work on our ships to create moments that matter the most for our Guests – as well as offering you opportunities to develop and grow your skills.

## Happy People = Happy Guests

This is an exciting time for the P&O Cruises fleet and we're really pleased that our people have been part of the journey in getting ready for P&O Cruises future.

We recognise and thank everyone for their contribution in creating a mutually strong set of teams across the fleet.

Since early 2018 we've been working with you, using your expertise and ideas, to trial new approaches that make working on board simpler. And that enable us to meet our ultimate aim of creating unforgettable holiday happiness for our Guests whilst ensuring being on board is a great place to work for our people - Happy People = Happy Guests

These initiatives have all been brought together for Iona as well as our existing ships to build an experience that promises to be fulfilling and rewarding for both Guests and our ships' company.







# Happiness and stability

With an array of destinations to discover, you can experience something new every time you step off the ship and become an even stronger destination expert.

Iona will operate a track itinerary in her first summer season to the iconic Norwegian Fjords. And her first winter season will be spent in Spain, Portugal, the Canary Islands and Northern Europe.

Working on a track itinerary has a number of benefits. They are common across the cruise industry, and for good reason – they make our Guests happy and bring stability for our on board teams and our business.

- **Destination expert:** You will get the opportunity to experience each port in more detail to become a true destination expert. With more knowledge, our on board teams can offer Guests better advice on what to do with their time ashore and tailor experiences on board to the destination.
- **Stability:** Repeated itineraries - our people on Iona will know exactly where they'll be and when, so you can organise your life off-ship more easily. And set routines will help our ship's company work in a more consistent way, which supports both your health and safety and Guest satisfaction.
- **Performance:** Happy Guests and consistent working practices allows us to continuously improve our performance, this leads to benefits in on board revenue, fuel costs, sustainability and the environment.

Azura, Britannia and Ventura will also switch over to track itineraries, visiting key destinations in the Mediterranean, the Canary Islands and more. It will be much easier for new Guests to understand our holidays – and getting more people to cruise with us will help us become 'Britain's number one holiday choice'.



Become a destination expert



Regular visits to Southampton



# Carnival UK

Fleet Wellbeing Standards

*Every single employee, every single year*



## Your home from home

We are passionate about your health and wellbeing. Working on board is like no other, we want to make sure it's a great place to work as well as a great place to live – and therefore feel like a home from home. We have a set of wellbeing standards all centred around what you may need to support your health and wellbeing.

### Personal space

All cabins have their own en-suite and will be a maximum of two people per cabin so there will be no need for sharing communal bathrooms.

### High specification

Iona's cabins will all have USB charge points, a wide flat screen TV, their own individual air-con and... Wi-Fi routers!

### Healthy food and snack options

Iona will also offer you a variety of healthy food and snack options in each of the recreational areas.

### Gym and fitness

There will be a gym equipped with technogym fitness machines, dedicated fitness classes for our ship's company to support your wellbeing as well as bikes to get out and about when in port..



Dedicated bathroom for all crew cabins



Wide screen cabin TVs



High spec cabins



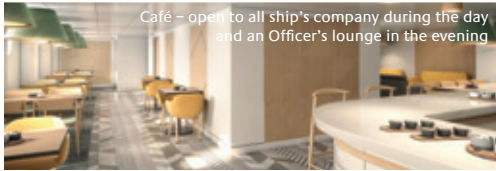
Healthy food



Technogym



Café - open to all ship's company during the day and an Officer's lounge in the evening



Ship's company deck



## Relax and unwind

Designed by the same expert designers as Guest areas, a lot of thought has been put into our ship's company spaces to make sure there is a balance of lively and peaceful spaces, giving you the chance to properly relax during your time off.

Iona will proudly introduce a newly designed ship's company mess, a modern lounge area. 'The Hub' and a brand new concept café, The Summit. There's also two modern and stylish deck areas, one with a swimming pool and two whirlpools dedicated to our ship's company.

### Ship's company mess

Iona's ship's company mess will become a 24 hour scene, feeding our people during the day, becoming an entertainment venue by night with a dance floor and space for social events.

### Ship's company café

Brand new for Iona, a ship's company café! A relaxing location to catch up with your friends and enjoy a coffee or snack. Open to all ship's company during the day and an Officer's lounge in the evening.

### Outside space

There will be two deck areas on Iona for our people. One on deck seven with a swimming pool and whirlpools, Guest grade sun loungers and deck furniture, and one at the top of the ship which will offer great outside sun lounging experience.



Sensational ship's company areas



Ship's company swimming pool and 2 whirlpool spas



New café for ship's company

# Improved Guest Service

Iona has not only been designed to appeal to our Guests but with improved processes, technology and approaches it will also be a great place to work for our people on board.

These new methods have been tried and tested, and have proven that they help our people to work more efficiently, improving wellbeing whilst also providing a great opportunity to create the best Guest experience possible and a strong sense of job satisfaction.

## Bar, restaurant and galley

New approaches to serving our Guests will mean bar, restaurant and galley teams can work more flexibly across areas, helping each other out and offering a quick service to our Guests. There will be designated seating areas allocated to waiters as well as improvements in the restaurant such as a fully digitalised ordering food and drink system and no more signatures for transactions below £50.\* Waiters will serve both food and drinks, and runners will be introduced, enabling a quicker service so you can spend more time focusing on our Guests.

\*Guests can still request receipts for transactions below £50.

## Housekeeping

There will be no turndown service on Iona on turnaround day. The housekeeping team will also service cabins differently, changing the way they approach cabins that are occupied at this time.

With a supportive running system for Cabin Stewards there will also be no more cleaning cups.

## Reception

Phone inquiries from Guests will be dealt with away from the reception desk allowing those working there to focus on the Guest in front of them and give great service without the interruption of the phone.

## Medical Centre

The Medical Centre will be equipped with state of the art equipment and even more space with five patient rooms, including two intensive care units, three extra wards as well as two consultant rooms, two nurses stations, three triage bays and a designated triage bay for people working and living on board.

## Iona's Medical team

The Medical team will be larger than the teams on other ships in the P&O Cruises fleet, to be able to take care of the additional number of Guests and ship's company members on board the XL ship.



No more trays for waiters, two assistant runners



Fully digitalised ordering food and drink system



No more signatures for transactions below £50\*



No turndown on turnaround



Supportive running system for Cabin Stewards, no more cleaning cups



State of the art medical equipment



Phone inquiries away from reception



Designated restaurant seating, designed to distribute the workload



Freedom dining



# Developing you

## Dedicated training room

To support your personal and career development whilst on board Iona, a dedicated training room has been made for you. The high quality features in this room will provide you with all the necessary tools to learn new skills and progress your career.

## New Liquefied Natural Gas (LNG) training

LNG is a super-cooled fuel that's stored as a liquid then burned in gas form when it's needed. LNG requires new ways of managing engines, bunkering, maintenance, harbour operations, safety and much more besides. This is proven marine fuel technology, but it is brand new to the cruise ship industry and requires our Maritime Officers to take professional qualifications and grow their skill set in handling an LNG engine, enormously growing their expertise and appeal in running different types of ships.

With numerous other firsts on Iona, every role is sure to uncover opportunities to develop skills.

## Getting XL ship ready

Getting ready to introduce a new class of ship to our fleet offers a huge experience opportunity. It will be both challenging and rewarding, fully supported with training as well as downtime along the way.

## More select dining

With 29 different eating and drinking venues on Iona, there is huge scope for you if you work in bar, restaurant and galley to broaden your skills and learn about different types of cuisine.






Bars and restaurants





# Iona at a glance

 <p>5,200 Guests</p> <p>1,800 Ship's company</p>	 <p>30% ↑ Growth in Guest capacity</p>	 <p>18 decks</p>	 <p>Britain's first 'green' cruise ship, powered by liquefied natural gas</p>
 <p>SkyDome modern and innovative design</p>	 <p>Experience 'getting XL ship ready'</p>	 <p>Become a destination expert</p>	 <p>Regular visits to Southampton</p>
 <p>Sensational ship's company areas</p>	 <p>Dedicated bathroom for all crew cabins</p>	 <p>Wide screen cabin TVs</p>	 <p>High spec cabins</p>
 <p>Ship's company swimming pool and 2 whirlpool spas</p>	 <p>THE SUMMIT New cafe for ship's company</p>	 <p>No more trays for waiters, two assistant runners</p>	 <p>Fully digitalised ordering food and drink system</p>
 <p>No more signatures for transactions below £50*</p>	 <p>No turnaround on turnaround</p>	 <p>Supportive running system for Cabin Stewards, no more cleaning cups</p>	 <p>Phone inquiries away from reception</p>
 <p>State of the art medical equipment</p>	 <p>JONA Dedicated training room</p>	 <p>NEW LNG training</p>	 <p>NEW Guest service training</p>
 <p>More select dining, more opportunity to broaden skills</p>	 <p>Healthy food</p>	 <p>Technogym</p>	 <p>Bars and restaurants</p>
 <p>Freedom dining</p>	 <p>Designated restaurant seating, designed to distribute the workload</p>		

\*Guests can still request receipts for transactions below £50.

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Thank you for taking the time to find out more about Iona.



## Your questions answered

If you have any questions or would like to find out more visit [theinsider.carnivalukgroup.com](https://theinsider.carnivalukgroup.com) or alternatively email [peoplesupport@carnivalukgroup.com](mailto:peoplesupport@carnivalukgroup.com)



## Stay tuned to Iona

Look out for details on a dedicated Iona FaceBook group for those who will be working onboard. You'll be able to connect and get to know your Iona colleagues, and stay tuned on exciting Iona developments.



You can also follow Iona's journey on Instagram [@carnivalukcomms](https://www.instagram.com/carnivalukcomms) and look out for the latest news on [theinsider.carnivalukgroup.com](https://theinsider.carnivalukgroup.com)

