

Highlights of topics discussed on 15 June 2022

Welcome & meeting opened

Business Update

It was noted there was an ongoing audit; as of last weekend all ships were back to guest operations following QV return to service. Flag had been complimentary about the state of the ships which was a great credit to everyone involved; ship and shore collaboration had been amazing.

Covid remained a relevant factor, especially on longer cruises. Management of cases from a medical and administrative point of view would remain under review and subject to jurisdictional requirements and ships itinerary. It was hoped Covid would be managed in the same way as ARI's from next year with a focus remaining on protecting critical roles and safe operation of ships.

Crew resource challenges were acute at the current time, especially in technical and medical teams. It was acknowledged there were a number of 'new to sea' and 'new to Company' Officers; a rapid response working group had been set up to address resource challenges and this was having a positive impact.

The ECP had now finished after 5 years under US Dept for Justice probation which had resulted in much change and compliance commitment – this would continue with Culture Essentials to support, in addition to sustainability agenda which was a driving force in industry and a growing concern for guests.

Driving Performance would be a focus moving forward as the Fleet continued it's operation and it was noted that business performance varied in relation to brands; Cunard QA launch sales were best in history. Fuel costs and raw material costs continued to be a challenge in terms of profitability.

Workload

Training governance was under review, recognising there was a high volume of E-learning and other training requirements; there was a desire to consolidate wherever possible. An Induction 1 process was under review with a recommendation that returning Officers would complete a questionnaire rather than complete full training to reduce frequency and training load.

For projects which needed Officer support it was recognized there was a balance to be had between impacting teams on ships and professional development. Resource would be kept under review and where necessary Officers would be seconded and additional resource made available to ensure projects were implemented fully and successfully. Formal sign off from Captain and/or Chief Engineer (procedure HMC1600) were now required for all projects moving forward to address improperly or incomplete projects.

Roles and Responsibilities

It was noted that new larger ships would require different resourcing model although not necessarily a straight percentage increase in crew relevant to tonnage of the ship; other factors needed to be considered.

In terms of queries relating to pay disparity/rank discrepancies there was a planned Deck review to investigate in line with Maritime Standards (although no timeline at present). This would assess the most appropriate Deck structure taking into account maintenance and BRM elements.

IT Update including Wi-Fi

All relevant teams were working collaboratively to deliver improved bandwidth on all ships, packages for guests and crew, and associated policies and processes. With a couple of exceptions, the bandwidth on ships was in place, although could struggle at peak times which was frustrating (especially where crew were paying per day).

It was reported that charges weren't clear; this was being looked into by the software designer. Continuous feedback from those on board was requested; either via the reporting page on the Insider or ideally the Teams Connectivity Chat rooms – Crew Office, IT and HRM's could raise on Officers behalf.

Apologies were made in relation to the dedicated IT address for PAW Reps.

Welfare

Improved data was now giving better insights which would drive decisions made. A few examples included the introduction of a 'life on board' survey, reinstated exit survey's, and compliance lines/Speak Up data being collected and reviewed. It was acknowledged that actions taken as a result of crew input needed to be communicated so that the value of completing survey's was understood.

Attention and Attraction of colleagues onboard, including broadening source markets, required review of spiritual and dietary offering on board; F&B teams would be responsible for reviewing and implementing.

Mental Health framework was in place; Review and relaunch of EAP was planned, plus enhanced training to medics on ships to ensure they were equipped and qualified to support colleagues, plus recruitment of 'mental health champions' to offer peer to peer support. The Mental Health Framework would ensure MLC requirements were met and documented, plus CUK's own enhanced standards, and would allow business areas to be held to account.

Car Hire

There remained a global shortage in supply of new vehicles in the market with no end in sight. Enterprise then Europcar had most availability for 1 way hire but Zenith could potentially support for longer bookings eg training. It was confirmed that a travel day could be recorded for Officers needing to begin their journey to ship the day before joining as a result of using alternative transport.

Relatives Travel

A HESS communication had been sent 5th May stating there was no longer a requirement for relatives to isolate; it was recognized this was a corporate communication and there hadn't been sufficient opportunity or notice for this to be communicated to SMT; this would be included in SMT Dashboard next week to allow opportunity for feedback and questions.

In terms of price for relative travel this was confirmed as £45 per cabin per cruise and attendees were directed to the Bridge as the single point of truth on policies (it was noted the query had come about as an out of date policy had been circulated).

Share Scheme

Investigation of fleet offering was ongoing albeit due to other critical priorities was planned for early next year; further scope work was required due to the complexities presented in the Fleet with differing employer covering various brands (Cunard, P&O and Princess) all requiring agreement

Health Cash Plan Scheme & Electric Car Scheme

Confirmed both benefits had been fully considered in terms of offering to both Fleet and Shore colleagues; decision reached not to offer to Fleet colleagues since both could only apply to UK resident Officers which would cause an unfair disparity among the Officer population.

PDR

A new corporate framework for PDR's was being rolled out; each brand could build on this. Feedback was requested.

Maritime Workforce Future Readiness & appointment of Boston Consultancy Group –

Through PAW and Pay Negotiations it was clear there was a desire, on behalf of Seafarers, to look at shorter contract lengths and differing rotation models and there was a commitment from CUK that this would be resourced and investigated. A MWFR group had been set up with key stakeholders, and Boston Consultancy Group brought in to assist in making progress with this complex piece of work. Broadly, the scope of the work would be to understand what was the right way to contract the maritime workforce, specifically annualized Deck & Tech population to meet the needs of the business and Officers. It was recognised there was benefit to completing this work on establishment ahead of Arvia and QA joining the fleet.

The overall outcomes expected of the work are to ensure we have an employment model which sets us up for the future demands and remains compelling within the market, improving the efficiency within the deployment of our maritime workforce and improving the culture of accountability and ownership both ship and shore.

AOB

- 1) **Rotations:** Commitment that 2023 plans would be on Mistral by end of August 2022. Challenge that latest update on Bridge was April and onboard only have sight of rotations 4 months ahead in Mistral. Understanding was that a 12 month future (rolling) period would be visible. Monthly rotations would continue to be uploaded on the Bridge although it was acknowledged those on leave did not have access to the Bridge.
- 2) **Iona:** 'on call' process now in place with 2nd and 3rd ETO's to ensure fairness in late night finishes.
- 3) Broad feedback received that the Single Access Point for raising queries wasn't working; queries weren't being responded to in a timely way or at all (4 month delay in response to rotations query for example).

Next meeting Wednesday 14th September 2022, timing to be confirmed.

Meeting closed.