

Highlights of topics discussed on 14 September 2022

Welcome & meeting opened

Business update

CUK now has all ships back in operation, which is great news, and August was the first month in 2022 where the business returned to profit. However, CUK remains a long way from the levels of profitability seen prior to the pandemic. Bookings are positive for 2023 and beyond, but the interest repayments on the \$34 billion debt across the corporation are significant and will impact our profitability as we look ahead to 2023.

On board covid restrictions are reducing for our crew, with a number of onboard measures now relaxed at Level 1. Our priority remains ensuring that we are safe and compliant and mitigate the real risk of covid onboard. On board restrictions and testing requirements are reviewed continually by our medical team in consultation with external organisations and take into account the changing risk on board our ships as well as local restrictions in place in the destinations we visit.

Reminder to send agenda items through in good time, in order to ensure we have invited the relevant colleagues to provide updates or answer questions.

Maritime Workforce Future Readiness

Slides were presented providing context of the work undertaken by Boston Consultancy Group (BCG) and their findings. Part of their work has been to help us complete a survey of our Deck and Technical crew which sought to understand the preferences of our crew relating to a number of elements including contract length, unplanned working mechanisms and ship: shore communication. The survey confirmed a strong consensus towards 200 annual days worked which replicates the view expressed during pay negotiations last year. There was also discussion around preference of rotation pattern with a 50/50 split between preference for 12:12 and 10:10. There was a general trend that junior ranks preferred to work more days where senior ranks preferred fewer days. Wider discussion was had around the 10:10 question on the survey and whether it was a little misleading with tax liability. CUK's position is that the survey was being transparent and would have been wrong not to share possible tax implications. It was acknowledged that OCB isn't as effective as envisaged when it was set up, so CUK are continuing to explore what is right for the business.

A high number of people surveyed felt that it was important to have a shoreside point of contact. The Maritime Fleet Workforce team recently established under Charles' leadership is a positive step forwards to help in this area.

The slides will be shared with PAW and SMT, those currently onboard will be included in the meetings next week.

Pay review

The next pay review is due 1 January 2023. Rachel Lynch will be reaching out to members asking for aspirations. Any PAW members who are interested in becoming a liaison officer should let Rachel know. The liaison officer position requires election from two other members. The role benefits from paid time off, personalised email address along with training. There is also protection under the Trade Union and Labour Act 1992 for anyone acting as a liaison officer. There is an appetite to increase the number of PAW reps, as we continue to grow and the preference to have at least 3 members per ship.

Acknowledged that pay review discussions will take place outside of the regular PAW meetings, as they have previously.

Changes in Fleet People Ops team

Ian Strangeway is now VP for Fleet People Operations department, replacing Eithne Williamson. The BCG findings support some of the systems and data improvements that are required. In March this year, there were 75 gaps across the fleet, there are now around 38 on a weekly basis, the majority of these are medical roles. There is a lot of effort to recruit currently in all areas. We understand that a higher volume of new staff places pressure on existing staff, so we appreciate your patience whilst we navigate this. Focus on ship familiarisation and orientation, with a higher number of graduates and cadets. Currently 50% of officers have less than one years experience. We have approval to use training facilities other than Csmart. Engineering officer retention is being looked at specifically, 3rd officer ranks retention is at 25%, 2nd officer is 15% and 1st officer is 7%. Acknowledgement that there are challenges for all ranks, please escalate if you are struggling to complete anything that is compliance related. We continue to utilise agency contractors where required. Currently there are 13 projected gaps for Arvia in December, and these will very likely be filled.

Code of conduct policy review

This was last reviewed in 2019, we have reviewed feedback from other stakeholders as they have provided feedback when necessary. There are a number of proposed changes which include:

- The length of a disciplinary sanction previously only included time at sea, the proposal is to remove this so the standard sanction length will be 12 months.
- To remove breach codes i.e numbers HSS-101. The aim of this is to ensure allegations are defined clearly, currently a misconduct issue is sometimes adapted to fit in to a breach code. It is not possible to list every single scenario of misconduct. This will also encourage managers to focus on the allegation rather than the breach code and presents the process in a more human way which reflects our culture. There was a concern raised that it may not be clear what the breaches are if the codes are removed. This was fully understood but the company position believes it would be clearer using an explanation rather than relying on numbers, this will also align with external companies and generally good practice.
- Agreed to hold a further meeting to discuss and seek further feedback.

Onboard complaints policy review

There are a number of routes for seafarers to raise concerns within the culture onboard which we would like to include into the policy. Currently there isn't much focus around informal resolution of grievances, which we propose to be included. The timescale for a grievance to be resolved within 7 days has been reviewed with a proposal to be removed. This is to ensure individuals are provided the right amount of time for the grievance as 7 days doesn't allow if you need to speak with number of witnesses and or reviewing CCTV for example. Feedback was provided that there should be a timeline to acknowledge the grievance otherwise managers may take advantage of this. Agreed that this would be revisited and communicate appropriately.

Paternity leave

Carnival UK is currently reviewing the Fleet family friendly policies, one of those is Paternity leave. There is no statutory requirement for seafarers as the employer is outside of the UK. However, as we continue to review these policies, please encourage the seafarer to contact the Rotations team if they require time off.

Further discussions on Family friendly policies, attraction for female staff and Seafarers having limited access to the Bridge if you are at home on leave. It was confirmed that we have family friendly policies placed on the Bridge under Fleet Pregnancy and Primary Carer Leave policy. It was noted that Seafarers may not be aware due to having challenges accessing the Bridge. It was confirmed a full review of the Bridge is taking place with the aim of having a new intranet in place next year which should make accessibility better for everyone ship and shore.

Car rental

The company are in regular contact with Zenith, within the industry the car rental market won't recover to pre-covid norms until 2024. This is due to a slowdown in global supply chain, Ukraine provides many parts for car manufacturers. We should see gradual improvement next year, but currently one-way hires are hard to come by and where they do allow the one way car hire they charge a premium.

The current wording in the Seafarers Travel policy shows that no other company may be used. The wording isn't appropriate therefore the policy will be amended to allow use of other suppliers with a review in 6 months' time. Additional insurance is required outside of Zenith with an option of signing up for Zenith insurance or use an external provider.

The policy changes will be summarised and shared shortly.

Travel allowance

Reminder that if you're over allowance it will be paid to you. There was initial confusion over whether that allowance can be paid the month after however it was understood that this related to other expenses and the travel allowance additional expense is paid at the end of the year.

Corporate hotel rates are available on the Bridge and will be shared with the group accordingly.

Pay and benefit equality

We did not get time to discuss this and therefore a communication will be sent out shortly.

AOB

Concern over sufficient resource being allocated to support the implementation of projects, leading to a higher workload on ship's staff. This has been noted and efforts being made to improve this.

It was noted that some crew, after a Global Talent Partner change, recently have had to change ship after working on the same ship for a number of years. It was agreed that it's logical to keep people where they are. There needs to be a holistic view of manning, and we want to address any individual cases. If anyone has concerns, please route these to maritime rotations team.

Next meeting Wednesday 30th November 2022, timing to be confirmed. PAW dates for 2023 will be shared shortly.

Meeting closed.

Addendum to PAW Bulletin:

- 1) Living with Covid. What is the company's plan to remove all remaining covid policies on board for crew? I have been contacted by a number of officers that tell me their experience of living on board (particularly in the safety critical cohorts of deck, tech and medical). Morale is curtailed by these policies, particularly as covid is all but non-existent ashore. Mask wearing, cohorting, timed dining, separation from colleagues and no 'level 0', makes living and working incredibly difficult. Many have said that covid makes up every decision on board the ships. Life has moved on ashore and desperately needs to on board our ships too. The consensus is that these policies are removed. Officers have asked for a fixed date for a removal of covid-19 policies.

This was covered as part of his business update.

- 2) Travel: update on car hire please. Rail strikes have meant it is incredibly difficult to travel to the ship with large bags. What is the company doing to source a new provider if Zenith is unable to act on this issue. Officers have asked for this to be dealt with as priority please.

According to Zenith, the UK car rental market is not expected to recover to pre-COVID norms until 2024. New vehicle shortages, initially caused by COVID related disruption to the global supply chain and now impacted by the Ukraine/Russia conflict, continue to restrict the services provided by vehicle rental firms. As a consequence, many suppliers have suspended one-way hires and introduced minimum 7 day rental periods.

Therefore we will be proposing a change to the policy to be reviewed May 2023:

A temporary change to section 3.12 is recommended, from:

- **Carnival UK has a contract with Zenith and therefore all bookings must be made with Zenith only. See appendix one for details. No expenses will be paid if another company is used.**

To:

- **Carnival UK has a contract with Zenith and all booking requests must be directed to Zenith in the first instance; a minimum of 7 days' notice must be provided. If Zenith is unable to fulfil the booking, or if you are unable to provide 7 days' notice, then an alternative car hire provider can be contacted.**

- 3) Travel: Officers have reported traveling via other countries on day-long flights when the alternative of direct flights are available online. One has an example of flying to Malta via Istanbul. Flight was available online direct from UK to Malta.

In terms of the flights, without knowing the point of origin it's hard to give a precise answer but the system books flights based on the fare, so if a route via IST is cheaper than direct it will book this. This is expected behaviour and in line with the Seafarers Travel Policy. There are other considerations, i.e. the routing referred to might have been with a low cost non-marine fare carrier, we only book marine fares as they are fully refundable. Please can you provide specific examples i.e. dates of travel and points of origin, we can then provide a more robust response.