

Highlights of topics discussed on 15 March 2023

Welcome & meeting opened

Review and update of action log

Business update

Q3 of 2022 was the first quarter CUK was profitable since the start of the pandemic. Now into Q2 the focus is on generating a greater level of revenue. Onboard revenue is doing well however the guest NPS is not at the level it was pre pandemic, so this year there is a focus of improving guest experience. Future bookings are strong so the market and demand is there. CCL are doing well they are back up to profitability and occupancy from pre pandemic levels which reflects the holiday market in the US. Overall, the European and UK brands are mixed. CUK has a large capacity to fill, 2023 is going to be difficult but we expect to see improvements into 2024.

There have been some changes in the shoreside Maritime team, see attached an announcement and updated organization chart. As a result Charles Golden has moved to the role of Vice President, Fleet Technical Operations with effect from 20th March and recruitment is underway for the role of Senior Director, Maritime Fleet Workforce to find a replacement. Charles will continue to be the PAW forum business lead until a replacement is found..

There are some key technical vacancies within Maritime, these roles are difficult to fill so if you know anyone who may be interested please share these.

Maritime Fleet workforce team

Introduction of George Mills who has joined as Deck Careers Manager, he'll be supporting the career development of third officers to first officers. Mike Bales was the first LNG engineer for CUK and he's taken up position of Technical Careers Manager. His remit will be the third engineers to first and Third Electro Tech officer to First electro technical officer. Andy Walker, Senior Manager will manage the ranks of first officer upwards. Andy, George and Mike will be working closely with Fleet People Operations to reduce the number of gaps we have around the fleet and increase team strength. George is also working on key initiative aligning our deck crew structure across Cunard and P&O Cruises.

The team all come from a seafarer background so they understand the challenges that exist and are keen to be visible across the fleet so will travel to the ships regularly. The aim is to bridge the gap between ship and shore. There is also a drive to encourage utilization of CSMART spaces.

Communication strategy

Following feedback that there has been a lack of awareness of the Maritime Workforce Future Readiness (MWFR) project we wanted to give an opportunity to open up discussion and understand generally how reps are communicating and if there's any further support you need. There are a number of new Partnership at Work members and we are keen to hear what is working and what doesn't.

There was feedback that the PAW reps have more knowledge of initiatives or projects than SMT do. Communication during the pay negotiations was discussed and members have feedback from the fleet that sometimes long emails aren't engaged with by everyone however it was acknowledged that there is ownership on the individual to read and understand communications and to raise any relevant questions.

The number of PAW reps has increased however it's understood that there isn't always one present on each ship. Nautilus are continuing the recruitment campaign to get more Nautilus members and increase the diversity. Carnival UK will continue to promote the forum. A suggestion was made about having a dashboard for PAW which could be accessed at home and on board. Feedback was given that we have a dedicated page on the Insider which can be accessed at home and onboard.

There is a problem around accessing the dedicated PAW email accounts from personal mobile phones due to security restrictions. A suggestion was made about providing company issued laptops to address this issue which will be considered.

Maritime Workforce Future Readiness

The development of the MWFR project has been discussed and shared for some time and we're now in a position to move on to the next stage. There was clear feedback that the level of understanding amongst the broad population of officers can be improved and an email was shared regarding all of the initiatives included. Following communication, we followed it up with an opportunity for officers to express interest if they wanted to be part of engagement groups. Contact will be made with everyone who has expressed interest and plans will be shared with them. Towards the start of April, we hope to have two-way discussions where we shape proposals. Alongside engagement groups there will be a central place on insider where progress will be shared. Minutes and information from meetings will be shared with the group. If you have any further suggestions for how to communicate, please share those.

There will be various workstreams and as these develop it may be that further work is required, having the engagement group in place will help this.

It was raised whether formal consultation will be needed for the outcomes. Not all outcomes will affect terms and conditions or SEAs, anything that does require formal consultation will follow the correct process. Nautilus have been kept updated regarding the development so far and we will continue to liaise with them.

Standards of food onboard

There is currently work underway on brand new crew menus which should be delivered in the second half of the year. There will be more guest menu related dishes and with increased nationalities onboard there will be further choice. Once further dishes are added, it may be that resource is reviewed to ensure production needs are met. There is governance onboard to ensure the offering is met on each ship although the layout and infrastructure varies.

There was feedback from Britannia specifically about the menus and this has been provided to the team onboard.

The use of food forums was discussed on P&O Cruises ships, along with comments box for feedback to be provided. It appears that comments shared remain onboard. For Cunard, the SWC forums should be used to raise any concerns or feedback. Cunard did have a similar menu to P&O Cruises as the budget and parameters is similar. Work will continue to ensure feedback regarding the menus is shared with the team shoreside.

The increased cost in the crew bar was mentioned whilst this isn't ideal it was recognized that increase haven't taken place for a number of years but due to increased costs in purchasing food and drink a small cost has been applied.

Internet provision

We had a discussion on 21st February which some PAW reps attended. No profit is made from crew internet provision and a £4 million loss to the company, potentially more, is calculated for this year. An update was shared on the SMT dashboard 14th March regarding crew internet misuse. To put this into context, in one week during February, a number of crew on just one of our ships used illicit methods to access 430,000 MB of internet data without paying. This is 66% of the total crew internet data used during this time and cost the company a significant amount of money. It also seriously impacted the service level of internet across the ship, critically impacting crew welfare with some colleagues being unable to connect with home. Once further investigation is completed, there may be reports we can share to understand how this can be prevented. Please educate colleagues about the impact of what they are doing. They are essentially stealing from colleagues who have paid for internet and it's impacting the service.

More premium packages have been sold since the new packages were released, work is being undertaken to understand how to turn off access to crew packages in guest facing areas and bandwidth can be used in the background which affects everyone's use. Price increases continue to be the last resort.

It was felt that many colleagues are disappointed regarding the removal of WhatsApp from the voice and video calling (Surf) package. There will be a period of time to understand the impact of any tweaks made to packages. Facebook was chosen as the platform for surf package due to the data which showed its increased usage compared with WhatsApp. WhatsApp messaging and photo sharing continues to be free. This point has been noted and fed back to the team involved.

Travel allowance

As of November 2022 45%, of eligible officers submitted travel expense claims, a further 96 in December taking the total slightly over 50% of officers claiming in addition to their allowance. In summary allowances paid for officers were enough for half the population. As discussed in November, given Carnival UK's cash containment mission in 2023, increasing the allowances at this stage is not viewed as a suitable option. There is plenty of evidence to show that expenses are being submitted and reclaimed, and this seems to be working well. Through this process we have

identified several expenses claims process improvements, and it is likely that the actual number of people who exhausted their allowances is less than 50%. We will take stock again in 12-months' time with a full normal year behind us and with better data accuracy to report on.

Further to the question regarding Officers making use of corporate rates at Southampton hotels, the latest rates are available in the SSPPM on the Bridge however we are aware of a shore-ship replication issue. The latest hotel rates are attached for information. Carnival UK procurement has confirmed that hotels may publish special rates via their websites or other advertising channels, and if these limited time deals offer better value than the corporate rates then we encourage you to book the best value option available.

There was a question regarding whether Fleet Travel would book a hotel if a seafarer had an early flight out of the gateway airport. Regarding Fleet Travel booking hotels for individuals when departing their home country on an early flight to embark a ship overseas, we can confirm this does not apply to those with travel allowances. The wording to section 3.13 has been updated to avoid any further confusion.

It was felt that some individuals may not know how to claim expenses, this will be reviewed to provide additional information including retaining receipts for a full year.

Zenith car hire

In terms of car rental, there is no significant update since we last discussed the subject in November. The industry continues to recover slowly, boosted by an increase in new vehicle production, but a full recovery is still predicted to be some way off. The one-way hire market will be the slowest to recover as branches look to protect new vehicles from leaving their regions. After November's PAW meeting, we shared some useful tips of how to maximize chances of securing a hire car, these are shared again below:

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

The car rental market continues to experience challenges with the availability of new vehicles, and since the COVID pandemic it has become more difficult to secure bookings for short-term rentals, with one-way hires particularly problematic

By following the below approaches, wherever possible, you will maximize the chances of securing a booking through Zenith

- Book early, the more notice the better
- Where possible, request a 'walk-in' booking i.e. collect or return the vehicle from the rental location rather than requesting home delivery/collection
- When booking home delivery/collection, request the drop-off or delivery or collection times within branch opening hours (these can vary, but are typically 0800 – 1800 Monday to Friday and 0900 – 1300 Saturday)

Requesting an out of hours, home delivery/collection, one-way hire is one of the least appealing options for car rental companies, and with vehicles in short supply requests of this nature will reduce the chances of a successful booking

Seafarer Travel Policy

Thank you to the PAW group for the feedback on the proposed changes to the Seafarer Travel Policy. The new version will be uploaded to the Bridge, and it will be communicated through the SMT and Ops Dashboard on Tuesday 28th March and in the next crew on leave email which will be sent at the end of the month.

Please note there has been one additional change to the travel allowance appendices of the Seafarers Travel Policy, specifically sections 4.2.1, 4.4.1, 4.5.1 and 4.6.1 relating to "out of the ordinary rotations". As per the SMT and D&T Working Days Policy and Medical Officers Working Days Policy: "An individual's travel allowance is expected to cover travel costs associated with OCB", therefore the Seafarers Travel Policy has been further updated to reflect these policies.

It was felt that travel to obtain Visas and medical documents (ENG1s) should be reimbursable. This will be reviewed and an update provided.

Uniform

For P&O Cruises there is a new dedicated role to reviewing the challenges with uniforms. Since that role is in place there have been wearer trousers products. Feedback suggests that the fit isn't right and didn't do well through ships laundry so a further range will shortly be produced and sent to the ships for trials.

For Cunard there is a redesign which is partly because of launch of Queen Anne. There was a survey sent and looked at responses across different groups such as job types, gender etc. One of the core aspects is diversity of colleagues and what needs are linked to that.

There was a concern raised about obtaining uniform in the right sizes where it's not stored onboard, and the delay with getting this. This is being fed back to the uniform team.

As part of equality and inclusion it was highlighted that it would be beneficial to encourage female PAW delegates to join. There has been a female maritime officer network set up which the PAW forum will reach out to encourage take up.

AOB

There was a query raised about exchange rates and how this leads to a difference in salary. The exchange rate was set 5 years ago. We introduced Performance Development Records (PDR) pay for some deck and tech officer ranks. There was a commitment to review the exchange rate on a regular basis which is carried out but there haven't been any changes based on that. There is no intention to start looking at splitting out different pay awards for currency related pay as everyone should be treated the same regardless of which currency they are on.

Many other cruise operators only pay in one currency. There was a decision in conjunction with Nautilus over 10 years ago that as far as possible seafarer should be paid in line with their home currency. There was a removal of fluctuation in monthly pay and many seafarers appreciate this as provides certainty in the actual amount month to month. Over a period of time it may be unfavourable or favorable depending which currency. Currently there is no stability in exchange rates.

It is an area which CUK cannot operate independently as there are considerations across the corporation. It is understood that this is a concern and it has been raised. There will be ongoing reviews and any plans to make changes will be discussed here.

Closed ranks

There are broad plans for certain ranks. In some ranks PDRs lead to pay progression but PDRs may not be the answer for all the ranks. The main focus remains around retention and progression.

Fleet attendance

Following a new process based on officer feedback and implementation of the new Maritime Careers team there has been an update to the Fleet Attendance and Health at Work policy. It was also required in line with a routine update and some covid information no longer being required.

This will be shared shortly with you for your information.

CSSI compliance communication

There was a concern raised around tone of emails from CSSI regarding Visas and that itineraries aren't checked against what is actually required. Seafarers must be compliant to join within a certain period of time and the original ownership is with the individual. We would encourage examples of this to be forwarded.

There is an internal review of those holding C1D visas, Maritime officers require these and the impact this has on vessels is acknowledged.

Next PAW meeting Wednesday 14th June

Meeting closed