

CREW JOURNEY PROCESS

Welcome to your new career at sea with Cunard. This document provides you an overview of your onboarding journey.

To help you prepare for your career at sea, you'll find lots of useful information on the Crew Hub including what to pack, the daily routine and onboard facilities.

[Click here](#) to visit the Crew Hub and learn more about living and working on a Cunard ship.



COMPLIANCE IN PROGRESS

1 24/48 HOURS AFTER JOB OFFER

Congratulations on your new role! We're looking forward to welcoming you onboard. The Compliance Portal of Jobtrain is now accessible allowing you to begin your onboarding journey. You will be able to access your portal [here](#). Initially this will mean collecting your right-to-work documents.

Email from: Check your email inbox as you will receive an email from our Recruitment Team

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| <p>Correspondence:</p> <ul style="list-style-type: none"> Successful application email and new hire document including: <ul style="list-style-type: none"> Right to work Passport information Proof of address English language test if required Any training certificates Any rank specific training requirements Green Room Portal access for company updates | <p>Action required:</p> <ul style="list-style-type: none"> Follow the link suggested in the email and complete documents within 4 days | <p>Attachments:</p> <ul style="list-style-type: none"> Documents required for upload into Jobtrain portal as listed |
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ONBOARDING PROCESS BEGINS

2 2-6 WEEKS AFTER JOB OFFER

We will support you through this process, making sure you complete all necessary paperwork, training and have the documentation you need. Initially this means getting all the required compliance and visa documents ready for you to start your career at sea. At this point, your Jobtrain portal access will move from the Recruitment section to the Onboarding section.

Email from CUK <CunardGEonboarding@carnivalukgroup.com>
<PandOGEonboarding@carnivalukgroup.com> <maritimeonboarding@carnivalukgroup.com>



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| <p>Correspondence:</p> <ul style="list-style-type: none"> Formal Offer of Employment letter Recommendation of Employment letter Personal Information form Bank form Nominated beneficiary Uniform Sizing Chart Bermuda ID application form Bermuda Seaman's Discharge Book application MMR/ Hep A Vaccination form Medical Certification CID Visa and MC Visa guide | <p>Action required:</p> <ul style="list-style-type: none"> Complete and upload as requested via Jobtrain | <p>Attachment:</p> <ul style="list-style-type: none"> Documents required for upload into Jobtrain Portal as listed |
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During the training and compliance process we will be in touch regularly to chase anything outstanding, ensuring we get you ship ready as quickly as possible.

3 TRAINING

Whilst you are obtaining your compliance documentation our Training team will be in touch with you via email to help support with any required training courses. Following your confirmation of availability, the team will send you your training Joining Instructions.

Email from: Maritime <FleetTraining@carnivalssi.com> (GE) guestexperiencetraining@carnivalukgroup.com

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| <p>Email contents:</p> <p>Email #1</p> <ul style="list-style-type: none"> Specific training requirements Course dates and availability Request any further certificates <p>Email #2</p> <ul style="list-style-type: none"> Training Joining Instructions Fight and accommodation details How to claim expenses | <p>Action required:</p> <p>Email #1</p> <ul style="list-style-type: none"> Confirm availability Provide any outstanding certificates <p>Email #2</p> <ul style="list-style-type: none"> Confirm receipt of Training Joining Instructions | <p>Attachments:</p> <p>Email #1</p> <ul style="list-style-type: none"> You may be required to provide copies of your training certificates to make sure you're compliant and ship ready. <p>Email #2</p> <ul style="list-style-type: none"> Training Joining Instructions |
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CREW SCHEDULING

4 8-12 WEEKS AFTER OFFER

Once you've completed onboarding, if there is an upcoming rotations opportunity, the Crew Scheduling team will be in touch with you to advise you of your planned join date.

Email from: <CunardGErotations@carnivalukgroup.com> <PandOGErotations@carnivalukgroup.com>
<maritimerotations@carnivalukgroup.com>



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| <p>Email contents:</p> <ul style="list-style-type: none"> Introduction to the team and rotation information | <p>Action required:</p> <ul style="list-style-type: none"> Email response to confirm your planned join date | <p>Attachments:</p> <ul style="list-style-type: none"> NONE |
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JOINING INSTRUCTIONS AND SEA EMPLOYMENT AGREEMENT

5 45 DAYS UNTIL YOU EMBARK

This is your contract for your upcoming rotation. Once Crew Scheduling have found you a position onboard, you will receive Joining Instructions and your Sea Employment Agreement (SEA). These are the final steps to welcoming you onboard. We will aim to send your Joining Instructions and SEA 45 days before you join.

Email from <FleetJI@carnivalukgroup.com>

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| <p>Email contents:</p> <ul style="list-style-type: none"> Joining instructions Joining Instructions supporting booklet SEA Flight Information Final actions | <p>Action required:</p> <ul style="list-style-type: none"> Return your SEA and Joining Instructions within 15 days of receipt Check passport validity Check medical certificate validity | <p>Attachments:</p> <ul style="list-style-type: none"> SEA and Joining Instructions |
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TRAINING AND COMPLIANCE CHASERS

We may send you chasers or reminders to return outstanding documents. We want to help you get onboard so please return the required documents as soon as possible.

45-30 days before you embark

If you are a returning crew member, between 45 and 30 days before your embarkation date, the Compliance and Training Teams will be in touch via telephone and emails to support you if you have any outstanding documents and/or training.

15 days before you embark

You must return your Joining Instructions 15 days before you embark. If we do not receive your signed Joining Instructions we may need to cancel or delay your join date. All required compliance documents and training must be completed. If you haven't completed all required actions your rotation will be cancelled and a new join date will be proposed.

WELCOME ABOARD YOUR SHIP. ENJOY YOUR TIME AT SEA.

PROPOSED FUTURE ROTATION / END OF TOUR EMAIL

7 30 DAYS BEFORE YOU DISEMBARK

You are now onboard and will have nearly completed your first contract with Cunard. Whilst onboard you will receive an email notification of your next contracted ship and embarkation date. This is not an offer of employment but provides you with information of your next proposed rotation.

Email from <donotreply1@carnivalukgroup.com>

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| <p>Email contents:</p> <ul style="list-style-type: none"> Name of ship Proposed embarkation date | <p>Action required:</p> <ul style="list-style-type: none"> NONE | <p>Attachments:</p> <ul style="list-style-type: none"> NONE |
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END OF TOUR COMPLIANCE EMAIL

8 7 DAYS BEFORE YOU DISEMBARK

It's nearly time to head back home. In preparation for you signing off from tour, we will share some important information with you via email. The email will list your compliance responsibilities and inform you of any documents that need renewing should you complete a future rotation.

Email from <donotreply1@carnivalukgroup.com>

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| <p>Email contents:</p> <ul style="list-style-type: none"> List of any expiring documents in the next 365 days | <p>Action required:</p> <ul style="list-style-type: none"> Advise of any booked appointment dates Send any updated documents | <p>Attachments:</p> <ul style="list-style-type: none"> Rotations policy |
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Thank you for creating unforgettable holiday happiness for our guests. Enjoy your leave with your family and friends.

If you have any questions during your Cunard Cruises Crew Journey, please read these [FAQs](#) or contact one of the team directly:

Compliance Process: CunardGEonboarding@carnivalukgroup.com; PandOGEonboarding@carnivalukgroup.com; maritimeonboarding@carnivalukgroup.com

Training: FleetTraining@carnivalssi.com; guestexperiencetraining@carnivalukgroup.com

Rotations: CunardGErotations@carnivalukgroup.com; PandOGErotations@carnivalukgroup.com; maritimerotations@carnivalukgroup.com

Joining Instructions and SEA: FleetJI@carnivalukgroup.com

If you are travelling to the ship and need assistance please contact Fleet Travel 24/7 support:
Tel: +44 (0) 800 0488717 Email: fleettravel@carnivalssi.com

