

Highlights of topics discussed on 20 February 2024

Welcome & meeting opened

Nautilus structure

Martyn Gray, Director of Organising introduced himself and provided an overview of his role. Garry Elliott remains with Nautilus and will no longer work with Carnival UK. Rachel Lynch will remain the main contact for Carnival UK.

Business update

The 2024 priorities were shared with CUK shore team at a presentation at the Guildhall last month. This presentation was shared with PaW for dissemination to Fleet as the 6 priorities for 2024 apply to ship and shore. 2024 is seen a real transitional year. Through demand and increasing yield, cabin optimisation programme, performance management and digital programme.

Maximize profitability revenue covers activities across both brands. Successful upgrade programs, cabin optimisation programme is one which will touch all of us. Aim to maximize number of cabins on sale to guests and still able to deliver the holiday experience as promised. OCS has led to cabins being taken off sale. It's costing a lot in revenue. This requires collaboration across the brands. Crew berthing review- the HGM and HRM are carrying out a full review of crew berths, entitlement, and allocation. Look at ways to reduce demand and have sustainable reduction and ensure sale is maximized. Enhancing the individual experience for the guest.

Establish Cunard as a four ship fleet, this is not just about Queen Anne. Also, about QV and QE redeployment. decision not to home port in Australia and Japan move to north American market. Queen Anne; marketing and PR Alaska in summer and Caribbean in the winter.

Guest data and communications strategy, this is more a shoreside priority about how we store and utilize data, customer contact strategies etc. digital understanding of guests.

Sustainable improvement in HESS

Safety remains a consistent priority. We will continue on the journey for carbon neutral emissions. HESS scores to be better aligned. How we can get HESS performance to a better place and keep it there. Decarbonation journey the aim is a 20% reduction by 2026 compared to 2019. We're on track and will discuss more later around sustainability. Efficiency programs called SPP service power pack; it will help us improve decarb. Reducing fuel usage is key to decarbonisation. Operational improvements, tweak itineraries such as leaving harbour 30 minutes earlier we can reduce fuel by small margins. Improved HESS performance is partly about standardized approach. Some behaviours and attitudes towards HESS that have skewed the scores. Looking to reduce number of instances arising from human error. A lot of work this end to understand root cause of incidents. We can then work with you to identify the human factors.

Invest to De risk assets

We have some aged assets and equipment, 2024 is very much time of identifying and reducing the long-term risk. There is a strong focus in Technology space. End of life IT such as Core systems becoming unsupported in 5 years. Core is an onboard property management folio system. In maritime space is asset management planning and delivery. Maintaining guest facing areas of the ships, cost effective and timely. Improve approach to refit planning, getting better approach to constant upgrades of equipment rather than wait for refit for everything.

Driving a culture of performance across ship and shore, enhancing leadership. Onboard hotel and maritime effectiveness looking at XL class the huge benefit of having those ships in our fleet. Using our own best practices to become effective in maximizing profitability and supporting crew in tackling areas of frustration. Bar operation on XL ships is not optimal and something we need to work on. Arvia and Iona account for 40% of P&O capacity. Making sure we have a well understood performance culture and people feel empowered. Continuing to make sure skills of our leaders are correct, identify talent to leadership and support leaders.

Confirmed that there is no plan to decommission any ships, the messages are around fleet stability until at least 2028.

Question was raised around maintaining ships whilst in operation and the use of contractors which can be expensive. There is a priority to work smarter for example through work squads to reduce reliance on contractors.

The slides of this presentation are attached to the email sent with this bulletin.

Review and update of action log

Requested that group submit any ideas for local Southampton hotels which we currently don't have corporate rates for. Procurement advised that the Corporate rates list contains the same suppliers as pre covid.

One of the items we had on the previous agenda was around Friends and family deals. Last year it was highlighted there were inconsistencies with colleagues onboard receiving these deals by emails. There was an update published in the SMT dashboard week commencing 13th November which explained that this was due to work at corporate level in understanding whether offers could be shared wider than UK officers. The offers were paused during that review but as it was taking longer than planned, the emails were reinstated. Fleet colleagues should now be receiving these as normal but they still reflect that the offers are for UK residents only.

Sustainability

Sophie Portlock is planning to join the next PAW meeting however SS delivered the following Sustainability update:.

Green House Gas emissions:
Britannia Crew beach clean
QM2 mattresses
Sustainability briefing packs
Annual sustainability report

Premier Inn

It is acknowledged there have been issues with Premier inn recently. This is due to challenges with the overall account. Since covid pandemic, Whitbread, owner of Premier Inn has taken low risk view of finances and reduced credit for clients with business accounts. Any delay in payment can result in account being put on hold and prevents future bookings. We are working with Premier Inn to continue try and change this and apologise for any inconvenience this causes in the meantime. **The document with Moxy rates is attached to the email sent with this bulletin.**

Zenith

We continue to see slightly improving availability for hire cars month by month. It has taken a long time for the car hire industry to return to normal since the pandemic but service seems to be almost back to normal. Please continue to flag any issues.

Meal allowance/ claiming expenses

There is wording within the training policy suggesting that meals eaten outside of the hotel are not reimbursable. Often colleagues are encouraged to eat at a restaurant within the hotel as the cost is included in the room rate and is better value. If there are issues with a restaurant within a hotel it is fine to claim for costs.

The meal allowance of £20 has remained the same for some years and will be added to the action log for review.

Claiming expenses which are out of the ordinary can be particularly difficult. A suggestion was raised to add a free text box on the expense claim form. Since the meeting it has been confirmed that CSSI have now completed this.

Code of conduct and onboard complaint policy reviews

An email was sent out on 23rd January to the PAW forum advising that the above policies will shortly be reviewed and welcoming feedback, to date there hasn't been any received.

As they underwent a significant review last year there shouldn't be many changes necessary on this review, feedback has been positive since the review. Once we have heard back from all stakeholders we will share with you for any further comments or questions.

Life on board survey results

Naomi introduced herself and gave an overview of her role.

One of the tools to obtain insight into crew journey is the life on board survey. The survey builds on the numerical data e.g. turnover. Its purpose is to ensure employees voices are heard and insight gets to the right people at the right time. The HRMs have access to the results and those are building action plans have access to results. ELT have access to the results too. We want to take real actions and focus on the right things, making changes that have the biggest impact. The survey is held every September and April, eNps is used which is the same measure for guests. Drives revenue and value for the business. Both brands significantly increased eNps exceeding targets.

There isn't an expectation for 100% participation. The last survey in September was higher response rate. Useful to see scores trending over time.

We also measure culture which is an average of a number of other questions. Colleagues feel we care and we're morally sound. Areas for improvement are progression, speak up, leaders as role models, line manager behaviour, rest and recovery time.

A number of initiatives are taking place this year:

- Focus on Women's experience; support groups due to underrepresentation within the fleet
- Food: new menu cycle on to POC - dishes for different nationalities, vegan options
- Welfare officers; trial last year used results from survey to see which ships needed focus
- Career passports; reducing the unfairness in promotion ensuring right people are selected for progression by recorded and auditable record of skills and behaviours .

A point was raised around whether we could incentivize participation in the survey (e.g. through internet vouchers). Response shared that by doing this it could suggest we're asking for positive responses and may not feel optional. The survey is available to access through free browsing.

The slides of this presentation are attached to the email sent with this bulletin.

Fairness within ranks

There was a concern raised previously around new hires starting on the top pay band. The recruitment team follow the matrix which can employ individuals above base level pay band if skills and experience levels are met. This would not be the highest pay band. In order to explore this and respond to any occurrences we would need specific examples – a request was asked for Nautilus to speak to their member and ask if they could share their name in order for a detail investigation and a formal response can be provided.

Lona incentive

A question was raised around whether officers are still receiving a LNG bonus. It was confirmed that the scheme closed on 31st December. Rules of the scheme are below for clarity:

- To be eligible to participate in this scheme you must hold a valid advanced LNG certificate gained through the Operating Business Carnival UK and have successfully completed your LNG Personal Development Review.
- The total amount payable is a maximum of USD 50,000. This is paid in six incentive payments.
- The starting point for calculating when you become eligible for each of these incentive payments is the date your advanced LNG certificate was acquired.
- Officers that signed up to the original LNG incentive scheme offered in 2019 will be transferred over to these scheme rules and will receive payment for their incentive earned to date in June 2022 payroll.

Currency disparity

Disparity between sterling, euro and dollars. Response- this is a live conversation within the Maritime Workforce Future Readiness project. This was originally raised in the PAW forum and more recently included in Nautilus pay aspirations that there is a disparity in the currency. An offer of a one off pay increment 3% to certain ranks to close the gap in disparity. This is not part of pay negotiations. There have been various communication within the consultation on this point. We will not be discussing pay negotiations in this forum. The next collective consultation is 27th February.

Suggestion to mention daily rate of pay – actioned on MWFR FAQ's.

C1D visa

This refers to costs associated with travel to obtain C1D visa.

We are reviewing the approach to travel costs for obtaining itinerary-linked visas to ensure we maintain consistency across all Carnival Corporation brands. We will share further updates in due course.

Cabin optimisation

We gave an overview in the business update. As soon as we have further details regarding the project we will share these with you.

AOB

There will shortly be a vacancy posted for a Crew compliance manager to assist with compliance in documentation, including process and how we work with flag states and crew offices. At some point there will be an introduction of a crew app where you can manage your own documentation.

Emma shared that she has been successful in promotion and therefore will be leaving her Industrial Relations role. Nicola advised she will let the group know when a replacement for Emma's role has been sourced.

Meeting closed.

Reminder of contact email addresses:

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