

Highlights of topics discussed on 18 June 2024

Welcome and meeting opened

Lisa Kynaston, Employee Relations and Industrial Relations Policy Executive, was welcomed.

The following new representatives were welcomed and the group were reminded that the role of a representative was to be the voice and ears of the fleet; representing what is heard onboard with personal issues or concerns being raised separately.

Dean	Camilleri	Environmental Officer
Bradley	Clarke	2nd Elec Tech Officer
Peter	Farrar	Environmental Officer
Gregor	Linfield	3rd Officer
James	McInnes	1st Officer
Daniel	Trewin	1st Officer
Ross	Wheeler	Fleet Environmental Officer
Neil	Williams	Security Officer

Nautilus confirmed that general training for new representatives is near completion. Company specific training, jointly compiled between CUK and Nautilus Int, may follow.

Business update

It was agreed in the meeting to share the latest business update with these minutes rather than discuss within the meeting to ensure that the most up-to-date information is provided. A letter from Josh Weinstein, President & CEO and Chief Climate Officer, is attached to the email sent with this bulletin.

Halfway through '24 and heading into peak holiday season. Highlights for the business so far this year was the successful launch and first deployment of our fantastic new ship Queen Anne. We set off at the start off at the start of 2024 on our 3 year roadmap back to our target levels of profitability – we are now 6 months in to that 3 year journey and progressing very well. The Corps level detail underlining this positive progress was in Josh's Q2 Earnings Update (summary attached)

It was also called out both on our CUK Quarterly update and by Josh Weinstein how appropriate it was that such impressive results were announced on the Day of the Seafarer – a day celebrating the commitment of those who pursue maritime careers worldwide – since so much of our success is directly attributable to the amazing work of our shipboard teams.

CUNARD update:

- The media coverage around the naming and 1st voyage of QA reached an audience of 11Bn worldwide and has led to record booking volumes across the entire CUN fleet – the Halo effect.
- NPS scores for CUN were slightly down in Q1/2 attributed to some of the RWV scores being impacted by itinerary changes, bad weather and illness.
- Over the next period the focus for CUN is to bed in the new concepts they have trialled, plan the repositioning of QE to N America and stabilise the customer service levels.

P&O update:

- XLs are far outperforming expectations with the highest NPS in the Fleet.
- Other P&O fleet ships have been impacted adversely by AGE outbreaks and, there is still further focus needed on some guest areas in our older ships.
- BR has seen a 20% point increase in NPS on Ship Condition pre and post refit
- Easing inflation has allowed for re-investment in food quality which we hope will pull through with increasing NPS in the next Q3
- Some real successes have been seen with 115% occupancies over Easter and Half Term and improvements in the family product and speed of service seeing OBRs positively impacted.

Overall:

We are already ahead of the curve to meet our ambitious 3 year targets. This will hopefully allow us to further stretch those ambitions for 2025.

OC / cabin optimisation project has been successful and seen higher guest yields across the Fleet. ROIC target not yet achieved (15%) but Revenue is Up and Costs are Down so we are on the upward curve.

To echo Josh's words: This improving picture is the rather the compounding effect of everything we're doing to deliver unforgettable happiness to millions of our guests by providing them with extraordinary cruise vacations, which has been translating into increased demand and higher ticket prices.

Review and update of action log

The following updates were given:

- Holding a face-to-face meeting – it was agreed that November 2024 may be an appropriate time to hold the next face-to-face meeting on the basis that it is cost efficient, and a Teams link is available for those unable to join in person. Item remains open.
- Travel allowance – has been reviewed and agreed not to be increased as only 37% of Officers have exhausted their allowance and claimed additional via expenses. Item closed.
- Share Purchase Options - this is now being dealt with at corporate level with the introduction of new HR heads. The current focus is on ensuring that policies, benefits and processes currently in place for Fleet are fit for purpose, provide the right benefits/support are managed in an effective way. Item closed.
- Family Friendly Policies – a review has now started and we are also looking at adding documents to the Crew Hub on The Insider. Item remains open.
- Food on P&O Cruises ships - new menus have been launched. There was feedback within the meeting regarding the need for more options and labelling for those with allergies (especially less common allergies). The group were encouraged to use the new QR code which enables digital feedback. It was agreed that the feedback re allergies would be taken away for further discussion. Item remains open.
- Wellbeing – a general update was given: trials of HR officer was successful and will continue, review of crew shop offering and standardising opening hours, reviewing possibility of click-and-collect offering. Free feminine hygiene products. Extending Welfare Officer trials on Arcadia and Queen Victoria. Visit to Radisson Red Hotel in Heathrow to review offering and look for ways to improve as has been done previously e.g. airport transfers, check-in process, general facilities, and food options. It was agreed that Wellbeing is a vast topic and the group were asked to provide details of what they would like an update/focus on. Broad item closed to be replaced with specific items as they are raised.
- Email addresses for reps – this is now resolved. Item closed.

Accompanied Travel

The issue of XL class ships having smaller officer cabins resulting in friends/family being unable to stay within the cabin and there being a lack of guest cabin availability was discussed. There was also concern shared regarding the lack of communication where a request had been placed and officers/relatives being left unaware if they had been granted a cabin. It was noted that this significantly impacts those that have a distance to travel to the ship. The policy owner has been provided this feedback. A working group has been formed to look at all staff concessionary travel, including Accompanied Travel with the initial meeting having taken place on 26th June 2024, which provided all attendees with a better understanding of the current issues. A further meeting is due to take place and an update will be provided at the next PAW meeting.

Uniform

The issue of lack of uniform for new joiners was discussed along with issues related to purchasing white shoes (often resulting in trainers or safety shoes being worn). There appears to be more replacement uniform available on Cunard. The group have suggested that an allowance would be a better solution. It was agreed to feedback the comments and a member of the team will be invited to the next meeting.

Car hire

In the meeting the issue of not being able to book car hire directly with Zenith and resulting mistakes was raised. It was explained that Zenith has implemented a new booker validation process as part of their reservation security and assurance checks; this requires all car hire booking requests to be validated by Carnival UK. For joiners, Zenith validates the booker's email address and embarkation date via Fleet Travel. For leavers, Carnival UK has provided Zenith with a list of Crew Office email IDs which are pre-approved. As a result of these enhanced checks, it is no longer possible for leavers to book directly with Zenith.

It was also noted that Zenith will be updating their forms to allow for automatic transmission vehicles to be requested. In the meantime, individuals are asked to use the free text section of the form or to contact the travel team. As there is 24/7 availability, there will always be someone available to support. It was noted that Zenith, on occasion, have cancelled a booking at the last minute, resulting in increased costs of hire. Although Carnival UK has no control over this, there has been a change in the expense process which allows officers to submit their expenses at any time throughout the year.

Travel costs to obtain C1D visas

The company has reviewed and restated its position regarding the reimbursement of travel expenses to obtain C1D visa and, communicated this via the SMT dashboard on 23rd April 2024 (please see below), it has not changed its policy. It was confirmed that expenses for any police checks required to obtain visas would be reimbursed. It was agreed to continue to take feedback and to keep this item open.

Review of Seafarers Travel Policy						
Brand	Relevant ships	Action	Action Owner	Audience	Date	Shoreside contact
Both	All	For information	SMT	SMT	N/A	Adam Shelmerdine, Fleet Travel
<p>During Partnership at Work discussions, we've been asked to look at the reimbursement of travel expenses to obtain visas linked to ship deployments e.g. C1/D visa. Currently in the Seafarers Travel Policy, Carnival UK reimburses the cost of visas/travel documents but not those involved in travelling to and from appointments, or other associated costs such as postage. We know that, in some cases, it may be necessary for Seafarers to travel long distances to visit their nearest Embassy or Consulate, and journeys can involve flights and overnight accommodation.</p> <p>Having considered our approach, alongside that of other Carnival Corporation brands who also don't cover these costs, the Shoreside Senior Management Team has reviewed the policy and has decided that there will be no change to it at the present time. This is also consistent with the Maritime Labour Convention which doesn't state that shipowners are responsible for travel related costs to obtain visas.</p>						

Cost of meals when traveling

The meal allowance whilst travelling has been reviewed. Where the company has booked individuals into a hotel and negotiated rates exist for meals they are expected to eat in the hotel when it is not possible or half/full board terms do not apply or if there is a long connection, the allowance will be:

- Breakfast £15.00 GBP (no change)
- Lunch £15.00 GBP (increase of £2.50 GBP)
- Dinner £25.00 GBP (increase of £5.00 GBP)

If you chose to eat outside the hotel, then you will need to provide suitable receipts and justification when you process the expense claim. Further details can be found in the SMT dashboard on 25th June 2024 (please see below).

Review of Seafarers Travel Policy – Meal Allowances						
Brand	Relevant ships	Action	Action Owner	Audience	Date	Shoreside contact
Both	All	For information	SMT	SMT	N/A	Adam Shelmerdine, Fleet Travel
<p>During Partnership at Work discussions we've been asked to look at the level of allowance provided by Carnival UK for meals while seafarers are accommodated in hotels. Wherever possible, we'll arrange accommodation which provides dinner, bed and breakfast, and lunch if applicable. However, due to operational challenges or factors outside of the accommodation's control, there may occasionally be times where it's necessary to eat outside of the hotel booked for you.</p> <p>We've listened to your feedback, and following a review across Carnival Corporation, we're pleased to confirm that the allowances will be uplifted to:</p> <ul style="list-style-type: none"> • Breakfast £15.00 GBP (no change) • Lunch £15.00 GBP (increase of £2.50 GBP) • Dinner £25.00 GBP (increase of £5.00 GBP) <p>Should you need to eat outside of the hotel that's been booked for you, then you'll need to provide suitable receipts and justification when you process the expense claim. The Seafarers Travel Policy will be updated to reflect this change and reissued in due course.</p> <p>Action: Please cascade this message to all Officers and ship's company.</p>						

Although it was agreed that the increase of meal allowance was positive, an action was captured regarding travelling across a mealtime with short haul flights not providing a meal.

Life on Board Survey results

Naomi Crisp and George Cooper provided the group with a high-level review of the results. There was a reminder that the results are predominantly used to focus on improvement areas. The following were the main focus of the presentation:

- There have been many positive outcomes and improvements.
- There is a high level of brand loyalty.
- Cunard's eNPS is strong.
- The Speak Up culture has improved across both brands.
- Progression is a big driver on both brands.
- The trend over the last 7 surveys is improving.
- Female experience compared to male experience is lower.

The next steps for the results is to share them with HRMs, ELT, SMT and PLT and ensure CUK wide actions are put in place. It was agreed that it would be helpful to include this topic on the next meeting agenda to see what work has been done.

Drug and Alcohol Policy

It was explained that the initiative came from Corporate to bring consistency across the brands. The policy came into force on 1st June 2024. There was a request that the non-alcoholic offering onboard be widened along with confirmation that 'Heineken 0.0' is safe to drink. It was discussed that there is a small amount of alcohol in 'Heineken 0.0' and there are many factors that impact how the body metabolises alcohol. Drinkaware.co.uk was recommended to be a good source of information. It was agreed to take this point away as an action. Nautilus agreed to help work with us and provide details of any other partners who are managing alcohol consumption well.

Feedback from the launch of the policy was requested and the group agreed that it wasn't a big change apart from the cabin storage. It was discussed that the intention is not to catch anyone out. The communication surrounding the change to policy was discussed. It was recognised that the inductions have been updated, the GTPs have been informed, HRMs have been briefed, a cabin drop was completed, ER Team and FLT have also been updated. It was agreed to reiterate the change in the SMT dashboard.

AOB

Laundry – although there may be some confusion re entitlements the reps felt that this wasn't something they wanted to progress. It was agreed that this would be raised to the appropriate person ashore to see if there is an issue but would not be an item to be taken any further.

Maternity/Family Friendly Policies – it was raised that the current maternity entitlements do not encourage the retention of female workers onboard. Creative solutions were discussed and would be supported and there was encouragement to hold individual conversations with those impacted whilst the family friendly policies were reviewed. It was suggested that MCA should be involved with discussions and an update will be provided.

Female reps – a female rep was recruited during the meeting and there was a call for more to come forward.

Celebration of achievements – it was suggested that a review of the progress that has been made could take place at the end of the year.

Meeting closed – reminder that the next meeting is 17th September 2024, 10am – 1pm

Reminder of contact email addresses:

Partnershipatwork@carnivalukgroup.com - PAW inbox

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