

Official notes of topics discussed on 17 September 2024

The following new representative was 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.

Grace Haskins – 3rd Officer

Review and update of action log

The following updates were given:

- The next meeting will be in person at Carnival House on 26th November if members can make it – ACTION: everyone to let the PAW mailbox know if they are attending.
- Accessing PAW emails is still an issue for many – ACTION: to resolve with IT
- Members confirmed that UK officers had not received any Friends and Family offers since April. Since the meeting took place, this has been actioned, a request has been made to send out the August offers again. A further update should follow within the next 4-6 weeks. It was confirmed within the meeting that offers for other brands have ceased and are also not available for shore employees.
- Accompanied Travel – policy being reviewed and policy owner would like to include two members to be part of the engagement group. Thank you to the two members who have come forward.
- Travel Over Meal Times – Working on a review for a consistent approach. Work in progress.
- Alcohol and Laundry actions agreed to be closed
- During November we would like to review the year and celebrate success – ACTION: PAW members to submit successes of PAW to the mailbox before the meeting including how we could celebrate CSMART successes better

The Action Log is attached to this bulletin, which reflects the above along with actions taken throughout the meeting.

C1D Visa Travel Costs

Nautilus raised that up to 2022 members were claiming OCB and travel costs and in 2023 this stopped and the policy was quoted as the reason. It was confirmed by Carnival UK that the policy had not changed, and that the payments and OCB approach was an error for some, which was outside policy. The policy has been applied consistently since the error was identified.

Nautilus raised a collective grievance on behalf of members that the policy was changed between 2022 and 2023 with a removal of the entitlement and the policy is part of the CBA. Nautilus took the action to provide the old policy and issued a bulletin to members seeking feedback on this issue, Members that responded to Nautilus reported that up until 2023, they had been reimbursed for travel expenses and able to claim OCB. Nautilus received copies of expense forms and emails that members had received from Carnival UK confirming that claims were being processed. The reimbursement stopped in 2022.

Carnival UK responded by stating the new policy wording has clarified the position, the intent has not changed, and Carnival UK is now ensuring that policy is applied fairly. Carnival UK further explained during the pandemic it was about repatriation and the company were comfortable with the policy. The changes were that people should not have been paid these travel expenses and somewhere down the line these had been issued in error.

Nautilus counted by stating that the wording of the policy changed in 2023 and following this member were advised that travel was no longer reimbursable. Nautilus also highlighted that the cost of obtaining the visa was not proportional to the cost of travel.

Carnival UK confirmed that the response made on 2nd August 2024 was the formal response to the complaint. Nautilus responded to Carnival UK on 16th August 2024, and requested a formal reply, but Carnival UK reiterated that any travel expenses paid prior to November 2022 were paid in error. They declined to provide any further formal responses, other than the PAW meeting minutes and they considered the matter closed.

Nautilus advised that they will review the terms and conditions of the SEA and consider raising a dispute

Carnival UK felt that the travel costs are a relatively small amount as it is only due every 10 years although there was a feeling that as C1D visas are only obtained for work purposes, Carnival UK should cover the costs. An action was taken to raise the request to include postage costs, to save travel, with the policy owner for consideration.

Context was provided regarding the numbers of existing crew (18000) and the numbers of crew recruited each year (3000) resulting in the overall cost to cover these expenses being significant. However, members that responded to Nautilus shared that it had been paid since at least 2016, and continued until the wording changed in 2023. Carnival UK advised that The Seafarer's Travel Policy is not part of the CBA.

Sick Pay

Nautilus shared their concern regarding the method in which sick pay is calculated, specifically noting that time spent on sick leave should not be pro-rated. Nautilus argued that the calculation used could financially disadvantage crew and potentially lead to overwork, it is not industry standard. There is an expectation from Nautilus that the calculation should mirror the calculation included within the Study Leave policy.

Carnival UK confirmed that the policy has been checked by legal advisors and confirmed to be MLC compliant. There was some concern expressed by reps that the company should aim to be more than MLC compliant if there is a desire to be attractive. Carnival UK stated that compliance is not a target but will be where we land for some areas and others will be enhanced, wherever possible we would like to be above MLC minimum standards.

Carnival UK confirmed that the calculation is complicated but reflects that salary is paid equally over 12 months and Officers are not expected to work 12 months of the year.

A worked example of the calculation:

The calculation:

Annual contract days / annual number of days in the year = % (contract percentage)

(contract percentage) * (Days off sick) = (pro rata medical leave)

Annual days in the year - (pro rata medical leave) = (pro rata number of days in the year) / (annual days in the year) = % (pro contract percentage)

(pro contract percentage) x (annual contracted days) = (new total number of days to work in the year)

It was confirmed that the calculation was changed in 2018 via consultation through PAW and working groups. Prior to the change, if an individual was off sick, they often received an over-worked bonus on their return. The change was delayed by 12 months to give sufficient time for communication to take place. An action was taken to share the original presentation that was used when this was launched.

A discussion took place about whether this was an issue across the fleet and examples were requested. Nautilus stated that they would prefer to be pro-active as there is a feeling from officers that they are being penalised for being off sick, Nautilus committed to supporting members as necessary. Carnival UK advised that the policy had not changed in the last six years and they had not received any feedback from Officers.

We have seen an increase in medical leave over the summer months, though this is easing now, we do see patterns of seasonal periods of medical leave.

An action was taken to include 214 days within the absence leave calculator available on HESS. It was confirmed that this will have less of an impact as the new Working Day Policy comes in (2026) as counting days will not be as important.

A discussion also took place regarding the timelines of individuals receiving their ENG1 and then being able to return to sea; there is a feeling that there are delays within CUK. It was confirmed that the team are working very closely with Health Services to understand why there are additional checks required and to explore how improvements can be made.

Nautilus stated that the policy had not been reviewed for six years and argued that the policy was unfair, The company confirmed they were not looking to review the policy at this time as they were not seeing any concern.

Carnival UK asked the group if there were serious concerns from individuals as they were not being fed back and encouraged the group to share these concerns if they knew of any.

Family Friendly Policies

PAW feedback has been very useful in helping raise the feedback from the fleet and this is being discussed as part of the 2025 prioritisation.

Rotations Planning and Crew App

All 2025 plans were released on Monday 9th September and 50% of officers opened these within 2 days. There have been some access issues that have been resolved.

There is budget available to build a Crew App concept. PAW reps will be involved when this can be moved forward.

3rd Officer Overtime

Nautilus expressed that during the 2024 negotiations, members had strongly rejected any proposed changes to the overtime entitlement, which Carnival UK sought to remove. However, upon conclusions of the negotiations Carnival UK introduced a new policy with an enhanced approvals process, which Nautilus believes has created barriers for those eligible to claim overtime and the previous dynamic solution was more helpful. Carnival UK stated that there was previously nothing in place, so governance has now been introduced. This change is not intended to be a barrier, rather it is designed to provide a consistent approach that is clear across the fleet and enables an understanding of workforce level issues. Carnival UK advised that the policy was also to ensure they were not overworking crew, the policy was not about stopping overtime but managing it.

Nautilus questioned why a two-step approvals process was necessary, suggesting Carnival UK simply review the data being submitted. They proposed that line managers onboard could manage the overtime as needed, with Carnival UK reviewing the data afterward.

An action was taken to plan a review

Uniforms

Please see attached slides for information.

The issue relating to formal white shoes was discussed and it was confirmed that a solution is currently being worked on to allow them to be issued onboard.

Female white trousers will also be available to order via the portal later this year/early next year. It was stated that female white trousers are available, as an interim measure, through Stores.

It was agreed that a life cycle management process is required to replace uniform and this is currently being worked on.

The difference between the processes on Cunard and P&O Cruises was discussed and an action was taken to understand if anything can be improved for Maritime Officers experience as they work across brands.

The uniform allowance given to SMT was explained as a benefit related to rank.

Study Leave

It was confirmed that the schedule forms part of the CBA meaning Nautilus and its members, through the PAW, should have been involved in the consultation process regarding any amendments to the schedule, however, Carnival UK stated that they felt that the new policy is more generous than the original N-SL1. As the N-SL1 is very old, there was debate about its value.

Nautilus responded that they were unable to comment on amendments, as the policy had not been shared or approved.

An action was taken to share the original policy and the changes that have been made.

Sustainability

Please see attached slides for information.

Crew Internet Pilot

The details of the pilot were not able to be shared during the meeting but will be shared as soon as they are available. There was a general interest over the regularity of internet theft resulting in it being harder to bring the price of internet down for crew as the company makes no profit on crew internet.

Delegates were informed that Carnival UK have been looking at ways to reduce the cost, reflect individual usage and improve connectivity for crew.

An action was taken to work with IT to define a list of approved VPNs.

Food Allergies

Members were concerned that food is not labelled correctly and there was a lack of understanding about the requirement to label crew food and the importance of this. An action was taken to raise this with the F&B team to understand the current situation and seek improvements.

Time Served Required for Promotion

The group raised a concern that there are experienced 3rd Officers being asked to buddy and mentor externally recruited 2nd Officers who have the rank on joining but have not been required to serve the same sea time before qualification and are therefore less experienced. They feel they are disadvantaged by the number of sea days needed as a pre-requisite for promotion. It was agreed that the number of qualifying sea days needed for promotion should be reviewed and potentially adjusted to a 'zone' with a more holistic approach to the recruitment process. This will be explored.

Meeting closed

Reminder that the next meeting is being held face-to-face in Carnival House on 26th November, 10am – 3pm.

A request to members to confirm their attendance in advance.

2025 Meetings

The following meetings have been arranged for next year:

- 4th February 2025 10 – 1pm (via Teams)
- 10th June 2025 10 – 1pm (via Teams)
- 23rd September 2025 10 - 1pm (via Teams)
- 11th November 2025 10 – 3pm (face-to-face)

Reminder of contact email addresses:

Partnershipatwork@carnivalukgroup.com - PAW inbox

maritimerotations@carnivalukgroup.com – Maritime Rotations

graeme.thomson@carnivalukgroup.com- Director, Fleet People Operations Maritime

emma.tongs@carnivalukgroup.com – Rotations Manager, Maritime

andy.walker@carnivalukgroup.com – Senior Manager – Maritime Fleet Workforce

adam.shelmerdine@carnivalukgroup.com Senior Manager, Fleet Travel

Sophie.shaughnessy@carnivalukgroup.com – Senior Director Maritime Fleet Workforce Maritime Fleet Workforce

In attendance:

Carnival UK

Sophie Shaunessy (Senior Director, Maritime Fleet Workforce & Chair)

Nicola Worth (Senior Manager Industrial Relations & ER Policy)

Liz Hardy (Senior Director, People – Maritime)

Graeme Thomson (Director, Fleet People Operations – Maritime)

In Part

Sophie Portlock (Vice President Sustainability) & Steven Angel (Sustainability Senior Manager).

Lisa Kynatston (People Operations, Shore and Service Manager)

Sally Chambers (Manager, Uniform Standards & Policy Development).

Nautilus International

Rachel Lynch (Strategic Organiser) – Rlynch@nautilusint.org

Samantha Udall (Administrator)

PAW Delegates

Samuel Brooks

Bradley Clark

Ross Cleland

Joe Douglass

John Fleming

David Francis

Grace Haskins

Gregor Linfield

Chris Parkin

Tim Trevarthen

Neil Williams