

# Crew Planning Request Process

## Frequently Asked Questions

### Q1. Who can submit a request using the Crew Planning Request form?

The Crew Planning Request Form is for Fixed Term Contract (FTC) seafarers only. Concessionaires are not eligible to submit a Crew Planning Request. Annualised officers should contact their relevant crew planner for information regarding the request process.

### Q2. When can a request be submitted?

Requests can only be submitted whilst the seafarer is onboard and must be submitted at least 30 days prior to the end of assignment.

### Q3. What are the different types of requests available?

**Extension of Current Assignment:** A request for a seafarer to extend their current assignment on their current ship and in their current role.

**Ship Change for Next Assignment:** A request for seafarers to request a different ship for their next assignment. (Available for Maritime and Cunard Guest Experience Seafarers only).

**Date Change of Next Assignment:** A request for seafarers to change the start date of their next assignment.

### Q4. Why is the Ship Change for Next Assignment request not available for P&O Cruises Guest Experience seafarers?

The option to request a change of ship for future assignments is not currently available for POC. This approach helps ensure operational efficiency and consistency across the fleet. Factors such as visa requirements and team continuity play an important role in assignment planning, as they support compliance and strengthen onboard teams. This decision has been developed in collaboration with the POC Operations team to maintain a smooth and effective guest and Seafarer experience.

### Q5. How many requests can be submitted?

A maximum of one request type per assignment can be submitted.

### Q6. When is the deadline to submit a request?

Requests must be submitted at least 30 days before the end of the seafarer's current assignment.

### Q7. How long does the approval process take?

All requests will be responded to within 3 weeks of submission

### Q8. How will seafarers be notified of the outcome of their request?

All request decisions will be confirmed via email.

**Q9. Who reviews Crew Planning requests?**

All requests will be reviewed by the Crew Planning team. Extension requests will also be reviewed by the Crew Office for compliance purposes.

**Q10. What are the 'Reasons for Request' on the Crew Planning Request Form?**

These are there to indicate a seafarer's reason for submitting the request.

**Q11. Why does a reason for request need to be provided?**

For reporting purposes and for Crew Planning to understand trends and support future planning decisions.

**Q12. Do the reasons for the request impact the final decision?**

No, this information is not shared with the Crew Planning Team and does not influence the final decision.

**Q13. Are there specific approval criteria that need to be met?**

Approval for requests is not guaranteed and factors influencing the decision, but not limited to, include:

- Operational Needs
- Order of Submission
- Availability of Cover/Backfill
- Ship itinerary and blackout periods
- Compliance Restrictions
- Peak Operational Periods
- Travel Costs
- Cabin Availability
- Team Strength
- Gender balance
- Team For Ships requirements

**Q14. Is it possible to supply any additional information to support a request decision?**

Requests will be approved if we can operationally accommodate, and we will not require additional information to support the decision making of the request

**Q15. Can another request be submitted if the incorrect information was input on a previous request?**

Yes, the seafarer will receive an automatic rejection email and can re-submit the form.