

Official notes of topics discussed on 24 February 2026

Welcome and meeting opened

Attendees were welcomed to the meeting. Six new PAW members who have joined recently were welcomed.

Review and update of action log

The following updates were given:

- 1 **C1/D visa:** The following update was provided ahead of PAW – item responded to, to be closed on action log
 - **C1/D visa postage costs** – costs for postage and passport-style-photos are reimbursable, provided suitable receipts/evidence of expense is provided.
 - **Discounted Hotel Rates** – at the current time, Carnival UK does not have access to hotel discounts/company specific rates in locations relevant to U.S. embassies/consulates. In the UK, contracts are in place with the Radisson Hotel & Conference Centre at London Heathrow, plus selected hotels in Southampton. Outside of the UK, hotel contracts are managed through Port Agents. Should this change, updates will be shared through PAW and information will be added to the Crew Hub.
- 2 **Rotations for 2026:** please see update below
- 3 **Speak Up:** following the update given in November, work continues with establishing a Speak Up review forum. We will look to invite a speaker to PAW later in the year to provide an update.
- 4 **Family travel & cabin availability:** please see update below
- 5 **Workload of officers:** please see update below

Business update

A business update for 2025-year end and early 2026 was provided.

HES update

Core Values (previously Culture Essentials) have been refreshed, along with the [title of CCL ship slide].

Both brands have improved in respect of their HES position within the Corporation from two years ago, with both brands moving up from the bottom of the corporate table. Thanks were given for the consistency and professionalism across the fleet.

Rotations update

The new 2026 Working Days Policy commenced from January, with Early Embarkation Duty (EED), Delayed Disembarkation Duty (DDD) and Premium Pay (PP) now being in place. An initial review of the data has shown that since January PP has been offered and accepted by 10 officers to provide support for unplanned events. PP now enables the Crew Planning team to identify the Officer most suitable for the gap whereas previously it may have been the Officer with OCB.

Company Activity Shoreside (CAS) has been utilised for activities such as supporting recruitment, simulator assessments at CSMART and planned attendance at future SMT conferences. PPP and CAS are now paid in addition to officers' usual salary.

Teams for Ships planning will commence shortly and it is anticipated that this will be completed by the end of the summer, with publication to officers hoped to be by November 2026.

Feedback from PAW reps indicated that officers appreciated moving away from the old OCB arrangements, with one PAW rep providing their own positive experiences of PP.

It was agreed to discuss thresholds at a future PAW meeting.

Items Raised by Nautilus/PAW

Chief Officer workloads and Fleet Safety/Security Officer future plans – it has come to our attention that there are discussions about reducing SO/FST's roles to accommodate expansion in other positions. Please can the company provide clarity on any future changes or discussions that may impact these teams.

The business reflected that this was initially raised during PAW in 2025, highlighting the workload of 1st Officers in particular. Since the issue was raised, work has been undertaken to understand it and identify how it could be mitigated.

The Chief Officer rank was rolled out on the larger ships following the success on Iona and Arvia and has been a really positive change. Following a study into the issue raised at PAW in 2025 we identified a number of areas where we've been able to make improvements; ergonomics and technology was hampering some of the teams on older ships, and we've addressed this on two ships by adding additional laptops and desk space; stress fractures were cause for increased workload on the vista class ships and new tablets and software rolled out to allow for greater efficiency in this area which is still bedding in; we've looked at the space available on Arcadia and the team onboard have been able to implement a new dedicated technical office; and shoreside we've made CMAPS available to the ORCA team ashore to reduce unnecessary requests and workload on the 1st Officers .

HESS remains a key priority with safety and security being important elements. Both Fleet Safety Trainers and Security Officers have a critical role on all our ships now and in the future.

PAW reps expressed concern regarding the timing of the Fleet Safety Trainer meeting, having been put in the diary on 16 February and that Security Officers feel left in the dark. Feedback was also provided regarding the Chief Officer rank. If they are involved in tank work, they have to be located near the tank for permits which impacts them being able to cover watch duties. The major burden for 1st Officers is connected to itinerary, with world cruises having the biggest impact.

The business responded that the work in 2025 sought to identify the workload issues expressed principally on the smaller ships with the most demanding itineraries. It was confirmed that there is a planned communication on 04 March 2026 for some proposals for Fleet Safety Trainers on. In terms of timing, the business had explored being able to bring this forward, however it wasn't possible. It was also confirmed that a review of the structure for Security department is underway but there are no confirmed changes at this time. At this time there is no intention to make changes to Security Officer stripes.

PAW reps were reminded that they can raise queries outside of these PAW forums by emailing the PAW mailbox.

There was a discussion regarding team strength for Quarter Masters and AB Helms and whether requests could be made for individuals to return to the same ship as if crew move to a new ship, they need a lot of familiarisation.

The Crew Planning Teams review team strength weekly and this includes Bosun/2nd Bosun, AB HELM and Deck Petty Officer already; it was noted that the PAW reps were asking specifically regards AB Helm rank. The teams onboard have greater visibility of this and can raise these queries directly with Crew Planning. It was highlighted that assignment lengths, conflicting views from managers and personal requests from individual crew members all impact on whether requests from ships can be accommodated or not, but that you would be informed if Crew Planning were unable to.

Comment added after the meeting: The AB Helm rank has the benefit of having 6 onboard all ships and they are always working in pairs on watches, which allows for the experience to be shared equally if needed across the watches. Since the alignment of deck rating structures across the fleet we also now have more consistency in deployment of AB Helm ranks and tracking of experience levels

Family travel and cabin availability

Hannah Leach, Vice President, Organisational Effectiveness, Carnival UK attended to give an update.

It was confirmed that the business has been looking into two issues raised through PAW:

1. family travel on XL class ships being difficult due to some officer cabins not being large enough to accommodate families, as they would be on other ships
2. late confirmation of accompanied travel cabins.

We have in-principle agreement to make a single 4-berth family travel cabin available on each XL ship. This would be available only to those officers who are unable to accommodate family in their own cabin on the XL ship, where if they worked on another ship they would be able to do so. Work is needed to identify the roles which would be eligible to be considered for this cabin, and to establish rules of use (up to twice a year and coinciding with published cruise dates) and a fair process for requests. We are keen to work with PAW members to help answer these outstanding questions and launch before the summer holidays.

It was confirmed that having reviewed the provisions of the Fleet Accompanied Travel Policy, the provisions are aligned with those of other Operating Companies within the Corporation and therefore, there will be no changes to this policy and there will be no further review at the current time.

It was also confirmed that both annualised and tour-paid seafarers do already have access to discounted (75% off) Late availability guest cabins (D-28) under the terms of the Employee Discounted Travel policy. At the moment seafarers are competing with alumni and shore-based staff for these cabins and are required to be the lead passenger. The business is exploring the possibility of late availability guest cabins being made available slightly earlier for seafarers, and the possibility of the seafarer not needing to be the lead passenger. Work is needed to establish rules and a fair process, and more details will be confirmed when available.

PAW reps expressed experiences of having family members embarking the ship not knowing whether they will be able to stay, or whether they will have to leave the ship and make their own way home. This was expressed as being embarrassing for the seafarer. PAW reps also expressed that some officers may be dissuaded from working onboard XL ships due to them not being able to accommodate their family.

It was confirmed that there is work underway to introduce a new Hotel Management System, which will give the Company a single view of inventory across guest and crew cabins. The introduction of this system should mitigate these scenarios described above.

The majority of PAW reps were unaware of the current discounted cruise option (D-28) and it was agreed we would look into that.

Study leave – open to the group for feedback. Under the previous policy members received 66% of the daily rate. The updated policy pays 70% of the monthly wage, with the outstanding 30% repaid after 12 month continued employment. Members report financial hardship as they are receiving less on a monthly basis during the period.

Nautilus International advised that it had been brought to their attention that when on study leave officers were reporting hardship as although they received the outstanding 30% after 12 months retention, they still had bills to pay. PAW reps reported that people live within their means, and where the study period was lengthy the reduction was hard to manage.

The business advised that the new policy was slightly more generous than the previous policy (which used to pay 66% of pay* and that the reason the policy changed was due to officer behaviour; there were examples of where officers had taken advantage of the previous study leave policy, which created short term gaps impacting you and your teams onboard, and not repaid the study fees. The new policy has seen better retention rates, and there has been positive feedback. Fee only options were also introduced within this policy which allows officers to study via distance learning or during leave, without impact on pay or tax days. We feel the policy provides lots of options and remains a great benefit for our officers.

There was a discussion regarding how the education routes affect how much academic work with those having attained an HNC usually requiring to do more academic work than having attained an HND. It was noted that Cadets are supported through the HND route.

* Nautilus added the following comment after the meeting: 66% of daily rate is more generous than 70% of monthly salary - this is outlined above, it is slightly more generous once the 30% is repaid but the Officers have to wait 12 months for this.

Nautilus was welcomed to provide collective feedback on the subject.

There was also a discussion about MCA exam dates, and how this can impact officers applying for study leave. Officers impacted were encouraged to speak to their Careers Manager if this is an issue for them. The business and Nautilus agreed to see if they can raise the issue with the MCA.

Nautilus provided the following update after the meeting – MCA will be offer block booking to colleges and training providers for cadets. SMarT funded cadets will be given priority for booking oral exams which will be fully digital. Part A & B style exams for Chief Officers oral examinations will be rolled out shortly.

A query was raised by a PAW rep regarding the GHES access when at home being limited. The PAW rep had been trying to access HR policies during the PAW meeting but had been unable to. We will discuss it with the relevant team, and it was agreed to circulate the policy regarding discounted cruise options.

Any other business

Questions were raised regarding fleet travel including whether an officer could pay the difference to upgrade their seats, and whether the cost of an officer ADW was taken into account when booking flights.

The business explained that flight booking for crew is automated through a system called Amadeus. Amadeus books flights for all crew (circa. 40,000 annually). Following the Crew Planning team doing their work, at D-240 days the system automatically looks for a flight and is then programmed to repeatedly look for tickets until D-21 when the flight gets ticketed. The system logic is quite simplistic, sourcing a flight after 15:00 on the day of departure. Based on how the system operates as it is today, it is hard to see how this could work without manual intervention. There are some enhancements coming which will give us some improvements for booking travel and hotels, including taking into account HESS handovers when considering the best flight options. In some ports, we'll be looking to take over hotel bookings from the port agents. The upgrade question was taken away for further consideration. PAW reps were reminded that officers can contact fleet travel to discuss their travel plans if they have any questions.

A request was made for visibility of the cost difference for flights when requesting local leave; officers can check how much a flight would cost at the end of the local leave period, with do not have visibility of how much the original flight would cost for comparison. The business explained that flights purchase marine fare flights as these given the greatest flexibility and have the required baggage allowances. Flights are initially sourced at D-240, and as previously explained the system is programmed to repeatedly look for a more cost-effective ticket, the officer would not know the flight costs. This request will be taken away for further consideration.

It was confirmed that officers should not be contacted about flights through WhatsApp. An action was taken to speak to the Crew Compliance teams about using approved contact methods when contacting officers.

Dates of 2026 Meetings

Dates for 2026 meetings were confirmed:

- 19th May 2026
- 22nd September 2026

- 24th November 2026

The high level of attendance for this PAW meeting was noted – please continue to make every effort to attend as many as possible.

Meeting closed

The next meeting will be held on 24 February 2026, via Teams, 10:00–13:00.

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 – Crew Planning 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

Nicola Worth (Senior Manager Industrial Relations & ER Policy)
Andy Walker (Senior Manager, Maritime Fleet Workforce)
Graeme Thomson (AVP, Fleet People Operations)
Jo Sterry (Consultant, Industrial Relations & Employee Relations Policy)

In Part

Hannah Leach (Vice President, Organisational Effectiveness)

Nautilus International

Rachel Lynch (Strategic Organiser) – Rlynch@nautilusint.org
Samantha Udall (Membership and Research Administrator)

PAW Delegates

Trev Trevarthen (Fleet Safety Trainer)
Martin Rakov (1st Officer)
Sam Brooks (Ships Services Engineer)
Dave Francis (Security Officer)
Phil McFarland (1st Officer)
Jacob Bennett (3rd Officer)
Ernestine Schmidhuber (Environmental Officer)
Saurabh Garg (2nd Engineer Officer)
John Fleming (Safety Officer)
Neil Williams (Security Officer)
Charlotte Hind (2nd Engineer Officer)

Apologies

Sophie Shaughnessy (Senior Director, Maritime Fleet Workforce)
Liz Hardy (Senior Director, People, Maritime)
Glyn Phillips (Environmental Officer)