

The background of the entire page is a close-up, high-resolution photograph of a blue fabric, likely a uniform, showing a fine, woven texture. The lighting creates soft shadows and highlights, emphasizing the material's grain. The text is centered over this background.

# UNIFORM STANDARDS

Complete Guide to Uniform

May 2026

# Uniform Standards

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# Uniform Standards

## Introduction

- The Complete Guide to Uniform is to assist you with all uniform related questions, queries, processes and information.
- All information and updates cascaded via the SMT Dashboard, H.O.S.T Post are also included for easy access in one place, however, these may be deleted/removed, as they become BAU.
- The Complete Guide to Uniform will consolidate Control Cloud 1 User guide and the new Control Cloud 2 into one document.
- It will also provide you with key pieces of information from the Uniform Standards Policies.
- Throughout 2026, ALL crew members (except F&B) will move across to Control Cloud 2 portal for ordering uniform.
- This will be staggered throughout the year, and regular updates will keep you informed.

# Uniform Standards

## Transition to Control Cloud 2 Ordering Portal

- We are now poised to move into Phase 3 of the rollout. This phase will involve transitioning, ALL crew members (excluding F&B until 2027) to move across to Control Cloud 2 portal for ordering uniform.
- All allocations and historical data held on CC1, will be transferred and crew members will all be provided with log in details to order their own uniform for delivery to ship.
- A “Life-Cycle Management” will be introduced to each style of uniform provided and each quarter, different departments will move across to the new portal. The individuals will be responsible for ordering their own uniform for delivery to ship.
- This move will ensure the ship stock holding can be reduced and a more “balanced” range be held for the emergency issues. Ship stock will only be available for emergency use where uniform has not been delivered to the ship.
- It is vital that ALL crew members carry ALL uniform at the end of an assignment as stock onboard will not be used to allocate as a standard issue. All orders will need to be placed by the individual.

# Uniform Standards

## Transition to Control Cloud 2 Ordering Portal

### Roll Out Plan

Q1	Q2	Q3	Q4
<p><b>Entertainment:</b> Ents Manager Asst Ents Manager Ents Host Ents Co-Ordinator</p> <p><b>Hotel Ops:</b> Shorex Loyalty &amp; Cruise Printer Venue Experience Officer</p> <p><b>Production:</b> Production Manager Asst Production Manager Production Team</p>	<p><b>Medical:</b> Senior Doctor Senior Nurse Nurse Doctor</p> <p><b>Youth:</b> Youth Manager Asst Youth Manager Youth Staff</p> <p><b>HR:</b> Welfare Officer Crew Services Administrator</p> <p><b>Housekeeping:</b> Butler, cabin steward, HOAS Florist, seamstress, tailor ALL laundry Pool Supervisor</p>	<p><b>Maritime:</b> All ETO roles All Engine Roles</p> <p><b>Maritime:</b> All Deck roles</p>	<p><b>Admin Roles:</b> All admin roles in hotel All admin roles in Maritime</p>

# Uniform Standards

## Transition to Control Cloud 2 Ordering Portal

- Departments not transferring in Q1& Q2, will still place orders via Control Cloud 1 via their HOD and utilise the ship stock.
- All Control Cloud 1 processes will remain until the department is moved to Control Cloud 2.
- Notifications will be sent out to personal e-mail addresses with a link to the portal.
- Once transferred to CC2, if wear & tear, replacements are required, they must be ordered by the individual on the portal. Deliveries will be made to the ship. Inventory stock is not to be used for general orders.
- It is vital that all crew members and Officers carry their uniform at the end of each assignment as the system will identify if you have already been issued and charges will be incurred for replacements.
- All orders will require approval from your HOD. The order can be approved or rejected. If rejected, you may be required to purchase additional items that are above the standard allocations.

# Uniform Standards

## Control Cloud 2 Approve or Rejecting Orders



- ALL orders placed via CC2, will require approval from the Head of Department (HOD) to help us control the spend.
- If an individual has exceeded the spend, a notification will show to ask you to select the payer for the overspend. please select 'corporate' to send your order for approval or select 'personal' to make a personal card payment for overspend items only. It is at the discretion of the HOD to approve or reject any overspend items.
- Only if you have exceeded your allocation will you be asked to select if you wish to send the order for approval or pay for the overspend items yourself. Any items which are beyond the standard allocation will be labelled with the "overspend" tag.
- 1). To send the order for approval by the HOD, select "Corporate" from the overspend payer drop down menu before proceeding to checkout. To pay for any overspend items yourself please skip to point 4.
- 3). If your order is not approved you can restore your basket by selecting your profile icon (top right), selecting My Orders, and clicking 'Reorder'. You can now edit the basket as required.
- 4). To pay for any overspend items yourself please select 'Personal' from the overspend payer drop down list. You will now need to complete the checkout process twice. Initially for all items to be paid for by Carnival, and then a second time for overspend items paid for personally

# Uniform Standards

## Control Cloud 2 Approve or Rejecting Orders

1

Please select the overspend payer, for overspend items.



*Ben Ainslie	Unit	Qty	Subtotal
 C24.TB030B-BKL / 30-100018966 <b>Leather Belt (Black)</b> SML Size: L <b>Overspend 3 Items</b> Allocation: Chef De Cuisine-M - Black Belt	£4.35 (ex VAT)	3	£13.05 (ex VAT)
	£4.35 (inc-VAT)	<a href="#">Remove</a>	£13.05 (inc-VAT)
4 Items £17.40			
 C24.TB030B-BKL / 30-100018966 <b>Leather Belt (Black)</b> SML Size: L Allocation: Chef De Cuisine-M - Black Belt	£4.35 (ex VAT)	1	£4.35 (ex VAT)
	£4.35 (inc-VAT)		£4.35 (inc-VAT)
Delivery £0.00			
Subtotal £17.40			
VAT £0.00			
<b>Order total £17.40</b>			

[Remove all items](#) [Continue shopping](#) [Proceed to Checkout](#)  
Save basket for later?

**Overspend Payer**  
Please select...  
Please select...  
Corporate  
Personal

2

Please select the overspend payer, for overspend items.

*Ben Ainslie	Unit	Qty	Subtotal
 C24.TB030B-BKL / 30-100018966 <b>Leather Belt (Black)</b> SML Size: L <b>Overspend 3 Items</b> Allocation: Chef De Cuisine-M - Black Belt	£4.35 (ex VAT)	3	£13.05 (ex VAT)
	£4.35 (inc-VAT)	<a href="#">Remove</a>	£13.05 (inc-VAT)
4 Items £17.40			
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	£4.35 (inc-VAT)		£4.35 (inc-VAT)
Delivery £0.00			
Subtotal £17.40			
VAT £0.00			
<b>Order total £17.40</b>			

[Remove all items](#) [Continue shopping](#) [Proceed to Checkout](#)  
Save basket for later?

**Overspend Payer**  
Please select...  
Please select...  
Corporate  
Personal

3

My Orders  
My Returns  
My Allocations  
My Favourites

Account

4

[Reorder](#)

This will copy the contents of this order to a new basket.

# Uniform Standards

## Control Cloud 2 Approver Guidelines (HOD's)

- As we transition to Control Cloud 2 (end user portal), All orders will require approval from the HOD. This is to ensure HOD's have visibility of all orders placed by their teams and have access to view the reason for order and previous history on allocations.
- A notification will be received to the company e-mail address to state an order needs approval.
- 2). "Show Custom Field" will show the reason for the order.
- 3). "View previous Usage", will show what the crew member has already received, so you can decide if you want to approve, or reject the order.

**1**

Right

Hello \*Sally Chambers,

Order #1141-00001332, submitted by [REDACTED], requires your approval.

[Review Order](#)

Kind Regards,  
CtrlCloud Administrator at Tower Supplies

If you're having trouble clicking the "Review Order" button, copy and paste the URL below into your web browser:  
<https://ctrlcloud.wearetower.com/store/orders/approve/2216922>




**2**

Approval is required before this order can be dispatched.

Approval Tier: General - All orders

Expected Approver: \*Sally Chambers

Show custom fields View previous usage

	Unit	Qty	Subtotal
 <p>C24.CR901R-BK18 / 30-100026525 Blues 12A Officer Ladies (Black) Dress Length: Regular / Dress Size: 18 Allocation: 3rd Officer-F - Blues Ladies Officer Pencil Skirt or Trousers</p>	£25.80 (ex VAT)	2	£51.60 (ex VAT)
 <p>C24.CR106-WH12 Ladies L/S Blues White Shirt (White) Dress Size: 12 Allocation: 3rd Officer-F - Blues Ladies Officer L/S White Blouse</p>	£19.98 (ex VAT)	3	£59.94 (ex VAT)
 <p>C24.CR906-WH14 / 30-100000567 S/S Ladies New White Tropical Shirt (White) Dress Size: 14 Allocation: 3rd Officer-F - Tropical Ladies Officers Whites S/S Blouse</p>	£27.44 (ex VAT)	1	£27.44 (ex VAT)




**3**

Approval is required before this order can be dispatched.

Approval Tier: General - All orders

Expected Approver: \*Sally Chambers

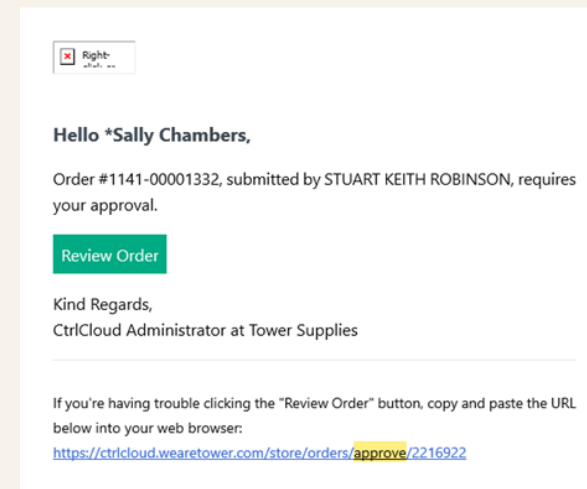
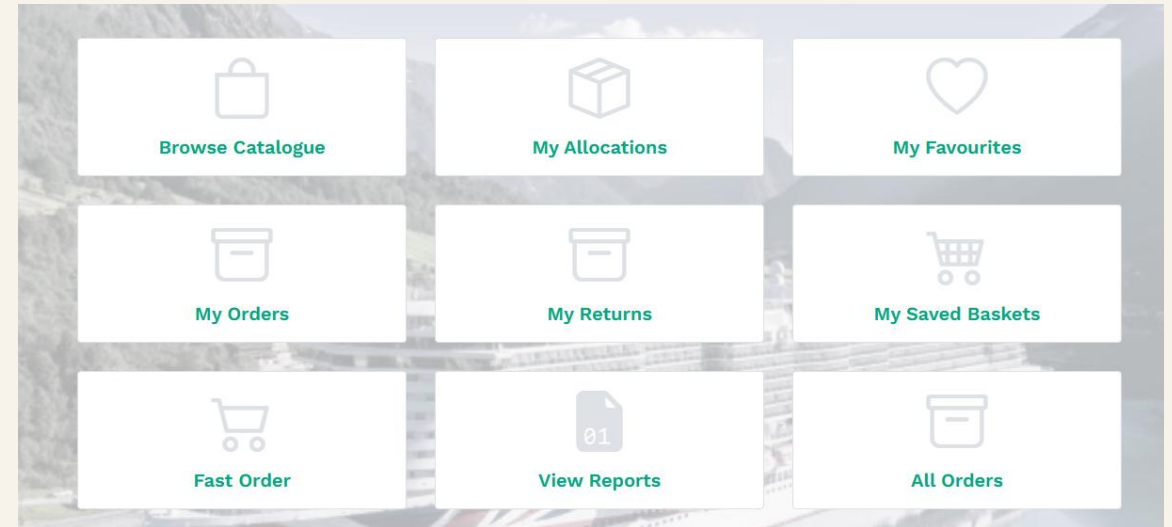
Show View previous usage

	Unit	Qty	Subtotal
 <p>C24.CR901R-BK18 / 30-100026525 Blues 12A Officer Ladies (Black) Dress Length: Regular / Dress Size: 18 Allocation: 3rd Officer-F - Blues Ladies Officer Pencil Skirt or Trousers</p>	£25.80 (ex VAT)	2	£51.60 (ex VAT)
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# Uniform Standards

## Control Cloud 2 Approver Guidelines (HOD's)

- Head of Department (HOD's will all have accounts created using the company e-mail address.
- The access level you have as an approver will also allow visibility of spend under the "View Reports" tile on the home page. You can filter the reports for the Ship, Department, Date Range, PO number, Approver etc.
- If an order requires approval, you will receive an e-mail notification.
- As the portal does not require any MXP orders to be raised, the approvals are there to ensure you have visibility of all transaction.
- All reports can be exported for review.





# Control Cloud 2 Processes

# Uniform Standards

## Control Cloud 2 – Introduction

- Control Cloud 2 will be rolled out to crew members from March 2026.
- All New to Sea and existing to crew members will be added to the portal. New to Sea crew members will be added by the GTP and a link sent, so they can log on and place their own orders.
- All existing crew members will have access to the portal but at “View Only” access level.
- As replacement uniforms are required, access can be requested to place the order.
- For urgent orders and replacements, please contact [sally.chambers@carnivalukgroup.com](mailto:sally.chambers@carnivalukgroup.com) to have the access level changed.

# Uniform Standards

## Control Cloud 2 – How to place first order

- The How To video guides are also available on Control Cloud 2.



# Uniform Standards

## Control Cloud 2 – How to process a return

- The How To video guides are also available on Control Cloud 2



# Uniform Standards

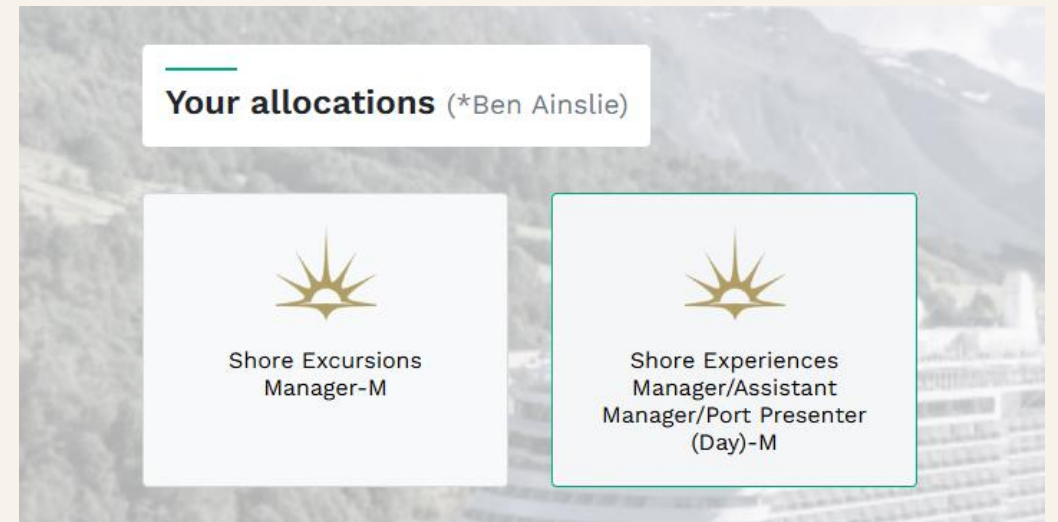
## Control Cloud 2 – How to process a return

- The How To video guides are also available on Control Cloud 2
- It is the responsibility of the individual crew member to process their own returns via Control Cloud 2 portal and return the items when you are on a ship.
- Returns paperwork is provided when you process the return
- Print 2 copies. Copy 1 to be included in the return parcel, copy 2 is to be attached to the outside of the parcel with return reference clearly visible
- Notify the HOD of return. Landing orders to be raised by each HOD in Landing Management System (LMS) for returned goods
- Landing order to be raised using ALL reference numbers for returns to Tower Supplies via Meacher's.
- Once the return paperwork has been processed, the parcel can be taken to Hotel Stores
- It is the responsibility of Stores/Inventory Manager/Assistant Inventory Manager are responsible for off-loading the goods, which can be landed to Tower Supplies via Meachers for credit.
- We recommend you do **NOT** return items when on leave, only when on ship.

# Uniform Standards

## Control Cloud 2 –Crew Allocations

- There are many roles across the fleet, and all have a set allocation of uniform for the role. The allocation for your role will be pre-set in the portal and will allow you to only order the set quantities.
- If you have a role where you receive two styles of uniform, both will be set up in the portal and by clicking on either tile, it will take you to the relevant uniform for the role. Example to right.
- Some Officers have a second uniform as the main and a part allocation of Officer style. A full list of these roles are shown in table on next slides.
- There are also Officer ranks, who do not receive an Officer uniform and have guidelines on what to wear on Formal nights. This information is provided in the Look Book.



# Uniform Standards

## Life-Cycle Management

- Starting in April 2025, a life-cycle management of Hotel Officers' uniform will be introduced.
- All Hotel Officers with over 5 years service (or where they had their first assignment prior to April 2020 if employed on a fixed term basis) have been identified and will be invited to place their orders.
- In 2026, those Hotel Officers with up to 5 years service now (or where they had their first assignment since April 2020 if employed on a fixed term basis), have also been identified and will also be staggered throughout the year to receive a replacement.
- The Control Cloud 2 portal already holds the ICW history, but as the new orders are placed, will re-set the allocation to a 24-month life-cycle.
- Those ordering in 2025, will also be entitled to order a refresh of uniform in 2027. Those ordering 2026, will be entitled to order a refresh in 2028.
- This cycle will continue, ensuring the standards and both met and exceeded.

# Uniform Standards

## What is my Officer Allocation

Department		
Deck		
Rank	Allocation	
Captain	Full	
Staff Captain	Full	
Environmental Officer	Full	
Fleet Safety Training Manager	Full	
Safety Officer	Full	
First Officer	Full	
Second Officer	Full	
Third Officer	Full	
Fleet Security Trainer	Full	
Security Officer	Full	
Senior Security Officer	Full	

Department		
Medical		
Rank	Allocation	
Senior Doctor	Full 1C	
Doctor	Full 1C	
Senior Nurse	Full 1C	
Nurse	Full 1C	
Public Health Officer	Full 1C	
Health Care Assistant	Full 1C	

Department		
Engine		
Rank	Allocation	
Chief Engineer		Part 1A
Staff Chief Engineer		Part 1A
Senior 1st Engineer Officer LNG		Part 1A
First Engineer Officer		Part 1A
Second Engineer Officer		Part 1A
Second Engineer Officer (Ventilation)		Part 1A
Third Engineer Officer		Part 1A
Ships Services Engineer		Part 1A
Technical Stores Manager		Part 1A

Department		
ETO		
Rank	Allocation	
First Electro Technical Officer		Part 1A
Second Electro Technical Officer		Part 1A
Third Electro Technical Officer		Part 1A
IT Officer / Comp Tech Sup Officer	Full 1C	
IT Manager	Full 1C	
Staff Electro-Technical Officer		Part 1A

# Uniform Standards

## What is my Officer Allocation

Department		
Food & Beverage		
Rank	Allocation	
Assistant Dining & Beverage Manager	Full 1C	
Dining & Beverage Manager	Full 1C	
Food & Beverage Manager	Full 1C	
Hotel Services Manager	Full 1C	
Assistant Galley Manager	Full 1C	
Chef De Cuisine	N/A	N/A
Head Of Culinary Club	N/A	N/A
Chef Pâtissier	N/A	N/A
Executive Chef		Part 1B
Galley Manager	Full 1C	
Head Baker	N/A	N/A
Head Butcher	N/A	N/A
Senior Chef de Partie (Select)	N/A	N/A
Sous Chef (General)	N/A	N/A
Assistant Manager Inventory	Full 1C	
Inventory Manager	Full 1C	
Head Waiter	Full 1C	

Department		
Hotel Operations		
Rank	Allocation	
Administration / Night Manager	Full 1C	
Communications Manager	Full 1C	
Content & Programme Manager	Full 1C	
Customer Services Manager	Full 1C	
Day Duty Manager	Full 1C	
Digital Media Manager	Full 1C	
Finance Manager	Full 1C	
Flights Manager	Full 1C	
Hotel Auditor	Full 1C	
Hotel General Manager	Full	
Hotel Operations and Retail Manager	Full	
Immigration & Planning Manager	Full 1C	
Senior Loyalty and Cruise Sales Manager		Part 1B
Loyalty and Cruise Sales Manager	N/A	N/A
Port Presenter		Part 1B
Reception/Events Manager	Full 1C	
Shore Excursions Assistant		Part 1B
Shore Excursions Manager		Part 1B

# Uniform Standards

## What is my Officer Allocation

Department		
Housekeeping		
Rank	Allocation	
Housekeeping Manager	Full 1C	
Assistant Housekeeping Manager	Full 1C	
Laundry Manager	Full 1C	
Housekeeper (Deck/Night/Crew)	Full 1C	

Department		
HR		
Rank	Allocation	
Assistant Manager Crew Services	Full 1C	
Crew Services Manager	Full 1C	
Onboard Learning and Development	Full 1C	
Welfare Officer		Part 1B

Department		
Entertainment		
Rank	Allocation	
Assistant Entertainment Manager	N/A	
Entertainment Manager	N/A	
Youth Manager		Part 1B
Assistant Manager Youth		Part 1B

# Uniform Standards

## What is my Officer Allocation

Gender	Description	Full	1A	1B	Full 1C
M	BLUES MENS OFFICERS JACKET	1	1	1	1
M	Male Officer Blues Flat Front Trouser	3	1	1	3
M	Male Officer Blues L/S White Shirt	3	2	2	3
M	Black Tie	1	1	1	1
M	Black Belt	1	1	1	1
M	Male Officers Tropical Whites S/S Shirt	3	2	2	3
M	Male Officers Tropical Whites Flat Front Trouser	3	1	1	3
M	Belt white canvas unisex ONE SIZE FITS ALL	1	1	1	1
M	Mess Formal Dress Men's L/S Shirt	2	1	1	2
M	Male Officer Mess Formal Jacket	1	1	1	1
M	Male Officer Mess Formal Trouser	1	1	1	1
M	Cummerband	1	1	1	1
M	Bow Tie	1	1	1	1
M	Boards	1	1	1	1
M	Slider	1	1	1	1
M	Soft shell jacket	1	1	0	1
M	BLUES NAVAL JUMPER	1	1	0	0
M	Officer Cap	1	1	0	0

Gender	Description	Full	1A	1B	Full 1C
F	Ladies Officer Blues Jacket	1	1	1	1
F	Ladies Officer Blues L/S White Blouse	3	2	2	3
F	Ladies Officer Blues Pencil Skirt	3	1	1	3
F	or Trousers Female Fit Blues Office	0	0	0	0
F	Black Belt	1	1	1	1
F	Black Tie	1	1	1	1
F	Belt white canvas unisex ONE SIZE FITS ALL	1	1	1	1
F	Ladies Officers Tropical Whites S/S Blouse	3	2	2	3
F	Ladies Officer Tropical Whites Pencil Skirt	3	1	1	3
F	or Trousers Female Fit Tropical White Officer	0	0	0	0
F	Ladies Officer Mess Formal Jacket	1	1	1	1
F	Ladies Officer Mess Formal Long Skirt	1	1	1	1
F	Mess Formal Ladies jersey white top	2	1	1	2
F	Boards	1	1	1	1
F	Slider	1	1	1	1
F	Soft Shell Jacket	1	1	0	1
F	BLUES NAVAL JUMPER	1	1	0	0
F	Tricorn Hat	1	1	0	0

# Uniform Standards

## Officer Allowances

- A few Officers' roles receive an allowance for uniform and as such, these people will be set up on Control Cloud with a payment only option for uniform.
- A full allocation is visible, but card payment is required to complete the transaction.

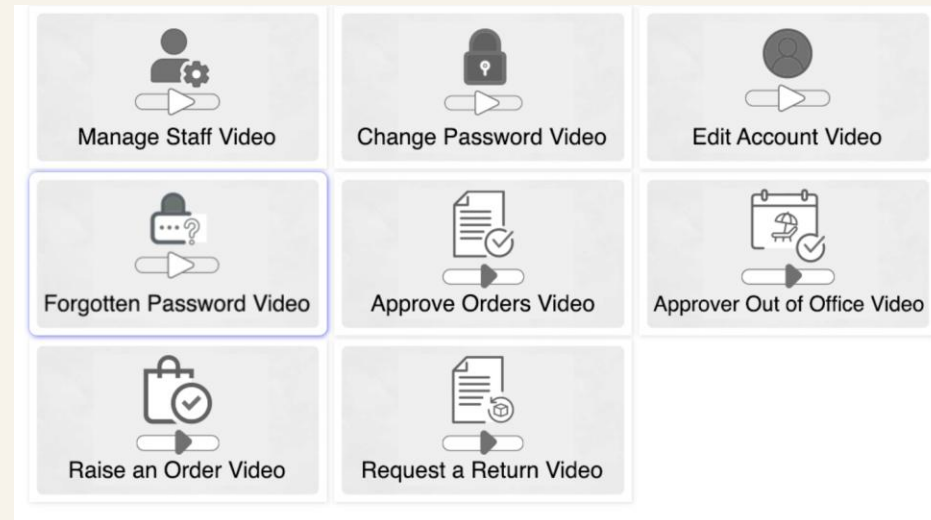
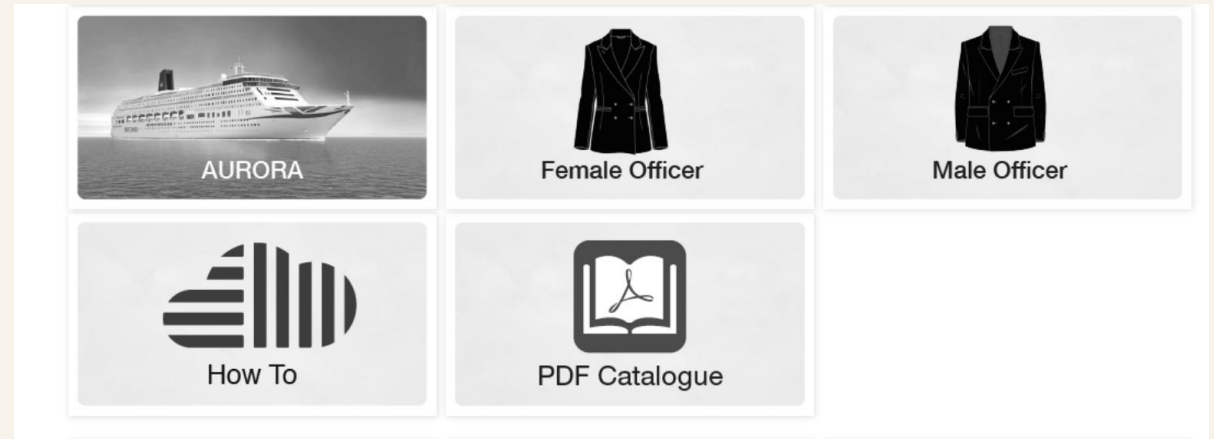
The background is a dark blue, textured fabric with a diagonal crease running from the top left to the bottom right. The texture is a fine, regular grid pattern. The lighting is soft, creating subtle gradients of blue.

# Control Cloud 1 Processes

# Uniform Standards

## Training Links

- All how to guides and video links can be found under the “How To” Section on the portal.
- Manage Staff
- Change Password
- Edit Account
- Forgotten Password
- Approve Orders
- Approve Out of Office
- Raise an Order
- Request a return
- All videos have a supporting PDF file.



# Uniform Standards

## Updating Control Cloud at end of an Assignment/Tour of Duty

- When a crew member is disembarking at the end of an Assignment / Tour of Duty, the HOD is responsible for their respective departments.
- If items are worn out, the HOD or Nominated user will determine if suitable to carry and return for a new Assignment / Tour of Duty or if worn out and would need replacing. The HOD or Nominated User, can access the portal and under the “Manage Staff” section, Edit Staff and add to the notes if items have been left behind due to “wear & tear” and add dates and comments.
- This record will be stored against the individual’s stock card, so when returning, there is visibility of what would need replacing FOC as not carried due to condition.
- If there are no comments and crew members returning for a new Assignment / Tour of Duty have not carried uniform, then charges will apply for replacement items.

**Department**

Hotel Admin GE 5200 ▼

**Job Type**

Housekeeping Steward M ▼

**Notes**

18.04.24 End of contract. Carried uniform, left shoes as worn out. Replace on return.

# Uniform Standards

## Control Cloud and MXP

- To ensure control Cloud and MXP are aligned the following process will need to be followed.
- MXP orders must be supported by the corresponding Control Cloud orders.
- MXP is used for the bulk order, whereas Control Cloud is used to allocate at wearer level, ensuring a full history has been allocated to the individual.
- Inventory are to check both MXP and Control Cloud numbers are correct before releasing goods from stores.
- **Individual Orders:**
  - Add order to control Cloud first
  - Use the last three digits of the Control Cloud Order number to add in MXP along with name of individual you are ordering for.
  - Print out both Control Cloud Order confirmation and MXP order.
  - Take to stores.
  - Inventory to keep hold of chit.
  - Paperwork is signed when goods are collected.
  - Storekeeper keeps signed documents.
  - Goods are collected.

# Uniform Standards

## Control Cloud and MXP cont...

- Bulk Orders:
- Raise MXP order.
- Order approval is required from HOD.
- Document number from MXP to be given to HOD to add into to Control Cloud order against the wearer.
- Reconciliation/adjustment of orders on turnaround day (for sizing exchanges and return of stock) to be completed in MXP by HOD.
- Control Cloud does not AT THIS STAGE need to be amended as record of the allocation will be held against the individuals stock card.
- The MXP chit should be reconciled after 48 hours of issue/exchange from T/A day.

# Uniform Standards

## Process for Re Charges for Crew

- All crew members must carry uniform at the end of a Tour of Duty / Assignment if it is still in a good and wearable condition.
- All As part of baggage allowance paid for by the company, this is to cover for the uniform you are expected to carry.
- A letter confirming this is inserted into each crew members passport, prior to disembarkation at the end of a Tour of Duty / Assignment .
- It is the Head Of Departments responsibility to check uniform is being carried and if items are worn out, need to be updated on Control Cloud if not carried at the end of Tour of Duty / Assignment and can re-issued upon starting a future Tour of Duty / Assignment (See Control Cloud User Guide for process).
- **Worn out items must be handed to Head of Department for disposal.**
- If uniform has not been carried at the end of a Tour of Duty / Assignment and there are no notes in Control Cloud, then charges will apply, it is imperative the HODs update for their own departments when crew are disembarking.
- Upon starting a new Tour of Duty / Assignment, if uniform is required due to not carrying, charges will apply.
- It is the Head of Departments responsibility to process the order for the ~~returning~~ crew member starting a new Tour of Duty / Assignment and to mark the reason for order as “RE Charge Onboard Account.
- Once the order has been placed it will go for approval to Inventory Manager/Assistant Inventory Manager/Storekeeper for approval.

# Uniform Standards

## Process for Re Charges for Crew cont...

- A copy of this e-mail must be forwarded to Hotel Finance Manager to check sufficient funds are available in the crew member's onboard account.
- These orders MUST NOT be approved until the sufficient funds have been approved/agreed with the Hotel Finance Manager.
- Hotel Finance Manager/Hotel Auditors will receive a weekly report of all re-charge orders for their ship.
- Once onboard account has been checked and confirmed back to Inventory that sufficient funds are available, only then can the order be approved, and the goods handed out to the crew member.
- If funds are insufficient, Finance Manager must request via the Crew Office that sufficient funds are made available from the crew member.
- A copy of the order confirmation can be printed out and signed by Head of Department and crew member as chit, for charging to their onboard account.
- The HOD raises an Internal Requisition in MXP for the items under the *Slops cost centre* (not the individual department cost centre) and re-assigns to the appropriate MXP approver.
- The appropriate MXP approver will review, approve and re-assign to the Inventory Manager/Assistant Inventory Manager. In the event of the cost being raised against the department cost centre in error, the approver must cancel the requisition.

# Uniform Standards

## Process for Re Charges for Crew cont...

- The crew member collects the item (s) of uniform from the stores once order has been approved and the Finance Manager has confirmed sufficient funds are available. The Inventory Manager/Assistant Inventory Manager retains the chit for 48 hours to allow time for fitting confirmation. Return of items in excellent condition, in original packaging will be accepted during this time in exchange for different sizes.
- The Inventory Manager/Assistant Inventory Manager will then post the Internal Requisition in MXP and mark the requisition chit accordingly.
- The requisition chit is then passed to the Finance Manager who will post the full value of the transaction in Core under the appropriate charging code. The code is **CRUC**.
- In the event of a crew member's account being deactivated due to insufficient funds, the Finance Manager may activate the account to charge the cost and then deactivate again, until such time that funds are available.
- All transactions must be reconciled by the Hotel Auditor to ensure that they have all been posted correctly; in the event of an error, the Finance Manager is responsible for managing the appropriate correction.
- Once reconciliation has been signed off by the Hotel Auditor, all chits are retained under existing chit retention rules (90 days).
- The Hotel Auditor must check to ensure that the policy and process is enforced on board and conducted correctly. Any concerns must be addressed and escalated to the onboard Operations team and Head of Department who are accountable for the onboard process.

# Uniform Standards

## Carrying Uniform Officers' & Crew

- The below notification is included within passports for disembarking crew members at the end of an Assignment /Tour of Duty (circulated 29<sup>th</sup> February 2024).
- Please remember, P&O Cruises requires all uniformed crew to take all good and wearable condition uniform (including shoes) home when disembarking at the end of an Assignment /Tour of Duty. Please check before leaving that no uniform has been left behind and that any outstanding items are collected from the laundry. All disembarking seafarers have an airline luggage entitlement of 40kg to ensure that personal belongings, including uniform items, can be carried.
- Please note as above “good and wearable condition uniform (including shoes)”, the key message is good and wearable. If footwear has been worn for 9 months and falling apart, this is not good and wearable condition, so does not need to be carried.
- The new uniform Control Cloud Portal keeps a record of uniform issued for every crew member. You must bring your full uniform back when starting a new Assignment /Tour of Duty, otherwise you may face a charge for replacement items.
- It is the HOD’s responsibility to update the portal at the end of a contract to state what has been carried. See notes on Updating Control Cloud 1 at the end of an Assignment /Tour of Duty.
- For more information, please refer to the Uniform Policies on GHES or speak to your Line Manager.

# Uniform Standards

## Issuing PPE Footwear on T/A Day

- Safety Footwear (PPE) is often required on turnaround days for newly embarked crew members who are required to assist with moving trolleys, cages and bags. We must provide adequate footwear for undertaking these tasks.
- As it is not always possible to obtain the footwear sizes in advance of new to sea crew members, this scenario is the “exception to the rule” and a different process needs to be followed.
- The Head of Department can place an MXP order with Inventory for a variety of sizes, without the need for a supporting Control Cloud order at the same time, prior to turnaround day.
- Inventory are to approve the order and provide the bulk required.
- This “bulk” is to be held within the relevant department (usually Housekeeping) and handed out to the new to sea crew members, so they can assist with tasks required and be protected with the correct footwear.
- An inventory adjustment to add the surplus shoes back into stock along with a Control Cloud order per person, for the footwear provided can be added to the portal, after turnaround operations.

# Uniform Standards

## Auditor Spot Checks

- It is the responsibility of the Hotel Auditors to conduct spot checks on order activity and spend reports for their ship, to ensure reason for order codes are correct and no re-charges are slipping through the net.
- This is only relevant on Departments not yet moving to Control Cloud 2.
- Reports can be generated via the Control Cloud (1) Control Panel Site Spend Full Report but will also be generated and e-mailed directly to Hotel Auditors on a weekly basis.
- The Site Spend Full Report can be downloaded with specified date ranges, and you are able to see all activity and orders placed.
- New to Sea is often used as a reason for order, however, as the policy is reinforced regarding re-charges and the GTP are supporting with the message about carrying of uniform at the end of a Tour of Duty / Assignment, this reason for order should gradually reduce.
- Hotel Auditors can liaise with HOD's if they are unsure of new to sea crew members.
- The Head of Department is responsible for adding the correct reason for order, when placing orders for their Team and MUST NOT use the New to Sea as a default to avoid charges.
- Any New to Sea orders placed for crew members starting a new Tour of Duty / Assignment who have previously been issued with uniform, but have not carried it with them for the start of the new Tour of Duty / Assignment , will be identified as the spot checks take place and charges can still be passed to the crew member.

# Uniform Standards

## Cold Weather Gear

- Cold weather gear on the Control Cloud tile has two options for ordering.
  - Cold Weather Gear Individual
  - Cold Weather Gear Bulk
- Each ship will have the below set up as an “employee” for ordering Cold Weather Gear Bulk. Not ALL departments will require Cold Weather Gear and as such, do NOT have an account to order against
- Each Department listed will have a maximum of 3 per size as the quantity to order, to ensure we are remaining within the Ships budgets.
  - SHIP NAME Cold Weather Gear Bulk – Deck
  - SHIP NAME Cold Weather Gear Bulk – Tech
  - SHIP NAME Cold Weather Gear Bulk – Housekeeping
  - SHIP NAME Cold Weather Gear Bulk – Security
  - SHIP NAME Cold Weather Gear – F&B
- Cold weather gear (with the exception of RN jumpers and soft-shell jackets for P&O Cruises Officers which are part of the individuals complement) is **NOT** part of the standard uniform compliment for either Officers or crew and must be returned to the Head of Department when there is no longer a requirement for any of these items to be worn.

# Uniform Standards

## Cold Weather Gear cont...

- Certain items which are worn “next to skin” are not to be returned as cannot be re-issued and are to be allocated to the individual Officer or crew member. A list of these items is as shown below for pooled stock or Individual Allocation.
- “Next to skin” items can be ordered against an individual, by selecting the member of staff to order for first, using the Cold Weather Gear tab and selecting Cold Weather Gear Individual.
- HOD (or Nominated User on Control Cloud), may place an MXP order and Control Cloud order, with the Inventory for additional cold weather items required within their respective departments (whilst ensuring that the orders are within each department’s individual uniform budget allowance).
  - Raise MXP order.
  - Order approval is required from Hotel General Manager
  - Document number from MXP to be given to HOD to add into to Control Cloud order against the relevant Cold Weather Gear Bulk Department order.

# Uniform Standards

## HOD and Nominated User Responsibilities

- Heads of Departments and Nominated users are responsible for:
  - **Following the process:**
    - MXP orders and Control Cloud 1 orders must correspond correctly.
    - Adding the correct Reason for Order, not everyone is New to Sea and spot checks by Hotel Auditors will ensure any discrepancies are highlighted.
    - Additional reason for order codes have been added and include re-rate and promotion.
    - Using the re-charge reason for crew members who have not carried their uniform.
    - The company policy is for uniform to be carried, so please ensure you are adhering to the policy.
    - Not trying to order additional items that are outside the standard allocation for the role.
    - Ensuring any Wear & Tear items are collected back from the crew member. The Policy states old for new and that the items must be collected in and not handed back to the individual.
    - The search bar has been removed, as the correct items will be visible for each job role are assigned when placing an order.
    - If items do not show in the basket of goods for the role, then they are NOT part of that standard uniform for the selected role.
    - Ensuring stock is held within the stores and NOT in own department.

# Uniform Standards

## HOD and Nominated User Responsibilities cont....

- Ordering for their Teams:
  - Placing orders for their own Team.
  - Ensuring the correct job role is assigned to the individual
  - Updating Control Cloud when a crew member disembarks at the end of a Tour of Duty / Assignment with any items not carried due to wear & tear.
  - Checking the allocation prior to placing orders. The screen shot below shows Current Role Allocation and Total Allocation. Always check the Total Allocation prior to placing orders as this will show ALL items allocated.
  - If there is a change in job role, the allocation will show. There may be overlaps in certain garments so you may not need to order certain items as they may have been allocated previously and still be in good condition.

Ordering for:

Name: Sally Surname: Chambers Staff number: 989710 Department: Hotel Admin GE 5200 Jobtype: Cabin Steward F Total spend: :

[Change Staff Member](#) [Show delivery details](#) [Current Role Allocation](#) [Total Allocation](#)

**Payment Setting**

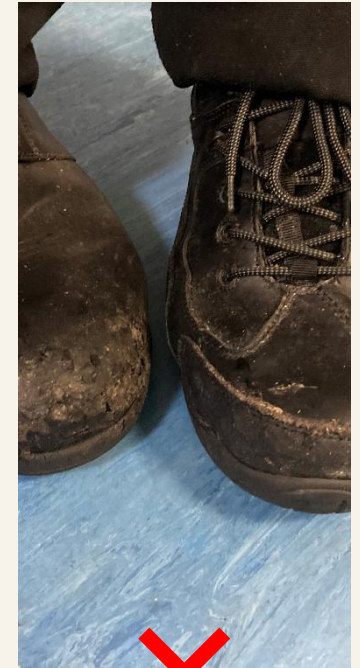
[Use Own Funds \(Pay by Card\)](#) [Use Allocation](#)

**Using Allocation**

# Uniform Standards

## HOD and Nominated User Responsibilities cont....

- Maintaining Standards:
  - Knowing “What Good Looks Like”.
  - Know the uniform for your team.
  - Check the correct uniform is being incorrect;.
  - If incorrect uniform is being worn, find out why. What has happened to their uniform and why isn't it being worn.
  - Do not accept second best standards.
  - Check the name badge is in the correct format
  - Challenge, when you see something wrong.
  - Trousers on the right are incorrect; a close match is not good enough!
  - The jacket worn is not the company issue jacket!
  - Check the correct footwear is being worn and if replacements are required.
  - See checklist on standards





What Good  
Looks Like

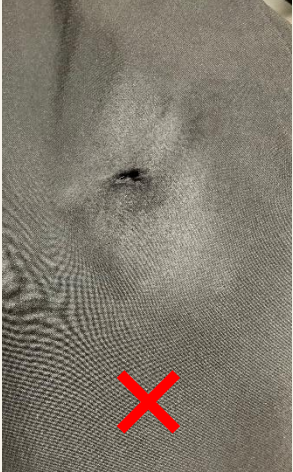
# Uniform Standards

## What Good Looks Like

- Take pride in your uniform; send to the main laundry to keep fresh, keep on hangers in your cabin, and safe in your suitcase when leaving or joining a ship.
- We are all **HEROES** of safe and well, we must wear the personal protective equipment (PPE) that is provided if necessary.
- Identify if your uniform is looking tatty or worn through a simple daily **Standards Check**. If you think your uniform has reached the end of its life, speak to your line manager who can support with the right way to get it replaced.
- *uni-form-ity*
- *noun*
- *the quality or state of being uniform:*
- The standard should be consistent across the fleet and must be adhered to at all times!

# Uniform Standards

Good does not look like this!



# Uniform Standards

## Uniform Standards Checklist

### Checklist

#### Shirts/Blouses/Tops

- Correct Uniform for role
- Shirts/Blouses top button fastened when worn with a tie
- Shirts/Blouses/Polo Shirts only first button undone if worn open
- Clean and pressed
- Correct size/fit - 2 fingers should fit between collar and neck
- Correct size/fit - buttons should not be pulling apart
- Neatly tucked in to trouser or skirt
- Not showing signs of wear & tear
- Not showing signs of pilling/bobbling

#### Footwear

- Correct Uniform for role
- Clean and polished
- PPE compliant
- Correct size/fit
- Not showing signs of wear and tear

# Uniform Standards

## Uniform Standards Checklist

### Checklist

#### Trousers/Skirts

- Correct Uniform for role
- Correct size/fit
- Correct length (skirts no longer than ankle length and no shorter than knee length)
- Correct length (sit on shoe front when standing and hang in straight crease to the back)
- Clean and pressed
- Not showing signs of wear & tear
- Not showing signs of pilling/bobbling

#### Brilliant Basics

- Clean and presentable with clean hands/fingernails
- Showered and hair washed. Clean shaven (if applicable)
- Jewellery to be kept to a minimum
- Acceptable make up/nails (polish must be neutral colour)
- Hair tied back/hairnets worn in galley area/facial hair covered with snood in Galley
- Name badge/Shine Pin in correct position (horizontally above left breast) Shine pin above name badge

# Uniform Standards

## Uniform Standards Checklist

### Checklist

#### Accessories

- Ties must be worn with top button fastened and neatly fashioned preferably in “Half Windsor Knot” style
- Scarves must be clean and show no signs of make up
- Must be correct issue
- No personal items/accessories to be added
- Hosiery correct colour (no more than 40 denier)
- Socks - correct with uniform plain black or white - no logo's
- Underwear not visible through uniform
- Aprons - tie at back, no visible ties to front
- Aprons - 2-3” shorter than skirt
- Hats/Chef hats to be worn during service
- Boards - Hard epaulettes for Officers are for wear with JACKETS
- Sliders - Soft epaulettes for Officers are for wear with SHIRTS

# Uniform Standards

## Alterations to uniform

### General Standards

- Further information can be found in the Appearance Policy, but please note where a uniform is issued, failure to comply with the policy and/or the relevant dress codes and uniform standards set out by P&O Cruises, could result in disciplinary action.
- Need size alterations? Our Tailor or Seamstress will be happy to help if needed to obtain a reasonable fit or fix minor repairs.
- Any alteration requests must be to make the garment fit the individual, NOT to change the cut and style of the garment as a personal choice.

# Uniform Standards

## Alterations to uniform

### Skirts/Trousers

- Skirts should be no longer than ankle length and no shorter than knee length. Trousers must be full length and sit at the top of the shoe. No “cropped” or “ankle grazers” are acceptable. Trousers must only be altered to fit the individual and NOT to change the appearance of the garment. Trousers are a classic fit and must NOT be altered to be skinny fit. The only tapering of the leg, must be proportionate to shortening the leg length, where they may need to be adjusted if a much shorter leg length is required.

### Overalls

- Overalls must be worn in machinery spaces and for dirty works around the ship. Overalls must be clean and in good condition, with the appropriate brand markings. They must be properly fitting and fully fastened.

### Shirts/Blouses

- A correctly fitting collar should allow for two fingers between the collar and the neck. The shirts are a classic fit and must not be adjusted to a skinny fit and should only have alterations that are proportionate to the individual and not to change the overall style of garment.



Policy  
&  
Process

# Uniform Standards

## Policy & Process

- Please note as we progress through Phase 3 rollout and transition to Control Cloud 2, all Policies will be updated.
- Policies will be aligned and updated in GHESS.
- A snapshot of the key information provided in following slides.

# Uniform Standards

## Policy & Process

- POC-HOT-UNIFORM-006 POC - Officers General
  
- Key & Additional Information:
  - The policy excludes Entertainment team, Loyalty & Cruise Sales Manager, Shore Excursion Managers and Concession Managers.
  - Senior Loyalty and Cruise Sales Managers receive a part issue of Officer uniform and LCSMs will wear their own clothes for evenings adhering to the dress code.
  - Senior loyalty and cruise sales managers will wear the charcoal suit as daywear and follow the officer uniform guide for evenings.
  - The following are not to be worn:
    - Very short dresses or skirts.
    - Dresses or skirts with large thigh high splits.
    - Shorts.
    - Strappy, revealing or see-through tops.
    - Extremely high heels.

# Uniform Standards

## Policy & Process

- POC-HOT-UNIFORM-002 POC – Tower Supplies Officer Uniform - Replacement Items
- Key & Additional Information:
  - 2025 sees the introduction of a life-cycle to Officers uniform.
  - Starting in April, Officers with over 5+ years service have been identified and will be notified on a monthly basis to place a new order of uniform.
  - This step has been taken to improve the standards and ensure all Officers are looking their best.
  - In 2026, those Officers with up to 5 years service will also receive notifications to place orders.
  - The life-cycle will then be set for all Officers at 24 months.
  - If replacements are required within this time, the portal will identify it is within the life-cycle and require approval.
  - The system will re-set at line level if additional items are ordered, changing the life-cycle to 24 months for the item.
  - This investment will ensure Uniform Standards are maintained throughout the fleet and no Officer should be wearing anything other than company provided uniform.
  - Uniform MUST be carried at the end of every Tour of Duty / Assignment.

# Uniform Standards

## Policy & Process

- POC-HOT-UNIFORM-001 POC - Seagoing Uniform
- Key & Additional Information:
  - Uniform must be carried at the end of every Tour of Duty / Assignment .
  - Head of Department is responsible for ensuring crew members in their teams, adhere to the company standards and use the checklist within the Look the Part document for standards and expectations.
  - Badly worn items can be exchanged “old for new”. Old items must be taken from the crew member when a new item is issued. This must be approved by the Head of Department.
  - Uniform must not be retained on board, transhipped via Meacher's or via Terminal building storage: ALL uniform must travel with the owning crew member. In the event of a crew member returning for a new Tour of Duty / Assignment without uniform, appropriate costs for replacement items will be chargeable to the crew member.

# Uniform Standards

## Policy & Process

- POC-HOT-UNIFORM-003 POC – Non Officer Uniform Items (Purchasing Additional Items)
- Key & Additional Information:
  - Uniform must be carried at the end of every Tour of Duty / Assignment .
  - Head of Department is responsible for ensuring crew members in their teams, adhere to the company standards and use the checklist within the Look the Part document for standards and expectations.
  - Damaged on Duty uniform will be replaced at no cost to the individual.
  - Each Head of Department (HOD) is responsible for ensuring Officers in their teams adhere to the company guidelines and perform regular checks on uniform standards and address any shortfalls in these standards.
  - Failure to carry the company provided uniform at the end of a Tour of Duty / Assignment , could result in charges being applied to the Officer if replacements items need to be reordered when returning for a new Tour of Duty / Assignment .
  - POC are not responsible for the movement and cost of transshipping uniform for POC Officers between ships or from ship to home or vice versa. This includes storage at Meacher's.

# Uniform Standards

## Policy & Process

- POC-HOT-UNIFORM-004 POC - Officer Technical Working Rig
- Key & Additional Information:
  - Head of Department is responsible for ensuring crew members in their teams, adhere to the company standards and use the checklist within the Look the Part document for standards and expectations.
  - Damaged on Duty or Wear & Tear uniform will be replaced at no cost to the individual.

# Uniform Standards

## Policy & Process

- POC-HOT-UNIFORM-008 POC – Crew Name Badge
- Key & Additional Information:
  - Crew name badges must be printed with first name only.
  - Officer name badges must be printed with first name and surname.
  - Capital letter must be used for the first initial of forename followed by lower case letters for remainder of first name. Capital letter must be used for first initial of surname followed by lower case for remainder of surname.
  - P&O Cruises' colleagues name badges must be consistent in both design and format and are to be formatted via the “Name Print Graphics” (NPG) software.
  - Always worn whilst on duty, positioned horizontally above the left breast pocket.
  - Some shirts/blouse and jackets come with grommets; these are dedicated spaces so that pins do not damage the cloths.
  - Must NOT be worn on galley uniform or on the lapel (collar) of a jacket.

# Uniform Standards

## Policy & Process

- Appearance Policy
- Key & Additional Information:
  - As a valued crew member, you reflect and represent the Company at all times during your employment with us; this includes your non-working hours when you go ashore.
  - You are encouraged to dress in a manner that reflects the professionalism and pride of being part of our team.
  - Choose attire that is respectful and appropriate, avoiding any clothing with offensive or derogatory slogans or images, as well as low cut or transparent clothing.
  - Your thoughtful choice of attire helps maintain a positive image of our company and ensures a pleasant experience for everyone

# Uniform Standards

## Useful Links

- Please note if your enquiry is regarding Officer Uniform, you must log on to the Control Cloud portal to place orders for uniform:
  - Control Cloud 2 portal log in: <https://ctrlcloud.wearetower.com/carnivaluk>
  - Enquiries for Tower Supplies: [customer.services@towersupplies.com](mailto:customer.services@towersupplies.com)
  - For calls to Tower Supplies: 01202 718000
  - For any support with logging on or set up, please e-mail: [PandOGEonboarding@carnivalukgroup.com](mailto:PandOGEonboarding@carnivalukgroup.com)
  - Promoted and require new Boards and Sliders, please e-mail: [sally.chambers@carnivalukgroup.com](mailto:sally.chambers@carnivalukgroup.com)
  - Uniform allocations can be found by logging on to the Control Cloud 2 portal
  - To access the Uniform Triage and submit enquiries: [Uniform Triage](#)
  - To view the new Look Book for P&O Cruises, please see link: [v6.-May-25Uniform-Look-Book.pdf](#)

# Uniform Standards

## Frequently Asked Questions

- *Who checks the condition to determine if items should be carried?*
- When a crew member is disembarking at the end of a Tour of Duty / Assignment , the HOD is responsible for their respective departments. If items are worn out, the HOD or Nominated user will determine if suitable to carry and return for a new Tour of Duty / Assignment or if worn out and would need replacing at the start of a new Tour of Duty / Assignment.
- *How will it be logged if items are left behind at the end of a contract due to wear & tear (no charges applied) or just not carried?*
- The HOD or Nominated User, can access the portal and under the “Manage Staff” section on Control Cloud 1, and can add to the notes if items have been left behind due to “wear & tear” and add dates and comments. This record will be stored against the individual’s stock card, on Control Cloud 1, so when starting a new Tour of Duty / Assignment , there is visibility of what would need replacing FOC as not carried due to condition.

# Uniform Standards

## Frequently Asked Questions

- *How will we identify if they have not carried uniform?*
- All Officers are required to carry their uniform at the end of each tour of duty/assignment. If uniform has not been carried, the portal will identify the last order date and if within 24 months, then charges will apply.
- As crew members transfer across to Control Cloud 2 (end user portal) all history from Control Cloud 1 will be added against each individual crew members history. The system will identify if uniform has been issued and charges may apply for replacement if uniform has not been carried.
- For crew, on Control Cloud 1, the notes section will provide this information and as such it is paramount that the HOD updates the card to reflect this. The section can be used to add details of items not carried due to wear & tear and the covering letter is added to all passports.
- If a crew member returns after 19<sup>th</sup> February 2024 (when letter was circulated) then charges will apply for replacement items not carried. No notes in comments section, then nothing has been left behind so is not carried on return – charges apply.
- Control Cloud 2 will hold all allocations and the HOD does not need to add any updates.

# Uniform Standards

## Frequently Asked Questions

- *Is sufficient stock held onboard to accommodate for the replacement requests?*
- As we transition to Control Cloud 2 throughout 2026, the stock held onboard will reduce to a reasonable par level. This stock is purely for emergencies and NOT used for issuing to New to Sea or Wear & Tear. All orders when a department have transferred to CC2 must be placed via the portal. Par levels will be monitored onboard and by holding a more balanced stock, it should allow emergencies only to be dealt with efficiently and reduce the “aged stock” problem.
- Sufficient stock of PPE footwear, boiler suits etc. will be held onboard in healthy quantities.
- *How will I know when I am due my refresh of Officer uniform?*
- Monthly notifications will be sent out to those Officers eligible for a new uniform. An e-mail will be sent to personal addresses with an invite link to the new Control Cloud portal, enabling you to log on and place your own orders.

# Uniform Standards

## Frequently Asked Questions

- *How will I know if I am on Control Cloud 2?*
- E-mails will be sent to personal addresses, with a link for logging on.
- *How will I know if I am entitled to new uniform ?*
- The life-cycle will be displayed at the top of the page and as orders are placed directly with the suppliers, the history and allocations will update. The system will identify any orders above the standard allocation/life-cycle and will require approval from HOD.
- *What if I have 2 styles of uniform?*
- If you already have log in details for Control Cloud 2 for Officer uniform, a separate tile will appear with the secondary uniform you are entitled to.

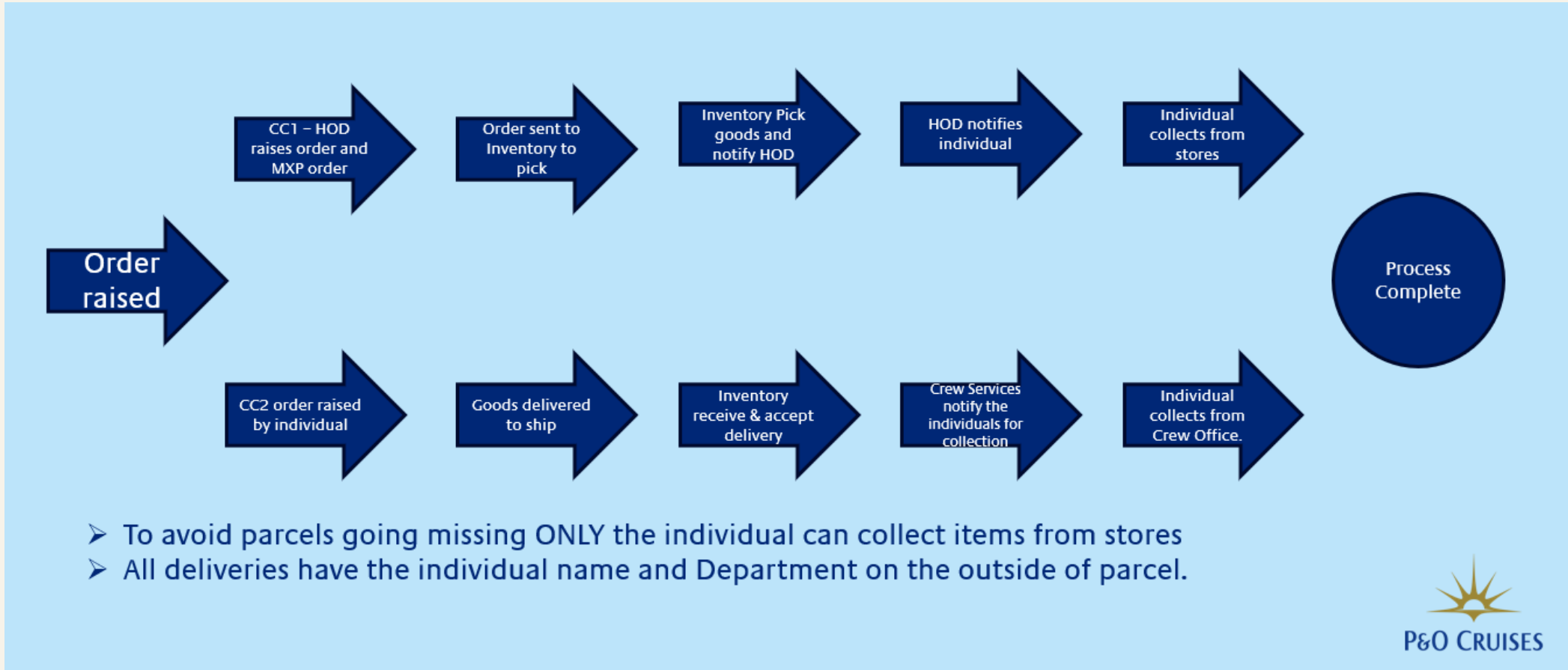
# Uniform Standards

## Head of Department Quick Guide

- Heads of Department (HOD) are the approvers for all orders for their Team.
- The company e-mail address is used for accessing the portal to view all team transactions.
- Your personal e-mail address log in is only for you to place you own order.
- Please review each order and check reason for order and previous history, before approving.
- Reports can be exported from the portal to ensure you have visibility of spend and remain withing budget.
- Remind all crew and Officers to carry ALL uniform (if in good and wearable condition) at the end of each assignment as failure to do so, will result in charges for replacements.
- The system will identify any overspend to ensure the costs are controlled.

# Uniform Standards

## Process from collecting from stores





P&O CRUISES