



*together, we're*  
CARNIVAL UK

EMPLOYEE EXPERIENCE GUIDE



# *Our mission*

At Carnival Corporation & plc we deliver unforgettable happiness to our guests by providing extraordinary cruise vacations, while honouring the integrity of every ocean we sail, place we visit and life we touch.

# *Our purpose*

To create unforgettable holiday happiness.

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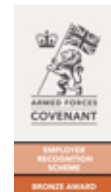
Who we are and what we value

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What it's like to work at Carnival UK

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Our iconic brands and legacy



This Guide does not form part of any contract of employment (or other contract to provide services); this is provided to you separately and will contain the relevant terms of your contract with us.



# *We're mariners and memory-makers*

Who we are and what we value

# We're part of a *global* corporation

Carnival UK is part of Carnival Corporation & plc, the largest global cruise company. Also one of the largest leisure travel companies, the Corporation's portfolio of eight world-class cruise lines sail to all seven continents.

At the heart of our purpose to create unforgettable happiness for our millions of guests, are the 160,000 remarkable team members who show up every day with the passion and dedication that make us the best in the business.



**CARNIVAL UK**

Head office: Southampton, UK

Carnival UK colleagues bring to life the P&O Cruises and Cunard brands. People from Princess Cruises, Seabourn and Holland America Line, plus Carnival Corporation, also work in Carnival UK's head office.

**CUNARD**  
4 ships - Est. 1840

**P&O CRUISES**  
7 ships - Est. 1837



Holland America Line®

11 ships - Est. 1872  
Head office: Seattle, Washington, USA



SEABOURN

7 ships - Est. 1986  
Head office: Seattle, Washington, USA



PRINCESS CRUISES

15 ships - Est. 1965  
Head office: Santa Clarita, California, USA



Carnival

25 ships - Est. 1972  
Head office: Miami, Florida, USA



Costa

10 ships - Est. 1948  
Head office: Genoa, Italy



AIDA

11 ships - Est. 1993  
Head office: Rostock, Germany

# We take *pride* in our brands and are custodians of their future

Cruising is at our core and we take enormous pride from bringing to life Cunard and P&O Cruises; two of the most iconic cruise companies from Britain's rich seafaring heritage.

Our brands are recognised as industry leaders, evident in the awards we win year after year and the two out of three returning guests who trust us with their holiday happiness.

With Cunard sailing as a fleet of four and P&O Cruises Excel-class ships attracting more newcomers than ever before, there's a huge sense of shared purpose, passion and momentum around us.

We're building a strong, future-facing business and we invite fresh ideas and different perspectives to evolve our industry. As we strive to spread even more holiday happiness, it's an exciting time to be custodians of Cunard and P&O Cruises.





# Holiday happiness is serious business

Our mission and purpose are brought to life by our talented people who share a common goal: to create unforgettable holiday happiness for every guest, every time.

As a 24/7 operation that spans the globe we're adept at being agile. We embrace the excitement and challenge of changing course at speed, propelling ourselves forward with the vast variety of roles and nautical knowledge under our roof.

We're a passionate team of some of the most skilled operators in the holiday business and our performance-led culture offers the chance for colleagues to thrive. We support internal development and over a third of our people were successful in securing new roles in the last 12 months.

Our roles give people the chance to stretch themselves, with breadth of opportunity being one of the reasons people choose to stay; our length of service is above average with almost 25% of colleagues having a 10+ year career with us.

# We're an organisation that works together to get there

A business to truly believe in, no one knows cruising like we do. We're a community of mariners and memory-makers, who are experts in finance, hospitality, technology, product, sales, marketing, maritime and countless others, working together to achieve our ambitions.

Our expectations are high and we empower each other to do our best work. We recognise the need to look and plan ahead, so our 10-year strategy ensures we prioritise investment and activities that delivers long-term value, in line with our goals. Our annual 'Big 6' priorities keep us laser focused and on course, with quarterly all-colleague updates to celebrate and recognise how our achievements contribute to our strategy and business results

We couldn't do what we do without our inspiring leaders and high-performing colleagues. As innovators and forward-thinkers, we regularly collaborate with colleagues who work worldwide across our eight sister brands. We know where we're going and trust each other to get there.

Together, we're Carnival UK.



# Taking steps to look after the world we love

At Carnival UK, and with our parent company Carnival Corporation & plc, we're taking action to reduce our impact on the environment and invest in our communities and people to deliver positive change. We're building a strong, future-facing business at the same time as delivering unforgettable happiness to our guests.

## Climate Action

### Reducing Emissions

We have a duty of care to the environment. That's why we've made climate action our no.1 sustainability priority and have commitment to achieve 20% greenhouse gas intensity reduction by 2026\*. We're doing this through committed actions that include optimising our fleet, investing in energy and itinerary efficiency, and exploring new technology and fuels.

\* relative to 2019 baseline

### Shore Power

We are committed to more energy-efficient cruising and are equipping our ships with shore power, a technology that allows us to plug into the electric grid while in port and switch off our engines. This cuts greenhouse gas emissions and reduces air and noise pollution in ports.

## Sustainable Tourism

### Community Engagement

We have a long and rich history with many of the destinations we sail to, listening and collaborating with them to share cultures, promote travel, and develop good practices. For many, tourism is the lifeblood of the community. We partner with destinations to ensure our cruises bring shared social and financial value while protecting the local culture, history, and natural environment.

### Responsible Sourcing

We have a global supply base and strong relationships with suppliers in the destinations that we visit. We're working with them, to ensure that the food we serve meets our animal welfare standards and responsible food commitments. We're also working to procure more local produce, seeking product that has been responsibly, and sustainably produced.

## Circular Economy

### Single Use Plastic

We're working hard to radically address our plastic use. As part of this, we've made a commitment to reduce single-use plastics on board by 50%\*. We're achieving this by removing non-essential plastic items and by reducing unnecessary packaging.

\* relative to a 2018 baseline.

### Food Waste

We're exploring smart solutions to help minimise food waste without impacting our offering to guests. Our crew monitor uneaten food regularly to find ways to improve and we're seeing good progress already. We have surpassed our interim goal with 42% food waste reduction per person and our ambition is to reduce food waste by 50% per person by 2030\*.

\* relative to a 2018 baseline.

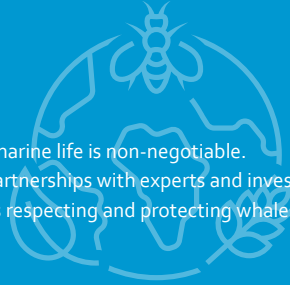
### Water Use

We produce over 80% of the water we use on board. We also have water treatment systems and water-saving technology installed on our ships to help us conserve this precious resource. These water saving technologies include flow restrictors and aeration devices, which evens the flow of water coming out of taps.

# Biodiversity & Conservation

## Nature Partnerships

Without the oceans, we wouldn't exist, so protecting them and marine life is non-negotiable. We're taking responsibility to minimise our impact by building partnerships with experts and investing in programmes to support biodiversity and conservation, such as respecting and protecting whales and dolphins through our work with ORCA.



# Health & Wellbeing

## Physical & Mental Health

Sustainability means looking after our people, now and in the future. They are what makes us special. For our crew, we've built well-being programmes to support their physical and mental health, encouraging healthy, balanced lifestyles. We have new and improved gyms on board and have invested in Wi-Fi in crew cabins and an enhanced internet service, to make it easy for them to keep in touch with family and friends.



# Inclusion & Belonging

## One Diverse Team

We're proud that our team is made up of people from over 100 different countries. Creating an inclusive working and living environment is important to us. We support a range of religious festivals and source various foods to cater to different cultures. We respect and value all backgrounds and are working to expand diversity and inclusion across every rank and department.

“We're working hard to ensure sustainability is an integral part of who we are by taking meaningful action to deliver positive impact across our operations, now and for the long term. We're making significant progress by taking steps to care for the environment, partner with our destinations and communities, and invest in our people. Together we can shape a future of which we can all be proud.”

SOPHIE PORTLOCK, VICE PRESIDENT, SUSTAINABILITY



This release may include claims related to our greenhouse gas emissions reductions, goals, initiatives, accomplishments, and progress reports. Supporting data for such greenhouse gas emissions claims, including data verification information, is published in our Sustainability Reports on [www.carnivalcorp.com/impact](https://www.carnivalcorp.com/impact) on an annual basis.





# *Welcome aboard*

## What it's like to work at Carnival UK

# Empowering everyone to *take the helm*

Working at Carnival UK is being part of a high-performing, quick thinking, collaborative team that works hard to create unmatched experiences for P&O Cruises and Cunard guests.

Our purpose is to create holiday happiness, so it goes without saying that we're focussed on being guest-centric, putting them at the heart of everything we do. Experts in our fields, we're trusted to do what's best, not only for our guests, but for each other and the business.

However with trust comes accountability, and for every celebration of success, there's challenges to navigate which are all part of working in a fast paced, ever-changing, operational environment. This includes measuring progress and course correcting at speed when necessary. Agility is an asset we're proud of and we welcome uncharted territory, using our skills where suited, even outside our roles.

Collaboration is key at Carnival UK and we strive to be smart with how we do this. We work to make sure the experts are in the right place at the right time with the right tools, so we're able to build lean teams of critical decision makers, empowered to do the right thing. If things don't go to plan, it's important that we own that too, becoming better prepared for what's next on the horizon.

***We're a team at the top of our game and together, we can exceed.***





# Culture Essentials



Our Culture Essentials are the key actions and behaviours that guide us to create a culture of trust, openness and care.

They're all about our relationships with each other, and they are the principles for how we interact with the places we travel and the people we meet there. With an operation of this scale, Health, Environment, Safety and Security are central to everything we do.

Ensuring our decisions today benefit tomorrow is critical for our future success. By upholding our cultural expectations, we can create unforgettable holiday happiness in ways that are good for our people, the planet and profit now and for years to come.



## Speak Up

See something, do something



## Respect & Protect

Respect and protect our people, the planet, the law and our company



## Improve

Focus on compliance and our performance as a team



## Communicate

Talk openly about our values and priorities, and act as we expect others to



## Listen & Learn

Listen to each other, be accountable for our actions and learn from our mistakes



## Empower

Give our teams what they need to succeed

At quarterly business updates we celebrate individual and team Culture Essentials Awards winners (nominated by colleagues), voting for Annual Culture Essentials Awards winners at year-end – winners receive prizes of a 14-night cruise holiday (individual) and an event to the value of £5,000 (team), and are added to our office hall of fame!

# Helping you reach your *full potential*

To support colleagues make waves with their personal and professional development, our annual performance cycle sets clear expectations, develops our leaders and supports team members. In addition, our learning and development resources help people **know it** so they can use their knowledge to **try it** and **apply it**.

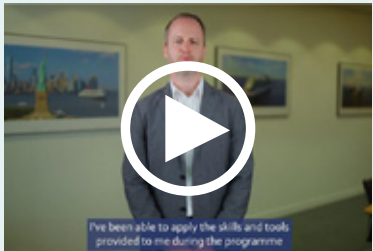


Our Leadership and Management Essentials framework supports leaders to be the best they can be from day one at Carnival UK.

Split into two sections over six months, line managers complete an induction programme alongside development focused on our five core skills and behaviours.



1. Line Manager Induction is a blend of interactive e-learning and workshops.
2. A series of workshops that support our culture of performance by focusing on self-mastery, inclusive leadership, effective coaching and feedback, leading for performance, and creating high performing teams.



Click/scan to watch  
Sam's video.

## Power Hours

Power Hour workshops are an opportunity to connect with other colleagues in a fast-paced learning environment. Build new skills whilst having great conversations with peers and leave with plenty of tips and tools to apply right away. Workshops include working smarter, decision making and developing critical thinking skills.

## The Cove

Our self-serve learning platform is home to helpful guides, interactive workshops and tips on a variety of different topics, with the My Best Me area recommending resources bespoke to individual strengths and development areas.

## Good Practice

Provided by independent experts Mind Tools, on the Good Practice portal there's thousands of resources in a wide range of learning formats. Focused on management, leadership and personal effectiveness, everyone has on-demand access to new ways of thinking and the latest insights. Designed to help colleagues thrive, content is fresh, relevant and updated regularly.

## Apprenticeships

As an Apprenticeship Levy paying organisation, we're able to offer over 100 apprenticeship standards to colleagues through the levy scheme. This gives people the opportunity to gain valuable skills and knowledge tailored to their specific job role that they can put into practice straight away.

## Know it

Build knowledge through self-serve materials, attending a workshop, or researching around a topic of interest.



## Try it

Have great conversations with your peers and manager about what you've learnt and start to put it into practice.



## Apply it

Embed your learning as part of your day-to-day role and responsibilities.

“I have been to a couple of Power Hours recently and both were incredibly useful. Having an hour away from our laptops to focus on development is immensely valuable.”

AMY, E-COMMERCE MANAGER

#BeingMyBestMe



# Be curious, be you, *belong*

Our people are the heart of our business and we all identify with a variety of characteristics. It's important that we understand the diversity of our organisation, offer spaces for everyone to share their views and be heard, and create opportunities for connection between different groups.

## Our inclusion champions

We're supported by passionate and active volunteers across the organisation to provide safe spaces to connect, have their voices heard and champion inclusion internally and externally. Belonging and inclusion is everyone's responsibility, and we encourage our people to organise their own activities, communities and programmes.

## Mental Health Champions and First Aiders

We've Mental Health Champions and First Aiders across all areas of Carnival UK who have completed additional training provided by MHFA England. They actively engage in activities to: raise awareness of the importance of mental health; signpost appropriate support and resources to colleagues; and remind people of inclusion events taking place within CUK and the wider community.

## Menopause Champions

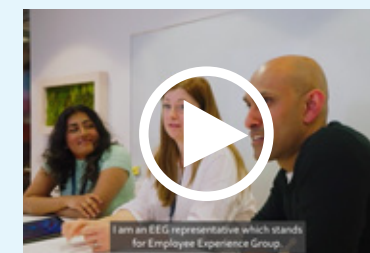
Menopause Champions run a community to drive learning and awareness of menopause and create spaces for colleagues to connect and feel supported. They run monthly Menopause Cafés which vary from informal opportunities to connect to informative sessions with guest speakers (talking about topics such as sleep, nutrition and the benefits of being active).

## Cancer Cafés

Cancer Cafés are aimed at supporting colleagues who are living with cancer. Having identified a need to support our people living and working with cancer, they provide safe spaces to connect with others going through a similar experience.

## Employee Experience Groups

Employee Experience Groups (EEGs) are made up of passionate individuals from all levels of the organisation who want to make Carnival UK the best place possible for everyone to work. With a direct link to their Senior Leadership Teams and a key responsibility for creating action plans for their areas, they act as an employee voice and advisory to leadership. They offer a way for all people to be included in business change by relying on employee feedback to make a difference.



Click/scan to learn more about our EEGs.

## Employee-led networks (ELNs), communities and social clubs

We're incredibly lucky to have fantastic support from Carnival UK for our networks and communities which are set up by Carnival UK colleagues to champion to belonging and inclusion; they aren't HR initiatives. Whether that be guidance from our leaders, provision of business resources, or colleague support with planning, volunteering and event attendance, our networks and communities are valued for their contribution to belonging and inclusion at Carnival UK. We also have social clubs where like-minded colleagues can connect. From Run Club and our Cycling Community, to Book Club and Clothes Swaps, there's something for everyone.



Championing women and influencing change

Athena is passionate about equal opportunities for people regardless of gender. They raise visibility of gender issues and invite everyone to join the conversation.



Spectrum, Carnival UK's LGBTQ+ & Friends employee-led network, supports belonging and inclusion by championing, challenging and celebrating the LGBTQ+ agenda.



As their strapline 'making it possible for all' indicates, m'power focuses on people's ability to reach their potential by seeking to dismantle barriers faced by people with disabilities, impairments and conditions at Carnival UK.



Reach - Race, Ethnicity and Cultural Heritage – champion an inclusive environment where diverse ethnic and cultural backgrounds are celebrated. Reach's goal is to see diverse ethnic and cultural representation at all levels of Carnival UK.



Supporting colleagues after parental leave: to talk through any challenges, listen and help people readjust to life at Carnival UK.



Our MVP Community exists for colleagues with a connection to the Armed Forces - as a Reservists, Veteran or Partner of someone who does.



Providing support and helping people navigate their way as they start their career at Carnival UK.

## Charity partnerships

We're passionate about providing great opportunities for our people to get involved with our partners, which is why we provide all colleagues with one day of paid volunteering every year. We're especially committed to supporting our brands well-established charity partners, The King's Trust (formally the Prince's Trust) - Cunard's Charity Partner, Teenage Cancer Trust - P&O Cruises charity partner, and Saints Foundation - our Carnival UK Charity Partner.

“Many of us spend a large amount of our time at work, so it's important that we all feel included, safe and valued there. If you've ever felt left out, excluded, ignored, unsafe, unwelcome or underappreciated, then you'll most likely understand why inclusion is so important.”

ROSY ELSTONE, CULTURE DIRECTOR



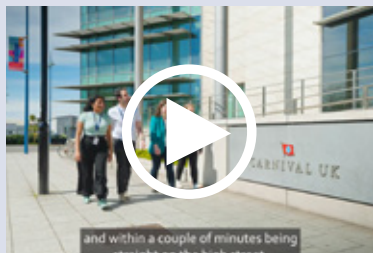


# Make yourself at home in Carnival House

## Dress for your diary

We want you to feel comfortable and able to be yourself when you're at work, so our dress code is casual (or smart if that's your style).

As our roles are wide and varied, we dress for our diary making sure outfits are appropriate for the day (we might be a holiday company, but we're not on holiday so we don't wear items such as shorts, flip flops or sportswear). Our fleet colleagues are always smart so when visiting ships, we respect their uniform policy by dressing more formally. And when clothing needs a clean, there's an on-site dry-cleaning collection service.



## Workspaces that work

As our office is open plan it's important to have additional spaces for collaboration, project work and confidential conversations.

Throughout Carnival House you'll find tech-smart meeting rooms, conversation pods, collaboration areas, casual seating and bookable independent workstations. And these spaces not only work but they wow, thanks to our fleet architecture team who designed them specifically for Carnival UK colleagues. There's also an on-site walk-in TechBar to help with any equipment queries and requests.

Click/scan to learn more about our amazing Southampton office.

## A good day at CUK

What makes a good day is different for everyone, so our resources and facilities help colleagues be their best self every day.

We champion the 5 Ways to Wellbeing, brought to life through a comprehensive wellbeing programme designed and run by our in-house Occupational Health team, alongside an intranet wellbeing hub packed with support resources and guidance. There's also a CARE crisis network, Mental Health First Aiders, Menopause Champions, and Employee Assistance Programme. In Carnival House, our Tranquil Tides wellbeing area provides a safe place for headspace, and colleagues can take time for reflection in the private prayer/quiet room. We also have employee-led social clubs such as cycling, clothes swaps and board games.

## Fresh food and snacks

We've made sure all tastes are catered for in Carnival House by providing hot and cold main meals, sweet treats and freshly made drinks.

Our Atrium Café serves subsidised food and drink from 7.30am through to 4pm and regularly spotlights global cuisine. There's also grab and go fridges, a salad bar, deli counter and deserts. Kitchens on every floor feature snack-packed vending machines, free drink dispensers, fridges, sinks and hot/cold water taps. There's also a microwave room to reheat homemade meals.

## Commuting

As our colleagues commute from far and wide as well as living locally, we've got virtual and on-site facilities to support daily travel plans.

Our city-centre location is a brilliant benefit and we're just a 15 walk from the train station with a bus stop around the corner. Southampton is also a member of both bike and e-scooter share schemes with parking racks outside the office. For cyclists, there's secure storage under the building with a fully equipped repair station for emergencies, plus showers, changing cubicles and drying rooms are available for everyone to use. We're next door to a multi-storey car park and car commuters can also sign up to our parking app to request one of our free parking spaces.

## Exclusive events

To stay connected to our brands and purpose, we enjoy our own happiness ashore in our stunning city-centre office.

We're a holiday company so we know there's more to life than work. From live entertainment performances, pop-up giveaways and immersive cruise experience events, to fabulous facilities such as our sea view roof terrace, full-height atrium and pool table, it's not your average 9 to 5! Being two of the biggest cruise companies in the business, we work with brilliant brand partners which colleagues benefit from too. There are opportunities to be part of exclusive moments such as the BAFTA TV Awards and RHS Chelsea Flower Show, alongside off-site events with famous faces, office appearances from celebrity guests and prizes of limited edition and exclusive memorabilia.

# Achieving the right balance in life



## Employee discounted cruising

Employee Contribution Required

We're all passionate about creating unforgettable holiday happiness for our guests, and we believe it's important for colleagues to have the opportunity to experience that happiness for themselves too.

We're proud to offer you a great Cunard or P&O Cruises experience every single year at an exclusive employee rate, with onboard discounts included too. Not only that but you also have the opportunity to take as many late availability cruises as your annual leave allows and we also offer friends and family discounts of 7.5%.

## Holiday trading

Salary Sacrifice Scheme

We recognise the importance of promoting a positive work-life balance and so in addition to annual leave entitlement, once a year, we offer all colleagues the chance to buy up to five additional days, or sell up to two days.

## Flexible working

We know a community that thinks and acts as one team is a key ingredient to continued success as a business. Being together physically nurtures that community and is critical in ensuring everyone feels part of something bigger. That's why all office-based employees spend a minimum of three days per week in Carnival House, to include Wednesdays (or 60% of the time if part time, with a minimum of two days).

We also know everyone has commitments outside of work and that flexibility is important. This means there isn't a need to work a standard nine-to-five in the office although you should be spending most of your day there three days a week. Everyone can flex the hours of their working day and travel times with line manager agreement. Our flexible working approach needs to work for everyone – for the individual, for their team, for other colleagues and for the business.

One of the real benefits of working at Carnival UK is our standard 35-hour working week, supporting a healthy work-life balance. However, as we're a 24/7 business there are departments - particularly those that support our ships and crew - that require different working patterns, including being on call or travelling as part of a role.

## Anniversary awards

We value loyalty and hard work and we have fantastic awards at regular intervals from the first year to long service of 40+ years.

## 25+ days annual leave

All colleagues receive 25 days leave with an additional four days added at various milestones between three and 10 years' service.

Our annual leave window runs from 1 January to 31 December each year. If you join us part way through the year and/or work part time, you'll receive a pro-rata of annual leave entitlement. We observe all national bank holidays, however, the Contact Centre teams may have differing schedules

## Shipmates

Employee Contribution Required

Shipmates is a sports and social club run by Carnival UK employees. It provides a range of discounted social events and activities for members - everything from sports events to nights out, and from pub quizzes to theatre trips.

## Cycle to Work Scheme

Salary Sacrifice Scheme

We offer a Cycle to Work Scheme to help make your commute cheaper, healthier, and more environmentally friendly. This is a benefit that is provided through salary sacrifice so can be a very tax efficient way of purchasing a bicycle.



Scan/click to hear Lee talk about cycling and our bike facilities

“I love employee discounted cruising, it's just been fantastic for me and my family. We've enjoyed going on cruises virtually every single year.”

RICHARD, SENIOR MANAGER, ORACLE FINANCIAL SYSTEMS

## Electric Car/ULEV Scheme Salary Sacrifice Scheme

We offer an Electric Car/Ultra Low Emission Vehicle Salary Sacrifice leasing scheme, providing you with opportunities to help you reduce your carbon footprint and become more sustainable. If you already own an electric car, you can get heavily discounted season ticket parking in council car parks.

## Give As You Earn (GAYE) Salary Sacrifice Scheme

We offer all colleagues the opportunity to donate to charity in a tax efficient way via Give As You Earn. If you choose to opt in you'll be able to set up donations from your salary to most charitable organisations.

## Time off for charity volunteering

You're offered the opportunity to undertake one day of paid volunteering work (per calendar year), for our designated charity partners.

## Maternity leave

If you're pregnant you can take up to one year of maternity leave, regardless of how long you've been with us. Your leave will be split between 26 weeks of ordinary maternity leave and 26 weeks additional maternity leave.

If you've been with us for at least two years, as of the 15th week before childbirth, you'll also be entitled to enhanced maternity pay which is six weeks paid at 100% and a further 26 weeks paid at 50% of your normal pay.

## Paternity leave

If you've been with us for at least 26 weeks by the by the end of the 15th week before the expected week of childbirth, you may be entitled to Statutory Paternity Pay.

For those who've been with us for at least two years, by the end of the 15th week before your child is due to be born, we offer enhanced paternity pay of two weeks full pay. All paternity leave must be taken within the first eight weeks from the child's birth.

## Adoption leave

If you've been with us for at least 26 weeks by the week you're matched with a child, you can apply for up to 39 weeks of statutory adoption pay.

For those who've been with us for at least two years, as of the 15th week before the adoption date, we offer enhanced adoption pay of six weeks full pay and a further 26 weeks paid at 50% of your normal pay.

## Parental leave

If you're a parent of a child who is under the age of 18 years old and you've been with us for at least one year you can apply to take up to 18 weeks unpaid parental leave per child until the child's 18th birthday.

## Other policies

We also have policies on compassionate leave, unpaid leave, sickness absence, domestic emergencies, time off for public duties and more.

## Discounted shopping

We provide colleagues with access to exclusive online shopping discounts where you can save hundreds of pounds every year. Our range of national and local vendors from cinemas to supermarkets and utility providers to technology companies offer up front discounts, instant e-voucher discounts, and/or WOWPoints (cashback) with every purchase.

“I've saved a small fortune on cinema visits! I love that I can take my kids to see the latest releases at a fraction of the normal price and all at the click of a button. Such a great benefit - one of many perks at work!”

CORINNE, EMPLOYEE TRAVEL SPECIALIST





# Take *care* of your body and mind

## Health Cash Plan Taxable Benefit

We offer all colleagues who are level CUK07 – CUK15 and Shipbuilding level CCS08 - CCS14 free Health Cash Plan cover. What’s more, you can also use the benefit for up to four dependent children (under 24 years of age and in full time education).

When you join us, you’ll be automatically enrolled into the Health Cash Plan which allows you to claim back costs on a range of services including dental and optical bills, physiotherapy and even consultancy charges.

“Being able to use Mediacash to claim costs back for my chiropractor appointments is a huge help, and my dog Lenny loves that I'm fit and well for walks!”

CATHERINE, CUNARD DEPLOYMENT

## Private medical insurance and dental cover Taxable Benefit Employee Contribution Required

Your health is important. Our private medical insurance policy gives you swift access from assessments and diagnosis through to treatment and aftercare. The dental cover policy covers the cost of appointments and a wide range of treatments.

Cover is provided as per the table below:

CUK00 - CUK06*	Family Cover
CUK07	Single Cover

\*Shipbuilding grades differ slightly. Refer to your contract for further information.

## Voluntary dental cover Employee Contribution Required

We provide all colleagues the opportunity to opt into a voluntary dental scheme. What’s more you can add your partner and/or children to this benefit too.

## Health assessments

To help support your wellbeing, we provide regular health assessments for all colleagues. After your first year with us you’ll receive an email inviting you to book your first appointment.

After your first appointment you’ll then be invited every two years if aged 45 and under and annually if aged 45 and over. We also offer mammograms every two years for those aged 40 and over.

## Eye tests

We encourage colleagues who use Display Screen Equipment (DSE) to book a bi-annual eye test.

We cover the cost of the eye test, all you need to do is book, attend and claim back your costs. Additional perk: If you’re told you need glasses for DSE use at your eye test we’ll contribute to those too.

## Employee assistance programme

Your wellbeing is our priority. We offer all colleagues and their immediate family free confidential support and guidance 24 hours a day, 365 days a year with our employee assistance programme.

## Digital GP

When juggling work and life we know it can sometimes be difficult to access GP services when you need them.

To help, we offer a Digital GP benefit, which allows you to book a 15-minute appointment with an NHS registered GP at the click of a button. What’s more, you can also use the benefit for any dependent children (under 16 years of age).

## Bereavement support

We know when a loved one dies it can be an upsetting and challenging time. In addition to working through your feelings, you might be in charge of sorting out their estate and it can be confusing, especially if you’ve never done it before.

To help you navigate this time we offer all colleagues free probate support and bereavement counselling through our life assurance provider, Canada Life. What’s more this support is also available to family members who live with you.

# Benefits to help your *budget*



## Pension

Salary  
Sacrifice  
Scheme

We offer a defined contribution pension scheme designed to help you build up a pension pot that you'll be able to take an income and/or lump sums from upon reaching age 55. We contribute 6% of your basic salary to your pension and in exchange ask you to contribute a minimum of 3%, although you can contribute more if you wish to.

## Carnival Plc Shore Employee Share Plan

Salary  
Sacrifice  
Scheme

If you've been with us for three months or more, you can join the employee share plan and share in the success of our business. The plan gives you the opportunity to buy up to £1,800 of shares per tax year in Carnival plc, in an easy, tax-efficient way. Plus, you'll get an extra share for every six shares you buy.

## Time Based Shares (Restricted Stock Units)

We offer all colleagues who are level CUK00 – CUK05 and Shipbuilding level CCS00 - CCS07 restricted stock units, the payout of which are based on business and individual performance.

## Incentive plans

We offer all colleagues an incentive plan, the payout of which is based on business and individual performance.

## Season ticket loan

Employee  
Contribution  
Required

We offer colleagues who commute via public transport, support in purchasing their season ticket by offering an interest free loan that can be repaid over 6 or 12 months.

## Life assurance

Employee  
Contribution  
Required  
for additional cover

We provide all colleagues with life assurance. In the event of your death, your relatives, dependents or other named beneficiaries will be paid 2x your annual basic salary.

If you've joined us in the last three months you also have the option to increase cover up to 5x your basic salary (subject to restrictions).



*We're built on  
our brands*

Learn more about our legacy



# We create extraordinary moments, deliver extraordinary holidays and are distinctly British

P&O Cruises serves more British holidaymakers on cruises out of the UK than any other cruise line. Two in every three guests chooses to sail with us again and we continue to win awards, voted for by guests and travel agent partners. We truly understand our British guests, delivering authentic travel experiences on sea and ashore with trusted style, quality and variety.



## It's a holiday like no other

From the second guests step on board we're ready to cater to their every want, working hard to make sure it's an effortless experience for them. Navigating by night to wake up in a new destination, we've got the world covered. From Norway to New England, St Lucia to Sydney, the Canaries to Chile, we're explorers at heart and experts in adventure.



## We know our British guests

We get our British guests and what they want out of a holiday. We've chosen our brand partners to make sure our food, drink, entertainment and facilities help make our holidays like no other. From British spirits in the bar to the way we design our ships, supporting home-grown talent in entertainment, to always paying in pounds sterling, we've designed our holidays with British guests in mind.



## Our chefs are gourmet geniuses

The quality and variety of food on our holidays has to be tasted to be believed. We've got it all: traditional British and innovative fine dining, buffet restaurants with global cuisine and takeaway favourites. There's also Indian, Mediterranean, gelaterias and more. All prepared by our talented galley team.



## The entertainment is extraordinary

There's something to suit everyone on board. We've got theatre shows, aerialist performers, live music, comedians, magicians, Wallace and Gromit, quiz shows, cinemas, three course dinners accompanied by Britain's best-loved performers... name it and we've got it! We're proud to entertain.



## We SHINE in everything we do

We deliver signature service every time. Whether it's cabin stewards or waiting staff in the restaurants, the receptionists or Reef rangers in the children's club – the team on board work hard to make sure guests have a fantastic holiday. And their pride in what they do shines through in every guest interaction.

# Our fabulous fleet



## Arvia

Brimming with brand-new features and innovation, guests have plenty to explore and crew plenty of opportunities to learn something new. LNG powered, she is one of the largest in the fleet with 1,800 crew and 5,200 guests. During winter she stays in the Caribbean and in summer, explores the Mediterranean.

## Iona

Sister ship to Arvia with the same stats (1,800 crew and 5,200 guests) there's 30 food, bar and restaurant venues and a glass Grand Atrium for panoramic views of the fjords; a regular destination for Iona alongside the Canary Islands. Crew facilities are first rate with lots of career paths to choose from.

## Britannia

A family favourite for guests, there's a family feel in crew spaces too as 1,350 people from nationalities all across the globe live and work together. And with unique features such as the Cookery Club, home to world-renowned chef Marco Pierre White, and The Studio movie theatre, there's plenty for her 3,647 guests to enjoy.

## Ventura

The fun all-rounder, Ventura's crew and guests enjoy itineraries that visit ports across the world. From short breaks to Amsterdam, 7 and 14 nights in Portugal, Spain and the Canary Islands, and month-long adventures to the Caribbean and USA, Ventura is a brilliant base for crew wanting to explore the world.

## Azura

With regular return visits to popular ports in the Mediterranean and Canary Islands, her 1,250 crew really get to know the iconic cities and stunning scenery these regions are famous for. A family-friendly ship, she's lively and sociable throughout the day and into the evening.

## Arcadia

Arcadia is a favourite with long-returning guests, and many have formed firm friendships with some of the 866 crew on board. Mid-sized, she's adult-only and her 2,094 guests and crew enjoy amazing experiences as she explores smaller and more adventurous ports on longer duration cruises.

## Aurora

The smallest ship in the fleet, her 850 crew have close connections as part of a tight-knit team. And guests choose her too because of her welcoming and friendly feel. An adventurer at heart, she regularly visits far-flung destinations on Grand Tour itineraries offering opportunities to visit once-in-a-lifetime destinations.



Arvia



Iona



Britannia



Ventura



Azura



Arcadia



Aurora



# Why cruise when you can Cunard



185 years spent refining the art of ocean travel are embodied in our uniquely famous fleet of Queens. Four beautifully crafted ships offer the perfect spaces in which to fully relax and relish the world in iconic style. We've never compromised on creating glamorous, comfortable, cultured journeys. After all, the world is too good to just cruise through.

QUEEN MARY 2

QUEEN VICTORIA

QUEEN ELIZABETH

QUEEN ANNE



# What sets us apart

We're very clear about what makes us who we are, our brand differentiators.

These eight differentiators can be summarised in the following themes:

Iconic Voyages

The Finest Restaurants and Bars

Unique Enrichment and Wellness

Distinctive Style and White Star Service



## Four Iconic Queens

An iconic fleet that's been recognised the world over, since that first sailing in 1840. Interiors created by award-winning designers and an abundance of space. This is ocean travel at its finest.



## Finest Restaurants & Bars at Sea

Culinary Residencies by Michelin-starred chefs. New flavour sensations await around every corner on our Queens, providing an unforgettable journey for the taste buds.



## Ocean Inspired Wellness

From ocean-inspired treatments to health-conscious dining and relaxing days at sea. Our expertise in slow travel gives guests the time to put themselves first.



## Exclusive Grill Experience

Cunard Grill suite guests are treated to experiences they'll never forget. From the finest culinary theatre to peaceful, dedicated spaces to relax. It's all part of the Cunard Grill experience.



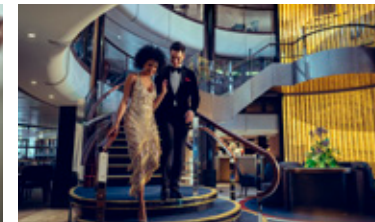
## The Transatlantic Crossing

The iconic Transatlantic Crossing on the world's only ocean liner Queen Mary 2. Blissful days at sea passing time anyway you please.



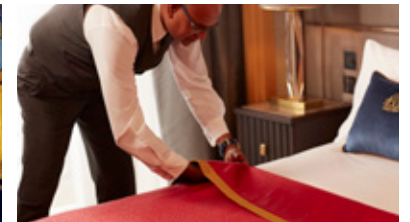
## Inspiring Enrichment

Masterclasses ranging from fencing to wine-tasting. Cunard Insights talks and immersive Event Voyages. Step outside of the day to day and discover something new.



## Fabulous Evenings of Style & Celebration

Best in class musicians. Critically-acclaimed theatre. Rip-roaring cabaret. Unforgettable evenings, filled with new discoveries.



## White Star Service

Experience unrivalled grace and personalised comfort with our White Star Service, where timeless elegance meets exceptional care at sea.

QUEEN MARY 2

QUEEN VICTORIA

QUEEN ELIZABETH

QUEEN ANNE



# Four Iconic Queens

## Queen Mary 2

The world's only ocean liner, Queen Mary 2 is Cunard's flagship. Famed for her Transatlantic Crossing and Event Voyages, she is much-loved by crew and guests alike. Alongside her regular Crossings, guests and crew sailing on Queen Mary 2 explore destinations the world over.

## Queen Victoria

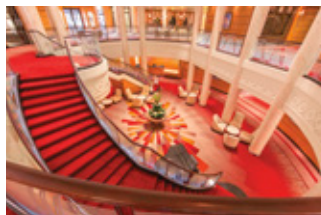
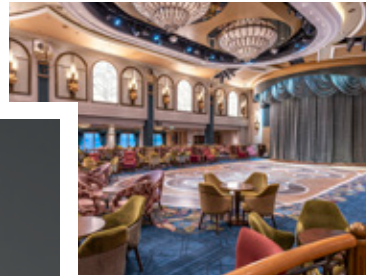
Queen Victoria delights with her special appeal, where elegance and unique features combine seamlessly with outstanding hospitality and White Star Service delivered by her crew. Providing an extraordinary way to travel, guests and crew enjoy adventures all over the globe, including exciting World Voyages.

## Queen Elizabeth

The ship's interior pays homage to Cunard's original RMS Queen Elizabeth, with an Art Deco inspired design. Coupled with the ship's exciting entertainment options and warm and friendly crew, Queen Elizabeth is a firm favourite with guests the world over, sailing to all kinds of destinations.

## Queen Anne

The newest addition to the fleet, Queen Anne perfectly blends the classic and the contemporary. With reimagined spaces and a host of new venues, guests can enjoy more choice than ever before. From short breaks to incredible World Voyages, guests and crew can discover destinations across the globe.





There's  
**132**  
regional Princes Cruises  
colleagues that  
are part of the  
Carnival UK team.

## Love and legacy

We are the original Love Boat®. Since 1965, love has been our compass – love for hospitality, distant shores, and creating unforgettable memories and genuine connections among guests, crew, and loved ones. Our ships are havens where guests can be themselves and delight in experiences tailored by our crew to fit them perfectly.

### Unique destinations:

With 17 ships, including our newest Sun Princess and Star Princess, discover 330+ destinations, across all seven continents.

### Elevated hospitality & service:

Our crew is beloved for a reason. They go above & beyond to make guests feel comfortable and well taken care of.

### Premium dining:

From balconies to the Piazza and everything in between, we have options sure to excite every palate, whether it's all about craft beverages or local cuisine.

### World-class entertainment:

Enjoy Broadway-style shows, intimate concerts, Movies Under the Stars, and playtime in the Princess Casino.

### MedallionClass experience:

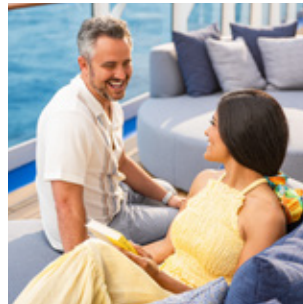
It goes beyond knowing a guest's name. It's surprising them on their birthday. Knowing how they like their coffee and delivering it to them, wherever they are. And finding loved ones anywhere on board. Effortless. Seamless. Personalised.

### Connections:

Guests can use the Princess app to plan their days, stay connected with fellow travellers or keep in touch with home thanks to the best Wi-Fi at sea.

### Time to unwind:

A holiday is what you make it, and sometimes that means “me time.” Guests can enjoy time by the pool, in our fitness centre, in the Lotus Spa or just relaxing in their stateroom.





At Seabourn, we are passionate about travel. Through genuine and intuitive service, we consistently deliver exceptional Seabourn Moments that delight our guests and create the world's finest travel experiences.

Seabourn pioneered small-ship, ultra-luxury cruising, and continues to represent the pinnacle of that unique style of travel. Our fleet of ultra-luxury ships, comprised of all ocean-front suites, carries between 264 and 600 guests each, brought to life by an award-winning team numbering nearly as many as the guests.

Seabourn's ships attract accomplished people who enjoy traveling well and sharing unforgettable moments and adventures with other interesting, like-minded people. A great many of them have found Seabourn to be their preferred method of travel and return regularly to sail with us again and again.

## Our core values

**Uncompromising Commitment to Safety and Sustainability** We care for the safety and well-being of people and the planet. Compliance with all applicable standards is vital to preserving and protecting our guests, our employees and the environment.

**Committed to Service Excellence** Striving for and achieving excellence in all aspects of company operations is a key ingredient of our culture and our success.

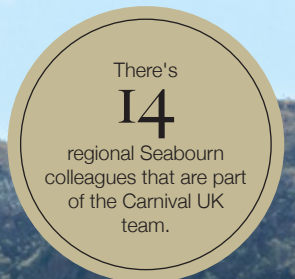
**Integrity, Honesty and Ethics** We not only do things right, we do the right things. We treat each other openly and honestly and speak up when something does not seem right.

**Team Together, Team Apart** With employees located throughout the world, we are committed to working together and sharing a common goal and vision. The ways in which we trust and care for each other set us apart from our competition.

**Embrace Change and Improvement** We learn and evolve in order to be the best.

**Maintain Optimism and Perspective** We strive to recognize the valuable contribution and full potential of each employee. We embrace diversity and make every effort to strike a positive and healthy balance between personal life and professional goals.

**Focus on Performance and Results** A foundation of our success always has been and continues to be a focus on performance and results.



[www.seabourn.com](http://www.seabourn.com)



# Holland America Line®

We make travel personal for our guests through expertly crafted itineraries, extraordinary service and genuine connections that create exceptional experiences, every time.

Every Holland America Line employee is committed to providing a truly extraordinary experience for our guests and for 150 years, Holland America Line has been a recognized leader in cruising. Our fleet of 11 modern classic ships offers more than 500 sailings a year visiting all seven continents. Cruises include both popular and less-travelled ports in the Caribbean, Alaska, Europe, Mexico, South America, the Panama Canal, Australia, New Zealand and Asia — as well as unique voyages to the Amazon, Antarctica and our extended Grand Voyages.

We believe travel has the power to change the world. We consider it our higher purpose to help make the world a better place through opening minds, building connections, and inspiring a shared humanity.



## Our core values

**WE OPERATE SAFELY AND WITH INTEGRITY** Integrity is the foundation for everything that we do. We trust each other and operate with transparency. We take care of our communities, each other, our guests, and our planet. We do the right thing, always.

**WE ARE IN SERVICE TO OUR GUESTS IN EVERYTHING WE DO** We welcome our guests as part of our family. We value every interaction with our guests and seek opportunities to create genuine connections and meaningful moments with them.

**WE ARE CURIOUS AND ALWAYS IMPROVING** We welcome new ideas and foster innovation. We keep an open mind and seek opportunities to grow. We value data and openness in making our decisions. We learn from our failures and focus on improving for today and tomorrow.

**WE WIN AS A TEAM** Success takes teamwork. We promote a culture of care, where everyone can achieve their full potential and have fun. We embrace differences and celebrate diversity. We look out for each other because we are a team.

**WE ARE ALL ACCOUNTABLE FOR OUR RESULTS** We take ownership for our actions. We set ambitious goals and collaborate to achieve them. We rely on each other and have each other's back to deliver results.

There's

60

regional Holland America Line colleagues that are part of the Carnival UK team.

[www.hollandamerica.com](http://www.hollandamerica.com)

# Who *we* are

We're salty sea dogs with a heritage dating back to when ships sailed using the sun and stars. Satellite now guides us (though we still know our way around a sextant\*) and shoreside teams support our fleet with state-of-the-art technology. From the origins of our brands to the creation of Carnival Corporation & plc, there are many milestone moments in our history.

\*An instrument used to determine the position of a vessel in the ocean by measuring the angle between the horizon and celestial objects (sun, moon and stars).

1837

⚓ P&O (Peninsular and Oriental Steam Navigation Company) founded

1839

⚓ Samuel Cunard establishes the British and North American Royal Mail Steam Packet Company

1840

⚓ Cunard launches the first steamship, RMS Britannia, revolutionising transatlantic travel

⚓ P&O founded as Peninsula Steam Navigation Company merges with Transatlantic Steam Ship Company

1900s

⚓ Superliners, Lusitania and Mauretania, launch with revolutionary steam turbines. (Other ships add a fake fourth funnel to copy Cunard!)

1904

⚓ P&O's first pleasure cruises begin

1912

⚓ RMS Carpathia rescues all 705 Titanic survivors

1977

⚓ Oriana, Canberra, Arcadia and Uganda make up the now named P&O Cruises fleet. P&O Cruises Australia is formed

1972

📺 Carnival Cruise Line founded as Ted Arison launches the Mardi Gras

1969

⚓ Queen Elizabeth 2 sets sail

1940s

⚓ Transporting troops, Queen Mary sets a record for the most people on board - 16,683 (According to Winston Churchill, Queen Elizabeth and Queen Mary help shorten the war by a year.)

1930s

⚓ Queen Mary launches, winning the Blue Ribband for the fastest Transatlantic Crossing, averaging over 30 knots

1920s

⚓ Laconia embarks on the first World Voyage - more guests have sailed on a Cunard World Voyage than any other cruise line

1982

📺 Carnival launches the Tropicale, fuelling an industry-wide shipbuilding boom

1987

📺 Carnival makes an initial public offering on the New York Stock Exchange generating approximately \$400 million to begin expanding

1989

📺 Carnival purchases Holland America Line and Westours (now Holland America Princess Alaska Tours)

1993

📺 Carnival changes the name of its parent company to Carnival Corporation to distinguish between it and its flagship cruise line, Carnival

1995

✳️ The second Oriana joins the fleet as P&O Cruises first-ever new build

1997

✳️ A second Arcadia joins the fleet

2008

📺 QE2 retires from service having sailed over five million miles

2007

📺 Queen Victoria joins the Cunard fleet

2004

📺 The most expensive and grandest ocean cruise liner ever, Queen Mary 2, launches

2003

📺 Carnival Corporation merge with P&O Princess Cruises (Princess Cruises, P&O Cruises, AIDA Cruises, P&O Cruises Australia and Princess Tours) creating the first global cruise company

2000

✳️ Aurora joins the fleet  
📺 Carnival Corporation takes full ownership of Costa Cruises

1999


📺 Carnival Corporation takes full ownership of Seabourn cruise line  
📺 Cunard joins Carnival Corporation




## 2009


 Carnival Corporation's Center for Simulator Maritime Training (CSMART) opens in the Netherlands becoming a world-class training centre for deck and technical officers

## 2010


 By 2010, Ventura and her sister ship Azura have joined the P&O Cruises fleet


 Queen Elizabeth joins the Cunard fleet, being named by The Queen

## 2014

 A new Union Jack livery is introduced making P&O Cruises ships recognisable the world over

## 2015


 Cunard celebrates 175 years, including the Three Queens meeting in Liverpool


 Britannia joins the P&O Cruises fleet

## 2016


 The Arison Maritime Center opens; continually improving industry-wide safety, sustainability and operational excellence

## 2020


 Cunard celebrates 180 years

 Iona joins P&O Cruises, the first in the fleet powered by Liquefied Natural Gas (LNG), shipping's most advanced fuel technology

## 2024

 Queen Anne joins the Cunard fleet, Cunard's 249th ship

## 2022

 P&O Cruises celebrates 185 years since the formation of the Peninsula Steam Navigation Company, and Arvia joins the fleet



Find out more about working at Carnival UK  
[carnivalukcareers.co.uk](https://carnivalukcareers.co.uk)

