



P&O CRUISES

# EMPLOYEE EXPERIENCE GUIDE





Bring your spark and  
we'll help you **SHINE**

With nearly two centuries of maritime heritage, we pride ourselves on creating memorable experiences for our guests, and it all starts with the incredible teams that work on board our ships.

Part of Carnival Corporation & plc, P&O Cruises serves more British holidaymakers on cruises out of the UK than any other cruise line. We create extraordinary moments, deliver extraordinary holidays and are distinctly British.



**P&O CRUISES**

## Contents

Who we are and what we stand for

---

What to expect working on a  
P&O Cruises ship

---

Our story so far

---

How to join the team

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.



# Britain's **favourite** cruise line

Who we are and what we stand for





## We take **pride in P&O Cruises** and **champion cruising** as a fantastic way to holiday

We're Britain's #1 cruise brand and nobody understands the diverse needs, desires and tastes of Britain's holidaymakers better than we do.

With bold ambitions, we deliver authentic travel experiences on sea and ashore with trusted style, quality and variety. And there's no better feeling than our hard work being recognised by our guests as two in every three chooses to sail with us again.

Britishness is embedded in every aspect of what we do, from the design of our ships and the selection of our brand partners, to the products on board, the British culinary tastes we cater to, and the entertainment we provide that's brilliantly British in humour and preference.

Future-focussed, there's a huge sense of shared purpose, passion and momentum around us, and we invite fresh ideas and different perspectives to evolve our industry.

As we strive to spread even more happiness through extraordinary experiences every day, there's an enormous sense of pride and excitement in having a career with P&O Cruises.



# We're mariners and memory makers, enjoying the **adventure of a career at sea**

A multi-national, tight-knit community, we're a passionate team of some of the most skilled seafarers in the cruise industry.

Exploring over 180 ports in Europe and beyond, we're destination experts who enjoy exploration just as much as our guests do. With cutting edge Excel-class ships and much-loved fleet favourites, career paths are varied, with a performance-led culture that creates opportunities for ambitious colleagues to learn new skills and progress through promotion.

Our hotel Career Passports and maritime Career Pathways provide clear ways for ambitious colleagues to learn new skills and progress through promotion. People carve careers with us and we're proud that members of our ships' company regularly celebrate long service milestones of 10, 20 and 30+ years!

We expect a lot from our line managers and support them to grow and deliver through a comprehensive leadership development and learning programme.

We couldn't do what we do without our inspiring leaders and the diverse skills of our colleagues, so to make sure they're able to be their best selves, we provide a bedrock of brilliant travel, lifestyle, financial and wellbeing benefits.





We all play a part in **creating unforgettable holiday happiness** for our guests in all of the roles that we do.



Empowering each other to do our best work, our Service Promise – We SHINE in everything we do – helps us to define and deliver extraordinary service that's unique to P&O Cruises.

SHINE is an exciting and crucial part of our bold promise to go from good to great and aligns with our Culture Essentials. Wherever we work, by working together, we're one team striving to deliver extraordinary travel experiences.

Once you're onboard you'll participate in our Shining Start workshop where you'll find out more about SHINE and learn the skills to help you feel confident and excited about delivering our service promise.

Built on five key pillars, SHINE is aligned to **meet the needs of our guests and helps us feel proud to be part of the P&O Cruises team:**

### We encourage everyone to **STEP OUT** of the everyday

We inspire curiosity. We love finding ways for others to have new and different experiences. Making magic moments that surprise and delight, and create everlasting memories.

### We are **HEROES** of safe and well

We strive for excellence in safety, environmental protection and overall compliance. We always look for ways of speaking up and do the right thing – for our guests, for each other and for the environment.

### We treat everyone as an **INDIVIDUAL** with heartfelt warmth

We're always ourselves – caring and thoughtful. We know that we are all different and by adapting the way we interact with each other, we show we understand that everyone has their own needs.

### We **NAVIGATE** everyone on ship and on shore

We share our knowledge with everyone so it feels effortless and reassuring. And when things aren't quite right, we do what it takes to put things back on course.

### We always bring a sense of **ENERGY**

We have a real passion about creating happiness for everyone – adding a little more joy into every single day.

### Recognising our Shining Stars

Every month, our SHINE Awards celebrate and reward our colleagues who deliver exceptional service to our guests through our SHINE service promise, as well as those who demonstrate great examples of living our Culture Essentials. Everyone can nominate each other with great prizes to be won.







# Taking steps to **look after the world we love**

At P&O Cruises, 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.



## 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.



## 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.

### 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.

\* relative to 2019 baseline.





## 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.

### 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\*.

### 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.

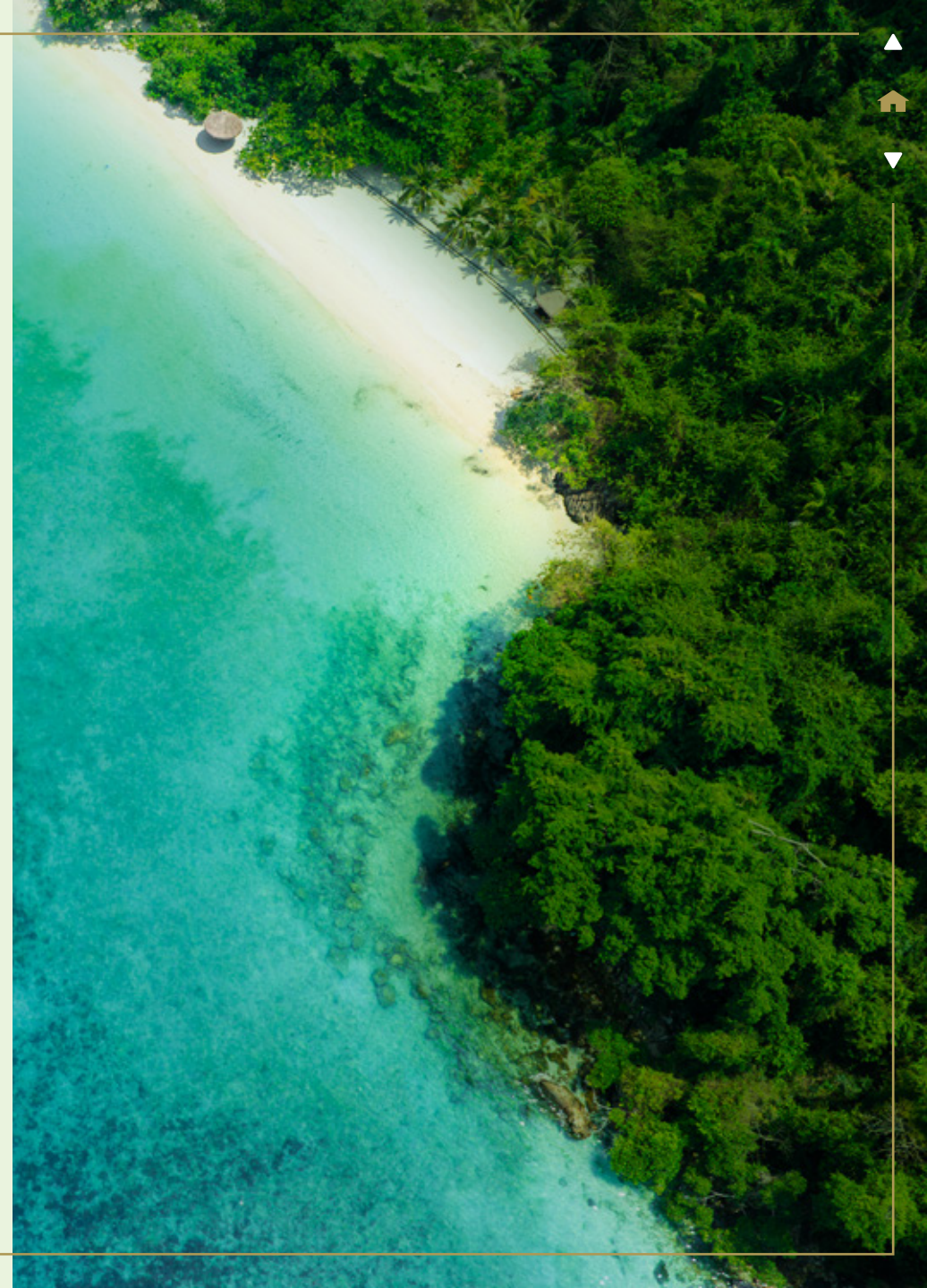


## Health & Wellbeing

### 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.

\* relative to 2019 baseline.



*“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*



## 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.



## 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.

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 [carnivalcorp.com/impact](https://carnivalcorp.com/impact) on an annual basis.



Scan the QR code  
to view the reports



# Together we SHINE

What to expect working on a P&O Cruises ship





# 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

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



It's up to all of us to **drive an inclusive culture**. We encourage our people to uphold our cultural expectations through our **Culture Essentials**.



### Communicate

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

We openly share our knowledge, skills and information across brands, functions and the entire company to further our collective success. Together we champion our mission, vision, values and company priorities.



### Listen & Learn

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

We listen actively and seek to understand before responding, because the more perspectives we have, the better decisions we make. We value and respect the words and ideas of others, keeping an open mind, and learning from our successes and failures.



### Empower

Give our teams what they need to succeed

We and our team members have the time, tools and support we need to do our best work. We're empowered to take personal ownership and accountability to succeed, and we take pride in our work.



### Speak Up

See something, do something

Our voice is our strength. Every one of us, regardless of level or role, speaks up when we have questions, comments, concerns, or new ideas. If we see something wrong or that doesn't seem right, we say something and trust our voices will be heard without fear of retaliation.



### Respect & Protect

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

The health, safety and well-being of our people and the planet are vital. We choose to take decisive actions to respect and protect every life we touch, the places we sail and the laws that govern us.



### Improve

Focus on compliance and our performance as a team

Our business is built on forward motion. We have the courage to dream big, driving innovation and continuous improvement in guest and team member experiences, operations, compliance, sustainability and beyond.

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.

# Opportunities to **learn, develop** and **grow**

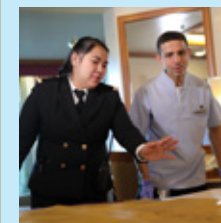
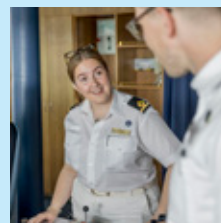
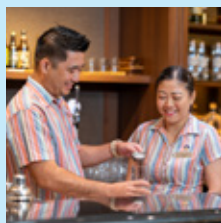
Our annual performance cycle sets clear expectations, develops our leaders and supports team members. We also recognise, reward and support talent so you can progress your career with development programmes and role-specific training

## P&O Cruises Career Passports

Helping you on your career journey, the Career Passport scheme provides a development pathway that's fair, simple and promotes people based on their skills and behaviours. Colleagues complete learning activities within their departments alongside instructor-led training and knowledge checks to track progress. Once learning is complete, colleagues join the succession pool ready for promotion. Career Passports are currently available across restaurant, bar, housekeeping, galley and entertainment departments.

## Leadership and Management Essentials

Leadership and Management Essentials is a practical and thought-provoking programme taking first-line managers on a journey of self-discovery, through a mix of interactive workshops and e-learning. The framework will support people to be the best leader they can be, helping them build valuable connections and new skills they will take forward in their career for years to come.





Here are some examples of possible career journeys:



### Galley

Executive Chef  
↑  
Chef de Cuisine  
↑  
Sous Chef  
↑  
Chef de Partie  
↑  
Demi Chef de Partie  
↑  
Commis de Cuisine  
↑  
Hotel Assistant Galley



Scan/click to watch  
Marco Pierre White  
talk about galley  
careers at sea



### Housekeeping

Housekeeping  
Manager  
↑  
Assistant Housekeeping  
Manager  
↑  
Housekeeper Deck/  
Night/Crew  
↑  
Butler  
↑  
Bedroom Steward  
↑  
Assistant Butler  
↑  
Hotel Assistant  
Housekeeping



### Restaurant

Senior Restaurant  
Manager  
↑  
Restaurant Manager  
↑  
Assistant Restaurant  
Manager  
↑  
Head Waiter  
↑  
Senior Waiter  
↑  
Waiter  
↑  
Assistant Waiter  
↑  
Dining Steward  
↑  
Hotel Assistant  
Restaurant



### Bar

Bar Manager  
↑  
Assistant Bar Manager  
↑  
Bar Supervisor  
↑  
Bartender  
↑  
Bar Waiter  
↑  
Hotel Assistant Bar



Scan/click to watch  
Agus, Senior Mixologist,  
talk about living and  
working on board



# Be curious, be you, belong



Our people are the heart of our business and we all identify with a variety of characteristics. We've over 60 different nationalities in our ships' company and the diversity of our people is one of the things that makes us great.

## Inclusion and respect programme

Being curious and learning about each other is a great way to be more open-minded and play a part in helping everyone to feel respected and included. To help build a more inclusive culture, our inclusion champion volunteers provide safe spaces to connect, share views, and champion inclusion internally and externally. There's also a range of learning tools available to everyone on our ships. These include nationality factsheets to help people learn more about each other's culture, an inclusive language guide, and activities about topics such as favouritism and bias. Inclusion and belonging is everyone's responsibility, and we encourage our people to organise their own activities, communities and programmes.

## Respect and protect policies

- Our Fleet Pregnancy and Primary Carer Leave policy features how we monitor the early stages of pregnancy and support parents to return to work up to five years after their baby is born (applicable to mothers, fathers and adoptive parents)
- Our Fleet Equality and Inclusion policy demonstrates how we support equality and fairness for all colleagues
- Our Fleet Transgender Equality and Transitioning at Work policy explains how we support our people who identify as transgender and who may be proposing to, or are going through, gender reassignment





The partnership between P&O Cruises and Teenage Cancer Trust has benefitted from a broad range of fundraising activities including on-board raffles and fetes; and some of our staff have even run the London Marathon.

Our flagship fundraising event is Trek the Deck, which launched in 2017. Guests give a £10 donation, don a branded T-shirt and embark on a 5km walk round the deck, cheered on by the captain, crew and fellow guests.



## Why does inclusion and belonging matter?

If you've ever felt left out, excluded, ignored, unsafe, unwelcome or underappreciated, then you'll most likely understand why inclusion is so important. As we live and work together, it's important that we all feel included, safe and valued on board.

A diverse group of people will bring a diversity of skills and experiences, different perspectives and more innovative ideas. It also matters to prospective talent and is key to an organisation's success and sustainability.



**Crew Assistance Programme (CAP)**

**Free and confidential 24-hour support for you and your family**

We can help with...

- PERSONAL CHALLENGES
- FINANCIAL ADVICE
- LEGAL CONCERNS
- AND MUCH MORE

Click or call 24 hours a day, 7 days a week

**Online**  
Scan the QR code or visit [getsupport.carnival.com](https://getsupport.carnival.com) via crew Wi-Fi "Complimentary Browsing"  
Register using Web ID: [getsupport.carnival.com](https://getsupport.carnival.com)

**Phone**  
Dial 233322 from any ship's phone  
UK: 0800 917 5520  
India: +91 9618 711018  
Philippines: +63 2059 910309  
Anywhere else in the world:  
Dial +44 2033 180 124 for a local telephone and state number

**Get support today**  
Scan the QR code or visit [getsupport.carnival.com](https://getsupport.carnival.com) via crew Wi-Fi "Complimentary Browsing"  
Register using Web ID: [getsupport.carnival.com](https://getsupport.carnival.com)

ComPsych  
CARNIVAL UK

## Crew Assistance Programme

Our Crew Assistance Programme (CAP) provides counselling and other services to crew and their families. It's available in multiple languages and offers online support and advice on a wide range of personal, legal, financial and work-life challenges.

The CAP is run by ComPsych and can be confidentially accessed 24 hours a day, seven days a week.

# A career at sea has its benefits

From travelling the world and making lifelong friends, to enjoying events, activities and exclusive facilities that make your ship a home from home, working on board a P&O Cruises ship has lots of benefits.



Travel the world & explore ashore in your downtime



Lifelong friendship & connections



Learning & development programmes to progress your career



Inclusive culture so everyone feels valued & that they belong



Flights paid for from the main airport in your home country to your ship



Dedicated crew lounge at Raddison Red, London Heathrow



Visa (including C1D) & Bermudan ID card provided



Medical certificate & Hepatitis vaccination provided



New to sea training & support to help you settle in



Role specific training



Respect & Protect policies to keep you safe and well



Crew Assistance Programme for you & your household



Free WhatsApp text messages, plus flexible paid internet packages



Modern social spaces with indoor & outdoor organised events



Religious & cultural events recognised & celebrated



Crew gym, fitness classes, sports court & pool



Monthly Culture Essentials & SHINE Awards



Uniform provided and laundered



All meals provided & free beverage stations



On board medical centre, assessments & health checks



Discounted crew shore experiences



Free crew bikes to explore amazing destinations



Discounted retail & leisure on board and in Southampton



Deck privileges (ship & rank dependant) to enjoy guest venues



# Transforming ocean travel

Our story so far





# Who we are

We truly understand our British guests, and for over 185 years we've been delivering authentic travel experiences on sea and ashore with trusted style, quality and variety.



1837

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

1840

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

1904

P&O's first pleasure cruises begin

1977

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

1995

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

2015

Britannia joins the P&O Cruises fleet

2014

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

2010

By 2010, Ventura and her sister ship Azura have joined the fleet

1997

A second Arcadia joins the fleet

1995

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

1997

A second Arcadia joins the fleet

2020

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

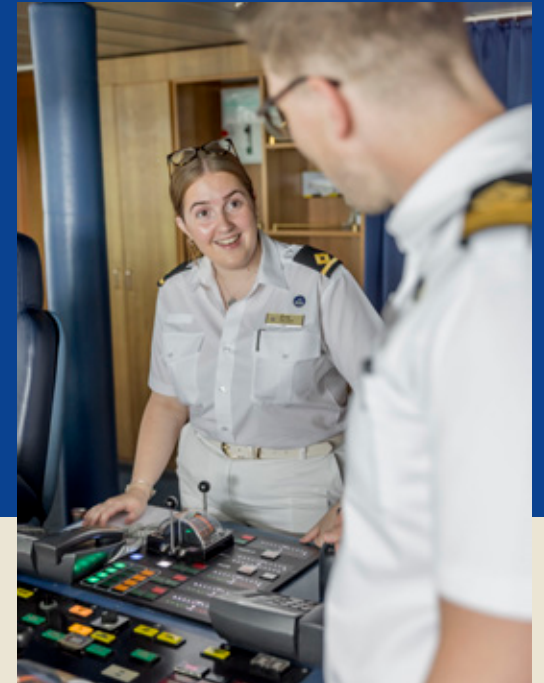
2022

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



# Welcome aboard

How to join the P&O Cruises team



# Bring your **spark**, we'll help you **SHINE**

We're looking for people to join our P&O Cruises ships to help create unforgettable holiday happiness for our guests.

## A warm welcome

When you apply to work on a P&O Cruises ship you'll be looked after every step of the process. From helping you with compliance documentation, to paying for your flights and supporting you to settle in on board, you'll get a warm welcome from P&O Cruises.



Scan/click to learn more about working on a P&O Cruises ship.

While working on a P&O Cruises ship you will be employed by either Fleet Maritime Services (Bermuda) Limited (FMSB), or Fleet Maritime Services International Limited (FMSI), depending on your country of residence.



## Apply through your local Talent Partner

Our Global Talent Partners help us find incredible crew from all across the globe – there's over 60 nationalities work on board!

### Philippines

**Roles** – Galley, Bar, Restaurant, Housekeeping, Customer Service/ Front of House, youth, Engineering, Technology, Deck

**Magsaysay Global Talent Partner**  
[www.magsaysaycareers.com](http://www.magsaysaycareers.com)

### India

**Roles** – Galley, Bar, Restaurant, Housekeeping, Customer Service/ Front of House, Engineering, Technology, Deck

**CSSI Global Talent Partner**  
[cruisecareers.in](http://cruisecareers.in)

### Indonesia / Thailand / South Africa

**Roles** – Galley, Bar, Restaurant, Housekeeping, Customer Service/ Front of House, Engineering, Technology, Deck

**CTI Global Talent Partner**  
[cti-usa.com](http://cti-usa.com)

### Europe and rest of world

**Roles** – Galley, Bar, Restaurant, Housekeeping, Customer Service/ Front of House, Engineering, Technology, Deck, Medical

**P&O Cruises UK-based recruitment team**  
[www.pocruisescareers.co.uk](http://www.pocruisescareers.co.uk)



Find out more about working at P&O Cruises  
[pocruisescareers.co.uk](https://pocruisescareers.co.uk)



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