



Safe and well
on board



CARNIVAL UK
LEARNING AND DEVELOPMENT

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Life on board

Welcome to Safe and Well On Board, a practical guide to help build healthy relationships and take care of your wellbeing whilst working onboard.

This booklet contains important information to help you through your first few months onboard. It also gives you practical advice and guidance on many aspects of ship life from health, safety and security.

Our ships operate 24 hours a day, 365 days a year. It never stops! A cruise is a true floating city that has many different services: cabins, restaurants, bars, theatre, casino, shops, internet café, laundry, swimming pools, spa and beauty salon, amongst many others.

Contract periods are determined by rank and can range from three to nine months. Work schedules are assigned by department managers and most crew members will work an average of 10 hours per day. Breaks and meal times are scheduled at regular intervals throughout the workday.

Of course the cost of living while working onboard is minimal. All food and accommodation is paid for and your salary is paid securely each month.

Life on a cruise ship can be exciting and rewarding; however, there are unique challenges when compared with life and work ashore. Working closely together, our primary focus is to ensure the safety, enjoyment and satisfaction of our guests. To make certain that their trip is unforgettable. We know that you will deliver the best for our guests when you yourself are at your best – enjoying doing what you do in a safe, fun and supportive environment.



Remember...

We are here to support you, so it's important that you know where to go and who can help. Please keep this guide as reference when you arrive. We look forward to working with you and want you to enjoy your time and experience on board.

Supporting you

You're bound to have questions on board and it's important you know who to ask. It's also important that you know where to go if you need more specialist care in case you feel

unwell or concerned about a difficult issue. We have some great teams committed to your welfare on each of our ships.

Onboard HR

Each ship in our fleet has a dedicated HR team, which will include the following:

HR Manager

A member of the Senior Management Team and leads the people function on board. They manage the HR Team and are the onboard contact for crew care, engaging at all levels. As a people expert, the HR Manager advises on employee relations matters and ensures that our policies and procedures are managed and implemented appropriately. The welfare of our seafarers is an important aspect of their role as is supporting the onboard teams and managers.

Crew Office

Deals with the Administration of the crew. Everything from immigration and sign-on to onboard accounts and payroll. On most ships the team includes a Crew Services Manager, Assistant Manager and Administrator. Each ship will advertise their Crew Office opening times. These can vary ship to ship so do check when they are.

Onboard Learning and Development Officer

Looks after Learning & Development onboard. They deliver a number of both accredited and internal training courses to make sure our service and knowledge stays tip-top, as well as supporting any individual development needs.

Day to day, when you have queries or concerns, your first port of call is to talk to your supervisor or line manager. However should you need additional support, the HR team are also available. Most have offices in crew areas which one of your colleagues will be able to direct you to if you need guidance and advice.

Get in touch

If you have any concerns or find it difficult to adjust to life onboard, the following people can help you:

- > Your Line Manager
- > Human Resources Manager
- > Onboard Learning and Development Officer
- > Medical Team

Medical

You'll be provided full medical cover whilst onboard but you need to disclose any pre-existing conditions to the medical team when joining the ship.

Crew clinics are run daily where you'll be seen confidentially by one of our fully qualified doctors or Nurses. Times can vary from ship to ship,

so make sure you're aware of clinic opening hours.

For medical emergencies only (this includes symptoms of vomiting or diarrhoea), the on-call medics can be reached by dialling either 999 or 911 from any ship phone. For anything that's not an emergency, you'll need to attend the next crew clinic.

If you are unwell and need medication, you'll be prescribed this on board with no charge. However, if you take regular medication, you'll need to bring enough with you for your full contract plus two months extra. If you run out, our Medical team can help source this ashore but it will be at your own expense.

If you require any tests or treatment that can't be completed onboard, the Medical team will arrange for you to see a physician ashore, which will be covered by Carnival UK.

You will receive contact from the CARE team if disembarked.

Employee Assistance Programme (EAP)

Our Employee Assistance Programme (EAP) offers confidential counselling, legal and financial information. It is available 24 hours a day, 365 days a year and it is operated by our partner ComPsych, a worldwide leader in employee assistance programmes. ComPsych's global reach and extensive network of resources means we can take advantage of advice specially tailored for the needs of seafarers from across the world including the UK, US, Canada, India and the Philippines.

Our EAP is provided free of charge and can also be used by any person you live with.

Don't forget if you see a colleague who is behaving differently, such as being withdrawn, you can suggest they can get in touch with our EAP. If you have any concerns you should also speak to a Manager or a Medical Officer so they can help.

Call or click – 24/7

Onboard Dial access code for Phone Card, when prompted for card number enter 2222 2222 2222 and then dial 222 222

On land In the UK, please dial 0800 917 5319

When on land anywhere in the world except the UK, please call your operator for a free phone call and state number: +44 20 3318 3154

Online Go online to guidanceresources.com and follow the instructions from your EAP leaflet or contact the HR Manager onboard for further assistance.

This is an overview of what would happen on accessing EAP

Upon calling the number, you will initially speak with a clinician who will assess whether you need to access counselling or another service, such as legal or financial services. If selecting to access the counselling, the clinician will refer you to a local counsellor in your area.

EAP provide you with a confidential counseling service to help address personal issues.

- > Relationship concerns
- > Stress
- > Anxiety
- > Depression
- > Job pressures
- > Adjusting to life at sea

Our legal professionals are available to give you practical information and assistance.

- > Divorce and family law
- > Debt obligations
- > Real estate transactions
- > Landlord and tenant issues
- > Wills
- > ID theft

ComPsych identify counsellors based on criteria that you specify, whether you want a man or woman, someone that speaks a certain language, or someone who has experience in a particular topic. Once ComPsych provide the information for a counsellor in your area, it is

your responsibility for calling and making an appointment. If you ask ComPsych, they will follow up with you regarding the services, but only if you indicate that ComPsych can make a follow up phone call.

Financial information and resources

EAP provides you with confidential financial support. Our financial professionals are here to discuss your concerns and provide you with the tools and information you need.

- > **Getting out of debt**
 - > **Saving for education**
 - > **Retirement planning**
 - > **Credit card or loan problems**
 - > **Budgeting**
 - > **Taxes**
- The financial information programme allows you to receive financial information and resources.
 - When you call the number a telephone appointment will be scheduled between you and one of ComPsych financial experts to discuss your financial concerns.
 - Please note that ComPsych financial experts cannot provide advice but can provide you with information so that you can make an informed financial decision
 - Examples of financial questions that ComPsych frequently encounter are about budgeting and credit card debt. EAP can also help you address questions about planning for university or retirement.

There is also an online option for expert information, tools and services to assist you with the issues that matter to you, from personal concerns to legal and financial issues. Just visit the website, www.guidanceresources.com

If you are using the service for the first time, to create your own account click on the user link and follow the instructions on your EAP leaflet or contact the HR Manager for more information. The first time you log on you will be asked to set up a personal log in name and password.

In addition to all the articles and resources online, GuidanceResources Online offers brief on demand training sessions on popular topics.

These short 5-10 minute long training sessions are interactive and some include engaging videos. Due to internet connection onboard, these training sessions will only be available when onshore.

Available on GuidanceResources Online

Go online guidanceresources.com

5-10 minute online training sessions with interactive components can be found in the 'Site Highlights' section:

- > Managing Personal Finances
- > Communicating Without Conflict With Your Significant Other
- > Connecting Mind and Body for Healthy Living
- > Emotional Eating: The Connection Between Mood and Food
- > Managing Holiday Stress
- > Parenting a Child With Special Needs
- > Stress - A Way of Life or a Fact of Life?
- > Talking About Tough Subjects With Elderly Parents
- > Time Management Tools & Principles
- > Learning to Relax
- > Keeping Your Senior Loved One Independent and Safe
- > No Such Thing as a Perfect Parent
- > Helping a Loved One Through Difficult Times
- > From Smoker to Smoke Free
- > Living With Change



Experience and environment

Feeling lonely or homesick

Working on a cruise ship means living away from your family and friends for long periods of time, which sometimes can be challenging.

Almost everyone experiences feelings of loneliness or being homesick at some point after going to sea for the first time. These feelings are completely natural and to be expected, and they usually don't last for long.

Some people are better at dealing with feeling homesick than others, and some people never admit that they feel that way at all, but almost everyone will have these feelings when leaving home. Many new crew members also describe having to adapt to a different culture and can experience a culture shock.

However, there are many positives to your new life and environment. Experienced crew members will often describe gaining independence and confidence as they adapted to life onboard and building new friendships and relations with their 'ship family'.

Different people experience homesickness in different ways. Some people can have feelings of tearfulness and isolation or might try to escape these feelings by using alcohol for example.

These feelings usually pass quickly, but for some people they can last longer.

If you do find it difficult to adjust to life onboard, talk to the HR Manager or anyone else you feel comfortable with, who can give you guidance on coping strategies.

Cultural shock symptoms

- > Sadness, loneliness
- > Preoccupation with health
- > Aches, pains, and allergies
- > Insomnia, desire to sleep too much or too little
- > Changes in temperament, depression, feeling vulnerable, feeling powerless
- > Anger, irritability, resentment, unwillingness to interact with others
- > Loss of identity
- > Trying too hard to absorb everything
- > Unable to solve simple problems
- > Lack of confidence
- > Feelings of insecurity
- > Developing stereotypes about the new culture
- > Longing for family
- > Feelings of being lost or overlooked

Cultural shock strategies

- > Be patient
- > Learn to be constructive
- > If you encounter an unfavourable environment, don't put yourself in that position again
- > Be easy on yourself
- > Learn to include a regular form of physical activity in your routine.
- > Use relaxation and meditation techniques
- > Allow yourself to feel sad
- > Pay attention to relationships with your family and at work
- > Establish simple goals and evaluate your progress
- > Find ways to live with the things that don't satisfy you 100%
- > Maintain confidence in yourself
- > Don't forget the good things you already have!

Diversity and inclusion

Maintaining a diverse workforce promotes an open, tolerant, and more positive work environment where everyone's different talents and strengths are utilised. We encourage and promote diversity and expect that we treat each other in a respectful, professional, and friendly manner.

On board you will find crew from around the world, bringing together a complement of nationalities, cultures, professional expertise, ages, backgrounds, religions and individual uniqueness from over 60 countries.

Cooperation, tolerance and understanding are important to create an effective and successful team in any environment. In our exciting multicultural world, you will learn, develop new friendships and encounter different challenges, as well as start to learn many different languages and expressions.

Living and working with other people so closely can sometimes be challenging, particularly if you don't feel that you have common ground. However, this doesn't mean that you can't get on and work together well. Here are some things you can do to encourage a positive living environment:

- > Be respectful and tolerant of each other.
- > Don't make excessive noise late at night or early in the morning so you don't disturb your colleagues.
- > Respect your cabin mates and colleagues life choices.
- > Respect each other's privacy. Always knock before entering your cabin.
- > Be inclusive and make sure you speak in English even with a colleague who speaks your language when there are other crew members who can't understand you.

The LGBT community

In Carnival UK we celebrate diversity and have zero tolerance policy to bullying and any type of harassment or discrimination. This could take a number of forms including race, creed, sexuality or religion. We don't make assumptions about someone's gender or sexuality. If talking about gender and sexual orientation, please try to use correct terminology.

So what are the differences between lesbian, gay, bi sexual and transgender (LGBT)?

Lesbian
Women who are emotionally and sexually attracted to other women.

Gay
Men who are emotionally and sexually attracted to other men. Some Lesbians identify as "Gay" or "Gay Women".

Bisexual
Women or men who are emotionally and sexually attracted to both women and men.

Trans/Transgender
An umbrella term for people whose gender identity and/or gender expression diverges in some way from the sex they were assigned at birth. The Transgender community sometimes prefers the abbreviated term 'Trans'.

Finding some 'me time'

In addition to your cabin, there are other recreational spaces for the crew, such as: crew dining room, recreation room with games, TV, Internet room, loan of books and dvds, crew gym, crew pool (only on some ships) and a crew lounge where you can enjoy theme parties, karaoke and bingo games to name a few.

Activities such as football matches, sports competitions and excursions for the crew are also organised.

In your free time you can go ashore for a walk or you can escort an excursion and get to explore the cities and local tourist attractions.

For more information on the crew activities please refer to ship's activity schedule.

Dealing with disagreements

It is inevitable that there will be disagreements from time to time when living and working on board. Here are some useful tips for managing these situations and not allowing them to escalate or get out of hand:

- > Listen and try to understand each other's point of view
- > Acknowledge when the other makes a valid point
- > Cease talking and separate if it becomes heated
- > Don't say deliberately personal, or hurtful things
- > Don't generalise or bring in other people's opinions
- > Don't bring up old unresolved disputes
- > Don't argue about something for too long
- > Don't walk away without reaching an agreement
- > Use positive language

General relationships

Living on board may be the first time that you've shared living quarters with other people and it may take some adjustment and getting used to. In general, it helps to have good manners and maintain boundaries. Here are some guidelines that work for most people.

1. Acknowledge and greet others.

When your cabin mate walks in the cabin: say 'hello' and 'goodbye'. Don't take people for granted: say 'please' and 'thank you.'

2. Stay calm rather than being reactive.

If someone's grumpy, you don't have to fix the problem or take it personally. Give the person space if you can. If the negative energy is overwhelming, then leave the cabin or say something without being offensive. 'You seem unhappy. Is there something I can do for you?'

3. Seek some solitude if necessary and give others their privacy as well.

There is a quiet room on board our ships.

4. Look for the best in others and you'll probably find it. Look for the worst, and that's what you'll find. Try not to take things personally and speak up when things really bother you. The sooner you bring up things that upset you, the more casual and easy the conversation and relationship will be.

5. Communicate without judgment.

All of us react quite differently to a friendly request than to negative criticism. Tone of voice and intention are more important than wording. 'I feel a lot happier when the cabin is neat. I would really appreciate it if you would help me keep the cabin clean and tidy. And equally let me know if there's something I can do differently.'

Personal relationships and dating

In any environment there is a possibility of forming personal relationships and dating.

Relationships should not be physically or emotionally abusive and supervisors or others in authority must not abuse their position or status to influence any member of crew to be in a relationship.



And what if you think it may be an abusive relationship?

If you feel unsure about talking or raising the issue with a close supervisor or someone in your team, speak to the HR Manager who will be able to objectively advise you.

Remember abusive relationships can also include use of so-called 'Sexting' or sharing of intimate pictures or videos. This could be interpreted as manipulation, bullying or harassment and is treated as such in line with our disciplinary procedures.

...and if you do end an existing relationship?

- > Let the other person know before telling others.
- > Try and deliver the news at a time when the other person isn't in a stressful situation.
- > Focus on why you aren't a good fit for the other person, don't blame.
- > Be honest, give specific examples but don't be unfair. Remember it will be an emotional situation.
- > Avoid gossiping.
- > Treat the situation with maturity and don't discuss unnecessarily with others.



Sexual relationships and consent

Sex and you

Making it safe

If you decide to have a sexual relationship, there will be the possibility of pregnancy, catching a sexually transmitted infection (STI) such as chlamydia, or both. Whoever you're thinking of having sex with, it's important to talk about contraception and condoms before you have sex. Both of you have a responsibility to have this conversation.

Condoms are the only form of contraception that protect against all of these, and so it is always sensible to use them if you or your partner have not had a sexual health check-up.

Talking about it

Knowing about contraception is not enough - it is also important to talk to your sexual partner about contraception and make sure both of you take responsibility for your own sexual health.

It can feel embarrassing to talk about contraception, but having a conversation about it before sex is better than telling someone about pregnancy or an STI after sex.

Working out when you're ready to have sex and feeling comfortable about it is one of life's big decisions. You're the only one who can, and should, decide.

Just because you've had sex before, even with the same person, doesn't mean you have to do it again.

You can do other things you both like, such as talking, meeting each other's friends, going out together in a port, listening to music.



If you think you might have sex, ask yourself the following questions:

- > Does it feel right?
- > Have we talked about using condoms to prevent STIs and HIV, and was the talk okay?
- > Have we got contraception organised to protect against pregnancy?
- > Do I feel able to say "no" at any point if I change my mind, and will we both be okay with that?
- > Do I feel under pressure from anyone, such as my partner or friends?
- > Could I have any regrets afterwards?
- > Am I thinking about having sex just to keep my partner?
- > Is it the right time, in the right place, and with the right person? Do I really trust the person, and do we feel the same way about one another?

For more information and advice about sex, contraception and STI's please visit the medical centre on board.

Consent

Be aware of people's boundaries; for some, it might seem like a bit of fun to touch someone inappropriately without asking, or to try to kiss them. But it is never okay to do that to anyone without their permission, no matter how well you know them. We want everyone to have a great time onboard, and you can make that happen by respecting other people's wishes and boundaries.

What is consent?

Consent is both/all people being happy, comfortable and informed about what they're doing. The absence of a 'NO' does not mean 'YES'.

- > Consent can be withdrawn at any point and at any time.
- > Consenting on one occasion does not imply consent at another.
- > Consent cannot be legally given if a person is drunk or high on drugs.
- > We understand that staying in someone's cabin, or bed, doesn't mean you have to have sex.
- > No one should be persuaded into sex. If someone said no, you should respect that.
- > Consenting to have sex once doesn't mean you've consented to having sex with that person forever, or that you've consented to all forms of sexual activity.
- > You never owe somebody sex. Having a kiss isn't consenting to other sexual activity.
- > Just because you've had consensual sex with one person doesn't mean people can assume you will consent to anyone.
- > Consent is affirmative, a clear and understood YES. Nothing else is acceptable.

Remember

It is an offence for a person to intentionally touch another person sexually without reasonable belief that they consented. "Touching is widely defined and includes with any part of the body, or with anything else, and can be through clothing". The definition is clear.

Alcohol, sex and making decisions

After a few drinks, you're more likely to lose your judgement and inhibitions, and may do things you wouldn't do normally. You may regret your actions in the morning, and you won't be able to undo what you've done.

Alcohol might calm your nerves, but it doesn't make sex easier or better, particularly if it's your first time. Being drunk can make you feel confused or ill, which can make the experience unpleasant.

Even worse, you might not even remember having sex. And you're more likely to regret it, especially if it's your first time.

People are also more likely to have sex without a condom after a few drinks. This can lead to an STI or unintended pregnancy.

Tips for staying safe when drinking

If you're planning to drink alcohol, follow these tips to keep safe:

- > Stick with friends. Ask your friends to watch out for you if you're drinking alcohol. You can watch out for them, too, if they're drinking.
- > Be prepared. If you're ready to have sex, sort out your contraception before you go out drinking, and always carry a few condoms.
- > Make decisions when you're sober. Before you start drinking, talk to your boyfriend or girlfriend about your boundaries (what you do and don't want to do) so you don't get carried away and regret it later.

Pregnancy

A woman can get pregnant if a man's sperm reaches one of her eggs. Contraception tries to stop this happening by keeping the egg and sperm apart or by stopping egg production.

Preventing pregnancy

There are many methods of contraception to prevent pregnancy, including the contraceptive injection, contraceptive patch, and contraceptive implant and combined pill.

Early signs of pregnancy

Every woman is different and not all women will notice all of these symptoms.

- > The earliest and most reliable sign of pregnancy is a missed period.
- > Feeling sick.
- > Sore breasts in early pregnancy.

- > Needing to urinate more frequently can suggest pregnancy.
- > Your senses are heightened and some foods or drinks you previously enjoyed become repellent.

Emergency contraception

If you have unprotected sex or your contraceptive method has failed, you can lower your chances of having an unintended pregnancy by getting emergency contraception such as:

- > the emergency contraceptive pill (sometimes called the morning after pill)

The sooner the emergency contraceptive pill is taken after sex, the more likely it is to be effective.

Bear in mind condoms are the only method of contraception that protects against both pregnancy and STIs, so always use a condom as well as your chosen method of contraception.

Sexually transmitted infections (STIs)

Many people with sexually transmitted infections (STIs) don't get symptoms, so it's worth getting tested even if you feel fine. If you think you have an STI, the earlier you're tested, the sooner treatment can be given if it's needed.

An STI can be passed from one person to another through sexual contact, including vaginal, anal and oral sex. You can get or pass on an STI whoever you're having sex with.

STIs can pass between men and women and from women to women and men to men.

Many STIs can be cured with antibiotics. Some, such as HIV, have no cure, but can be treated to prevent them getting worse.

You can't tell by looking at someone (including yourself) whether they've got an infection, so it's important to get a check-up if you've had unprotected sex or think you might be at risk.

Policies & Procedure



Overview of policies
and procedures

Below is an overview of some of our key people policies. For more information on the policies, or to have them printed for you, please ask your Line Manager, Crew Office or Human Resources Manager.

Individuals who experience harassment should make it clear to the offending party that such behaviour is offensive. If the behaviour continues, or if they are uncomfortable expressing their feelings directly, it should be brought to the attention of their Supervisor, Human Resources Manager, or a Head of Department.

Harassment

The Company considers harassment to be:

Any action directed by one person at another which a reasonable person would find to be harassment.

Examples of Harassment are:

- > unwelcome verbal or physical conduct;
- > unwanted offensive words or gestures;
- > showing or circulating written, printed or electronically material of a nature which others may find offensive;
- > conduct that creates an intimidating hostile or offensive environment;
- > use of the Internet or e-mail system to transmit, communicate, or receive sexually suggestive, pornographic, or sexually explicit pictures, messages, or material.

Harassment does not only have to take the form of physical contact but can include:

- > Visual conduct, including looking at someone in a suggestive manner, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters;
- > Verbal conduct, such as sexually oriented verbal kidding, teasing or jokes, repeated offensive sexual flirtations, advances or propositions, offensive comments, nicknames, insults and jokes, verbal abuse of a sexual nature, verbal comments about a physical appearance;
- > Physical conduct, such as touching, pinching, brushing up against another's body, or impeding or blocking movements.

Discriminatory Harassment

The Company's policy prohibits discriminatory harassment based on gender, colour, race, age, national origin, ancestry, marital status, religion, sexual orientation or other protected status.

Some examples are:

- > Nicknames, slurs, negative stereotyping based on any of the protected categories listed above;
- > Telling or forwarding jokes directed to someone's protected status, such as racial or ethnic jokes, regardless of whether "everyone tells them back and forth";
- > Posting, forwarding, showing or displaying in any manner cartoons that make fun of any group, religious belief, sex, or individual because of his or her protected status;
- > Forwarding offensive e-mails, printing them out or displaying them in any manner.

Sexual Harassment

Two Kinds of Sexual Harassment:

Quid pro quo:

Comes from the Latin meaning "this for that." This occurs when you are either offered some benefit or your working conditions are threatened, based on your response to demands for favours ("You'll get a promotion if you...")

Example:

Requests for sexual favours from a senior crew member or a colleague.

Hostile Work Environment:

Examples:
unwelcome jokes
touching
comments

Which unreasonable interferes with the employee's ability to perform his or her job because of the hostile environment which is created.

If you experience or observe any such behaviour you have a duty to report it to the on board HR Manager or another senior manager.

Where can I go to make a Report?

Concerns or questionable behaviour must be reported to either:

- > **Your Line Manager or Department Head;**
- > **The Human Resources Manager**
- > **Your Ship's Security Officer**
- > **The Hotline: 30003**

Our hotline is monitored by a third party provider and is available 24 hours a day, 7 days a week. You can reach the hotline from the ship by calling 30003 within the U.S. by calling 1-888-290-5105, or internationally by calling +1-305-406-5863. If you would prefer to make a report online, you may do so by going to www.carnivalcompliance.com

Reports may be made anonymously where allowed by local law. However, keep in mind that doing so makes it more difficult for our Company to conduct a thorough investigation.

Will I be retaliated against for making a Report?

Crew members, who make complaints of misconduct, report an act of misconduct they observe, or provide information relating to such complaints or reports will be protected by the Company against any victimisation or retaliation. It is the right of the employee to bring the complaint or concerns to the attention of the Company. No action will be taken against you for filing your complaint, so long as you are truthful and accurate.

For more information on any of our Policies please refer to the Captain's Standing Orders or see your Human Resources Manager.



Relationships with guests

Any intimate relations or attempts at intimate relations that are unwelcome, this includes:

- > asking a guest to be alone,
- > kissing,
- > engaging in sexual relations,

or any other similar behaviour will be dealt with under the code of conduct with the potential sanction being up to and including dismissal.

Guests are not to be invited to an officer/crew accommodation or area, and similarly an officer/crew member should not visit a guest cabin, unless required to do so in connection with their official duties.

A kiss on the cheek, for example, may be perfectly acceptable in one culture but completely unacceptable in another. It is on this basis that intimate contact with guests beyond that which forms respectful and polite greeting or formal acknowledge of an individual is not tolerated by the Company.

Social Media

Users' who choose to participate in Facebook or other social networking sites (MySpace, LinkedIn, Twitter etc.) may accept friend/ networking requests from travel partners and industry colleagues, and users may accept such requests from Carnival customers with whom they currently have a personal relationship – an exception to this is for requests from customers that are under the age of eighteen, which should not be accepted. However, if you choose to accept such a request and thereby grant access to that person to your personal content, it is your responsibility to ensure that such content is appropriate for customers of the Company to view, bearing in mind that you are seen as a representative of the Company.

Any communications that users make in a personal capacity through social media must not:

- > bring the Company into disrepute, for example by:
- > criticising or making derogatory comments;
- > posting images that are inappropriate or links to inappropriate content;
- > giving away confidential information about an individual such as a colleague or customer contact or Company;
- > making offensive or derogatory comments relating to sex, gender reassignment, race including nationality, disability, sexual orientation, religion or belief or age;
- > using social media to bully another individual;
- > Posting images that are discriminatory or offensive.

Alcohol

CUK operates a 0.05% blood alcohol limit although this may be lower in some countries or territories.

Random alcohol testing is in operation and the ship reserves the right to breathalyse any crew member thought to be in breach of the alcohol policy.

Failure or refusal to give a test sample will be regarded as an automatic breach of policy and will result in disciplinary action. This may result in your discharge from the vessel.

For help and advice

Contact the onboard Medical Centre.

Drugs

All CUK vessels operate a strict zero tolerance for illegal drugs and legal highs - this applies to buying, using, possessing or selling.

Any crew member found to be in possession of illegal drugs will face both disciplinary and legal action - the penalties for which can be very severe in some countries.

Random drugs testing takes place on a regular basis. Disciplinary action will be taken against any crew member found to be in breach of this policy, which may result in discharge from the vessel.

Our confidential drugs hotline can be contacted by telephoning 4444 from any ship phone.

Smoking

Smoking is not permitted anywhere on board except in designated smoking areas - this also applies to the use of e-cigarettes.

Designated smoking areas for crew will vary ship to ship so please familiarise yourself with these when joining a new vessel.

Smoking in crew cabins is strictly prohibited on all Carnival UK vessels and any crew members found to be in breach of our smoking policy will face disciplinary action.

Staying fit and healthy



Looking after you on board

Your wellbeing is extremely important - and working onboard can not only be physically challenging, but it can challenge you from a mental and emotional perspective too. Looking after ourselves and looking out for others is the best way to stay happy and healthy during your time onboard.

To support you, our crew, we've set up Wellbeing programmes across our fleet of ships. These programmes offer a wide range of initiatives - all designed with you in mind - everything from social events and fitness classes right through to a confidential assistance line for you and your family.

Home Connect

We know that your ship becomes your home and your colleagues become your family. But we also know that it's not the same, and being away from your loved ones can be tough.

We not only help keep you in touch with home through our onboard Connect packages, but we are always looking for ways in which we can make you feel more at home.

Your cabin space is for you and your cabin mate to relax in and we have designated quiet hours during the afternoon and night which ensures our crew have enough rest time in between their duties.

Employee Benefits

Being a Carnival UK employee has its perks! All crew have access to free healthcare onboard alongside benefits like family travel and local leave options.

Onboard, you can enjoy discounts in some of our concession areas such as the Shops or Spa and we also run a crew shop where you can pick up essentials at prices set up specifically for our crew.

Social Events

Having a social and support network onboard can make all the difference.

Each ship in our fleet has dedicated indoor and outdoor crew recreation areas. These areas are for you to relax and socialise in, or enjoy the events put on by our Social Committee - from Movie or Bingo nights, to themed parties and Band nights.

There's always the opportunity for crew to share ideas and get involved in running events and sports tournaments onboard.

Develop and Grow

It is important to us that we invest in you. Giving you the chance to learn new skills to enhance yourself and your career.

Onboard each of our ships is a dedicated Onboard Learning and Development Officer, placed entirely to focus on your growth and professional development.



Staying Fit

Being fit isn't just being able to run far or jump high. And because of that, we focus on both your mental and physical health as they are equally as important.

We run regular fitness classes for crew, operate a crew gym, promote health campaigns and more. We'll also be there whenever you need us, both onboard and through our Employee Assistance Programme which offers help and advice by phone 24 hours a day.

Eating well, getting enough rest and exercising regularly are just a few things which promote your wellbeing and there are some great guides available with tips and hints to manage these – we've added some of these links at the end.

For more information on staying fit please contact your medical team onboard.

How to get help

If you have any concerns or find it difficult to adjust to life onboard, the following people can help you:

- > Your Line Manager
- > Human Resources Manager
- > Onboard Learning and Development Officer
- > Medical Team

EAP

EAP is your source for confidential support, expert information and valuable resources, when you need it.

Onboard Dial access code for Phone Card, when prompted for card number enter **2222 2222 2222** and then dial **222 222**

On land In the UK, please dial **0800 917 5319**

When on land anywhere in the world except the UK, please call your operator for a free phone call and state number: **+44 20 3318 3154**

Online Go to **guidanceresources.com** and follow the instructions on your EAP leaflet or contact the HR Manager for more information.

Learning & Development Team

Carnival House, 100 Harbour Parade, Southampton SO15 1ST

