



2019 SEASTAINABILITY

ROYAL CARIBBEAN CRUISES LTD.

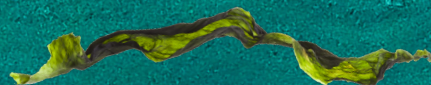




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Seastainability

At Royal Caribbean, respect for the oceans is not a choice, it's a way of life.

Charting a Course



We chart a course every day on our 60+ ships. It takes our guests safely from one unforgettable destination to another. As a company, we also chart a course, not only to deliver the best vacations possible, but to do so sustainably.

For us, that course is intrinsically connected to the sea. It is focused on our operational impact, the destinations we visit, the people we take there and those that make it all happen. To keep us accountable, we share our journey – its successes and challenges here, in our Seastainability Report.

Included are details on our most ambitious sustainability initiative, our 2020 World Wildlife Fund Targets. The targets, we are proud to say, have all nearly been achieved ahead of schedule – and often surpassing them, as is the case with our emissions reduction and sustainable tours target.

In 2019, we also broke ground on our wind farm in Kansas that will help us offset approximately half a million tons of CO²e each year starting in 2020. And we announced our first carbon-neutral private destination – Perfect Day at Lelepa.

There also were moments that tested us – from Hurricane Dorian's devastating blow to Grand Bahama Island and our team's response, to moments where we were compelled to join our voice to the social discussion.

Increasingly, companies are redefining who they are and what their purpose is. That movement is consistent with our mantra of continuous improvement. And so, we decided to publicly demonstrate our support for different groups including LGBTQ communities and many other diverse ethnic groups; to call for responsible restrictions on the horrors of gun violence; and to speak out against the corrosive impact of hateful speech.

Our compass in these decisions has long been – is this the right thing to do? It helps guide our decision-making every day and it is no doubt why we were named once again to Ethisphere's Most Ethical Companies.

Reflecting on 2019, on the passion, ingenuity and sheer scale of what the 77,000 members of the Royal Caribbean family have done, we are fortified that tomorrow will be better than today. Because together, we can do wonders.

Richard Fain
Chairman & CEO
Royal Caribbean Cruises Ltd.





2019 SUSTAINABILITY HIGHLIGHTS



We were named one of **AMERICA'S BEST EMPLOYERS FOR DIVERSITY** by Forbes as well as adopted the United Nations LGBTI Standards of Conduct for Business.

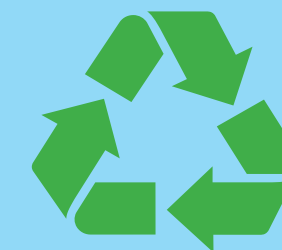
ACHIEVED A 35% REDUCTION IN EMISSIONS, meeting our goal of 35% reduction from our 2005 baseline a year early.



We produced **90% of our freshwater on board** and reduced our average guest daily water consumption to **66 gallons per day**, compared to the daily U.S. average of 100 gallons per person.



WE'VE REMOVED 60% OF OUR SINGLE USE PLASTICS FROM OUR SUPPLY CHAIN.



100% OF THE FLEET IS EQUIPPED TO BE LANDFILL FREE.

THE WIND FARM PROJECT broke ground and will be operational by Q2 2020.

Once completed, it is expected to **OFFSET APPROXIMATELY HALF A MILLION TONS OF CO²E EACH YEAR.**



WE SUPPORTED THE DEVELOPMENT OF A NEW TRACKING PROTOTYPE FOR POLAR BEARS.



RCL'S WASTE-TO-LANDFILL AVERAGE ON BOARD IS **85% LESS THAN THE U.S. AVERAGE.**

.32 lbs. per day 

2.8 lbs. per day 



We supported and raised an additional **\$2.8 million** for WWF conservation projects.



SUSTAINABLE TOURISM Surpassed our goal and achieved **1,500** GSTC-certified tours.



2,093 VOLUNTEERS

participated in this year's G.I.V.E. Day from Royal Caribbean Cruises Ltd.



27 STUDENTS GRADUATED from L'Ecole Nouvelle, a pre-k through 9th grade school that Royal Caribbean built in Haiti.

Celebrity Cruises **HOSTED ITS 3RD ANNUAL PRIDE PARTY** at sea during Pride Month.



A Partnership for Change

Royal Caribbean Cruises Ltd. and World Wildlife Fund (WWF) in 2016 began a five-year partnership to ensure the long-term health of the oceans. With WWF's help, we set ambitious and measurable 2020 targets to reduce our environmental footprint, raise awareness about ocean conservation and support WWF's global oceans conservation work.



ROYAL CARIBBEAN'S 2020 ENVIRONMENTAL GOALS



EMISSIONS REDUCTION
complete and surpassed



SUSTAINABLE TOURS
complete and surpassed



SUSTAINABLE SEAFOOD
nearly complete



SUSTAINABLE DESTINATIONS (public)
complete and surpassed



SUSTAINABLE DESTINATIONS (private)
complete



SUSTAINABLE SOURCING
complete



PLASTIC REDUCTION
on track



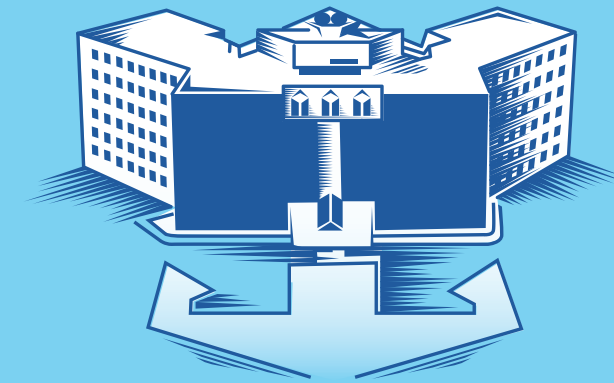
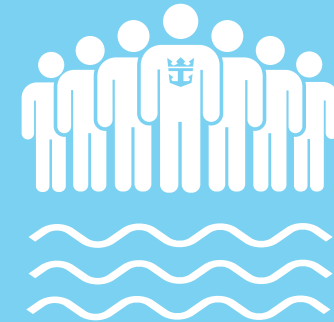
WASTE
complete

[Download Our Progress](#)

Royal Caribbean Group Company Profile

STARTED IN 1969

OVER **80,000** EMPLOYEES
FROM 126 COUNTRIES



GLOBAL HEADQUARTERS
MIAMI • FLORIDA

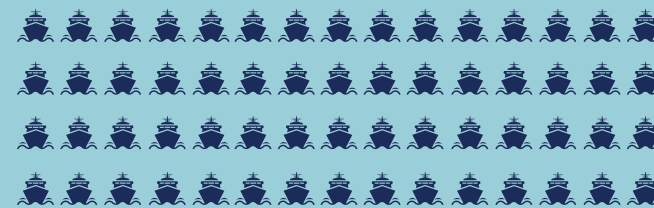
6 BRANDS



AZAMARA



61 SHIPS



FROM OUR SMALLEST SHIP
CELEBRITY FLORA

TO WORLD'S LARGEST
CRUISE SHIP
SYMPHONY OF THE SEAS

6 MILLION GUESTS
PER YEAR



500+ DESTINATIONS
ON ALL 7 CONTINENTS



RCL | SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) are the world's best plan to build a better world for people and our planet by 2030.

4 QUALITY EDUCATION



RCL funds and operates a free elementary school in Haiti serving 325+ children annually.



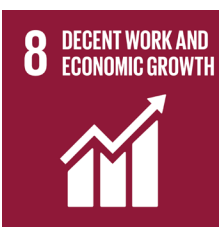
RCL has been named one of America's Best Employers for Diversity.



RCL ships are equipped with water treatment plants designed to be twice as stringent as U.S. standards.



RCL's wind farm project generates 760,000-megawatt hours per year, to directly offset their emissions by approximately half a million tons of CO₂e each year.



RCL promotes sustainable tourism that creates jobs and promotes local culture and products while being committed to its Human Rights Statement.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Using centralized data points in the tens of thousands, RCL has been able to reduce its fuel usage by 4%.

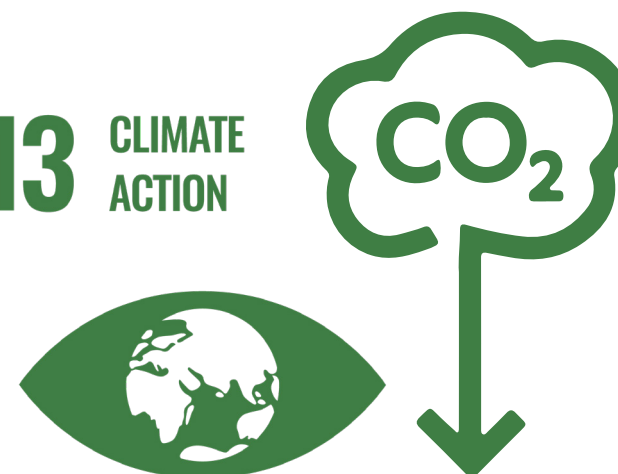


RCL has scored 100% on the Corporate Equality Index by the Human Rights Campaign.



RCL offers 1,500 GSTC sustainable tours to its guests.

13 CLIMATE ACTION



RCL has achieved a 35% reduction in their emissions from their 2005 baseline.



Guests sailing to the Galápagos Islands aboard Celebrity Cruises have planted close to 50,000 scalesia trees in support of reforestation efforts on the islands.



RCL has been named one of Ethisphere's Most Ethical Companies.

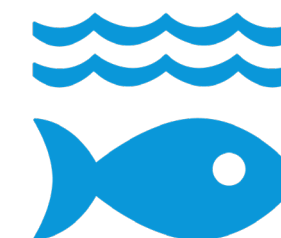


12 RESPONSIBLE CONSUMPTION AND PRODUCTION



100% of the RCL fleet is equipped to be landfill free.

14 LIFE BELOW WATER



RCL employees have outplanted 1,000+ corals through the University of Miami's Rescue-a-Reef program.



RCL has a partnership with World Wildlife Fund to support healthy oceans and develop sustainability targets.



Purpose

Oceans are 71% of the planet and 100% critical to our business. Conserving their health is paramount.

- > [Seustainability at RCL](#)
- > [Energy and Air Emissions](#)
- > [Waste Management](#)
- > [Water Management](#)
- > [Supply Chain](#)

“We believe that to succeed in today’s world, you need to adapt to an ever-changing environment. The ability to adapt is often called innovation, but innovation is really adapting to and/or leading change in a rapidly evolving world. I’m proud of the people at **Royal Caribbean** who continue to innovate and to adapt to that fast-changing world.”

– Richard Fain
Chairman and CEO, Royal Caribbean Cruises Ltd.



A Partnership For Our Oceans

Almost four years ago, WWF and Royal Caribbean joined forces to help ensure the long-term health of the oceans by setting – and achieving – ambitious sustainability targets to lessen the company’s environmental impact, raise awareness of ocean conservation for our guests and crew, and support ocean conservation projects around the world.

Our partnership stems from the recognition that the environmental challenges that we face – particularly for a borderless ecosystem like the oceans – cannot be tackled alone. We all have a role to play in conserving and safeguarding this critical ecosystem and we each bring different strengths and perspectives to this partnership.

While partnerships are critical in achieving our vision, they are hard work. Over the last four years, we certainly had challenges. We are two different organizations, but we had the difficult conversations to push forward.

But more importantly we listened – really listened – to each other. Both organizations came into the partnership with assumptions about each other. We both had a lot to learn and taking the time to understand each other’s perspectives and expectations makes our partnership stronger. There isn’t an end date on this lesson. There are always new challenges and complexities we encounter and finding solutions requires us to stretch and change our frame of mind, and it all starts with listening. Ultimately, it was our common understanding that we were both working towards the same goals that helped resolve issues when they arose.

Throughout our partnership, we’ve never stopped looking for ways to raise our ambition. As two global organizations, we’ve come across multiple opportunities to amplify the impact of our work together in the environments we care about.

We have supported WWF initiatives on wildlife trafficking, commitment to deliver on the promise of the Paris Agreement through the We Are Still In coalition and signed on to the Cascading Materials Vision for a more sustainable supply chain. In 2018, we joined forces with WWF-Australia to protect hawksbill turtles from the illegal turtle trade, breaking the supply chain and educating consumers about tortoiseshell products to curb demand.

We’re proud of the success we’ve achieved together, but we’re not done. We know we have many challenges ahead of us, but we roll up our sleeves, sit down together, and get back to work.



INSPIRING FUTURE CONSERVATIONISTS

Bringing people closer to nature to promote greater understanding and respect is at the heart of Azamara’s new People to Planet Voyages and Excursions. Developed in partnership with, and supporting WWF’s conservation efforts in South Africa, the program provides passengers a peek into the vital work being undertaken to protect our natural resources – oceans, land and wildlife. People to Planet Voyages feature WWF experts who will join guest discussions on topics from sustainable agriculture and conservation to champion wine farms, water resources, food elements, sustainability, and wildlife. Destination conservation themed shore excursions include, WWF’s sustainable seafood initiative in Cape Town, tours of the Addo Elephant Park in Port Elizabeth, and experiences with endangered black rhino in Richard’s Bay.

We have a responsibility to the guests who sail with us, the people who work for us and the communities we visit, but most critically we have a responsibility to the oceans – they are not only at the heart of our business, but connect each and every one of us.

Our 2020 environmental goals set ambitious and measurable sustainability targets to reduce our environmental footprint and raise awareness about ocean conservation. A full list of our 2020 Sustainability Goals is available [here](#).



Goals in 3 Key Areas:



Emissions Reduction



Destination Stewardship



Sustainable Sourcing



RCL supports WWF’s conservation projects such as
POLAR BEAR TRACKING, TRACING ILLEGAL HAWKSBILL TURTLE PRODUCTS AND PROMOTING EDUCATION FOR WHALE SHARK ECOTOURISM.

6 MILLION
guests and crew learning
about ocean conservation.

\$2.8 MILLION
raised and donated to
WWF ocean conservation
programs in 2019.

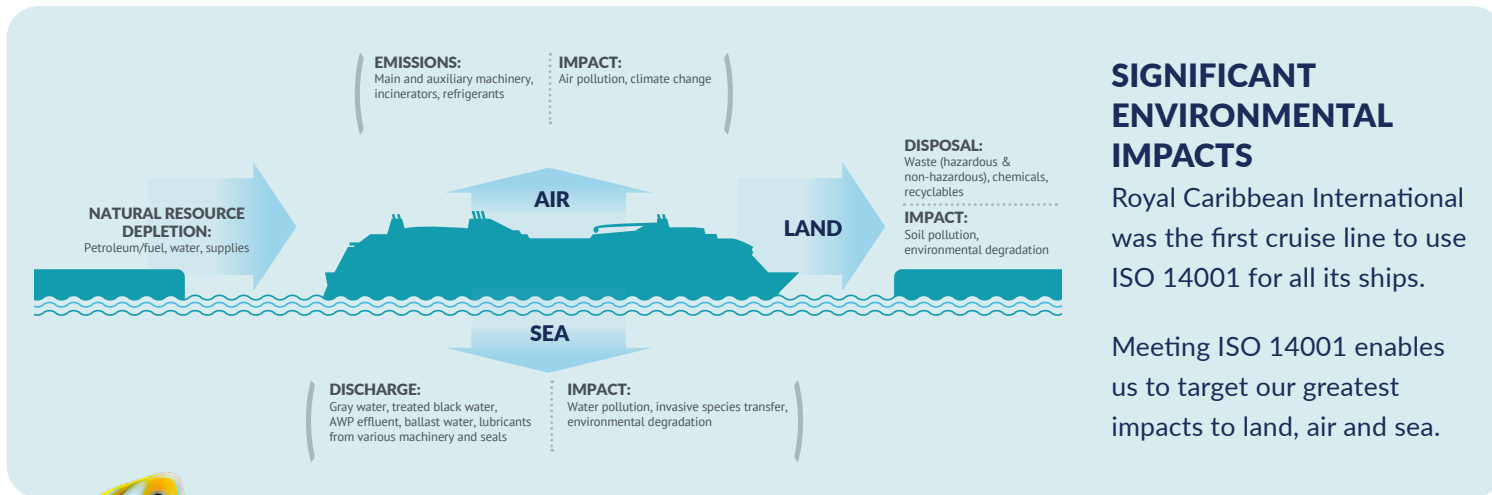
EDUCATION MATERIALS INCLUDE:

- > WWF conservation-themed television
- > Special Edition WWF magazine
- > Ocean-conservation themed children’s programming
- > Fund- and awareness-raising walks for conservation
- > WWF speaker series on Azamara



Our company generates a significant amount of emissions from our operations. Naturally, reducing our emissions of greenhouse gases and other air pollutants is a critical part of our environmental stewardship strategy.

We take a holistic approach to reducing our environmental impacts. It focuses on four key areas; air, sea, land and natural resources. This strategy is fundamentally connected to ISO 14001 – the leading international environmental management standard.



SIGNIFICANT ENVIRONMENTAL IMPACTS

Royal Caribbean International was the first cruise line to use ISO 14001 for all its ships.

Meeting ISO 14001 enables us to target our greatest impacts to land, air and sea.



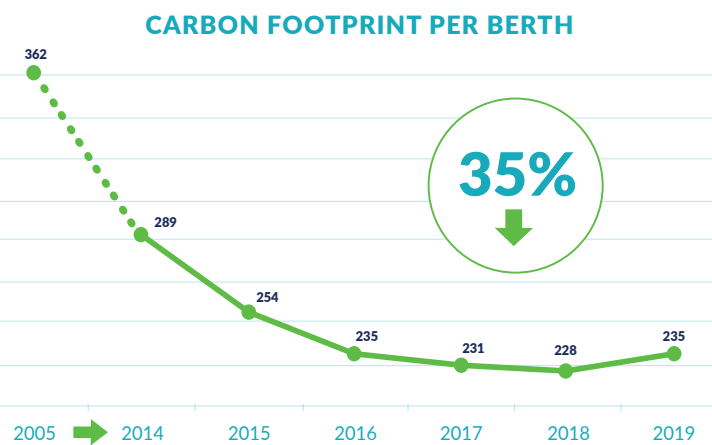
27-YEARS STRONG, Save the Waves is the foundation of our environmental initiatives. It began in 1992 and evolved from a recycling program to a company-wide philosophy.

35% REDUCTION in our GHG emissions (*from our 2005 baseline.)

OUR 62-WIND TURBINE FARM broke ground in Kansas.

In 2019, we retrofitted two ships with **SHORE POWER CAPABILITIES.**

Our next class of ships – *Icon* – will **RUN ON LNG (LIQUID NATURAL GAS).**



IN 2019, WE ACHIEVED A 35% REDUCTION IN EMISSIONS and in 2020 introduced a new target to reduce our emissions an additional 25% by 2025.

60% OF OUR SHIPS are equipped with emissions purification systems **THAT REMOVE 98% OF SULFUR DIOXIDES.**

The average RCL guest on a 7 day cruise consumes only **117KG/APCD.**

Our newest ships are designed with **SCR (SELECTIVE CATALYTIC REDUCTION)** to reduce NOx.

Waste heat recovery helps us capture and **REUSE ENERGY.**

Predicting The Fastest Route From “A” to “B”

For a cruise ship, getting from here to there takes a lot of careful planning. There are whale zones and vulnerable reefs to consider. Guest comfort is always in the mix. A ship’s length, width and weight have to be factored in, as well as its highest and lowest points. The shortest distance likely isn’t the best. Weather is inconsistent. And always, safety trumps all.

However, what worked a thousand times before may not work next. That’s where our **Predictive Route Optimization System**, which gets better every time it’s used, is meant to refine the planning.

Unlike choosing a land route, where the shortest distance between point A and point B is the best option, the optimal choice, of multiple routes available, to a Royal Caribbean captain is the one that requires the least fuel consumption.

But the captain also has to take into consideration such factors as environmental concerns for protected sea life; weather, and how it will affect both guest comfort and fuel consumption; whether the ship can clear both overhead and underwater obstacles; the given ship’s power capabilities; heavy traffic on the route; as well as winds, currents and other concerns and restrictions.

The system takes input from the ship’s captains, expertise and situational awareness, and couples it with historical route data that we have collected over the years for a robust route library. The result is routes that, when simulated with forecasted weather and ship specific models, yields an optional route prediction prior to the vessel setting sail.

These predictions that assist captains – who always have the last word – come from an ever-growing data bank maintained by Eniram, the Finnish company that began developing the Predictive Route Optimization System with RCL in 2009. It is available on all RCL ships, collecting data points every day to deliver real-time operational guidance to the captain, chief engineer and bridge crew.

Those billions of data points are paying off big. Optimizing route choices has saved RCL more than 10,000 metric tons of fuel in just the last two years.

[Download Energy and Air Emissions Fact Sheet](#)



A GUST OF ENERGY

On a cold windy November morning in 2019, RCL employees lined up to sign their names on one of three giant turbine blades that are part of Southern Power’s 200-megawatt Reading Wind Facility in Reading, Kansas. The blades were signed by our Wichita-based employees before being attached to the nacelle and erected onto the tower. The facility is expected to offset approximately half a million tons of CO₂e from RCL’s direct emissions each year. Participants were able to get up-close to the 178-foot blade to sign their names and the company’s ship names to mark the moment. The Reading Wind Facility is expected to achieve commercial operation by the second quarter of 2020 and includes 62 wind turbines that will generate about 760,000-megawatt hours per year.

Environmental Officer Joins Perfect Day

When you apply to become a cruise ship Environmental Officer; you expect days navigating the high seas. That job description is changing at Royal Caribbean following the debut of Perfect Day at CocoCay. The multi-million dollar project revamped CocoCay, our private destination in The Bahamas, featuring a wide-array of amenities for Royal Caribbean guests to enjoy.

Behind the scenes, Perfect Day also brought the sustainability principles found on board our fleet landside. All under the direction of a dedicated Environmental Officer for the first time.

Like on board, the Environmental Officer at Perfect Day is responsible for ensuring we are compliant with all local and international regulations. They have oversight of the island's day-to-day functions and oversee waste management and water treatment on the island.

On Perfect Day at CocoCay, they are also responsible for Royal Caribbean's first bio-thermic digester – which is designed to process organic waste, reducing it by up to 95%.

The island, like our ships, is equipped with a state-of-the-art water treatment plant that treats water to be twice as stringent as U.S. federal standards for wastewater discharge. As well as a reverse osmosis plant which allows us to produce our own potable water.

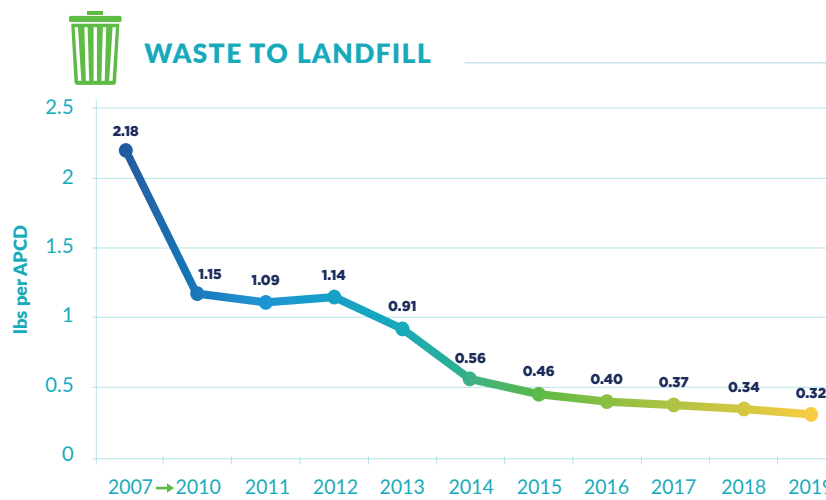
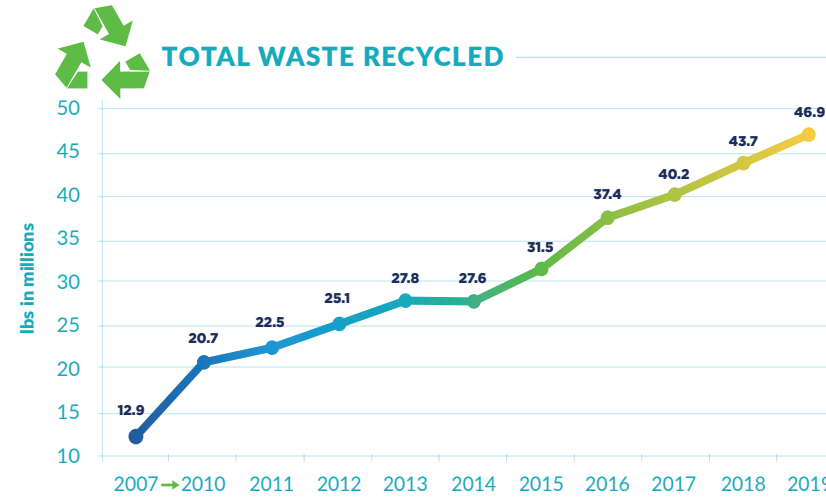
Operating our private destinations much like our ships not only allows us to run autonomously, but allows us to offer a more sustainable experience to our guests while protecting the beautiful Bahamian waters and environment.

Learn more about our [Waste Management](#) or [Water Treatment](#).

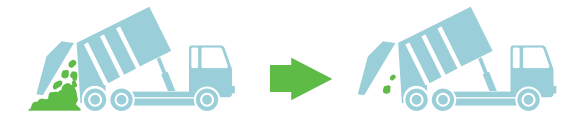
Download the Waste Management Fact Sheet



Waste from our ships follows a rigorous waste management program called Save the Waves. Since its creation, nearly 30 years ago, the program's number one priority has been no solid waste goes overboard. It evolved through the years to include policies of reduce, reuse, recycle and no untreated waste is discharged.



Waste By The Numbers:



RCL reduced waste-to-landfill by **85%** ahead of 2020 goal. (from 2007 baseline)



of our fleet is equipped to be **landfill free.**



RCL reduced waste-to-landfill per guest to **.32 lbs per day.** (U.S. average is 2.8 lbs per day)

GREEN HUBS ACROSS THE GLOBE LET US VERIFY WASTE FROM OUR SHIPS IS **DIVERTED FROM LANDFILLS** BY LOCAL WASTE VENDORS.



Freshwater on a ship is a precious commodity, and we go to great efforts in ensuring it's used most efficiently and treated properly.

How We Provide Potable (Fresh) Water



In 2019, we produced 90% of our fresh water

on board via desalination or reverse osmosis.



Our average guest water consumption is **66 gallons per day** – 34 gallons less than the U.S. average.



Condensation from air conditioning units is collected and then used in laundry areas.

How We Handle Wastewater

Wastewater on board is handled much like it would be on land. All of our ships are equipped with a water treatment plant and it is our policy that no untreated waste goes overboard. This takes into account all international and maritime standards and law, and in many instances, takes us above and beyond what is mandated. In 2004, we made a commitment to install Advanced Wastewater Purification (AWP) systems which treat water to be twice as stringent as U.S. federal standards. To date, 85% of our capacity is equipped with this wastewater treatment system.

85% of our capacity is equipped with **Advanced Wastewater Purification systems.**

Wastewater is treated to levels **twice as stringent as U.S. federal standards.**

In 2019, we **added an AWP to Perfect Day at CocoCay.**

How a White Box Protects Our Seas

There's no denying water is an essential element. It is 70% of the earth and 70% of each and every one of us. On a ship, water is top of mind. It allows us to navigate from place to place, it hydrates us, cleans us and entertains us. The mechanics to make all of the above happen sometimes result in what the marine world calls bilge water or, in layman's terms, water that has run down and collected at the lowest point inside a ship.

On a cruise ship, this is mostly condensation water mixed with oil, cleaners and other fluids that make their way to the bilge from the ship's mechanical operations and some onboard drains. Buildup of bilge water is intensely monitored by marine teams on board, as too much can cause stability problems or give off potentially toxic fumes. Removing of this bilge is governed by the International Maritime Organization, who has decreed that bilge discharge to sea cannot be untreated and may not exceed 15 parts per million (0.002405 oz per gallon).

Our policy is more stringent at 5 parts per million (0.000802 oz per gallon), or three times less than what's required by law.

To ensure compliance and environmental safety, all RCL ships are equipped with an oily water separator (OWS) that treats onboard bilge using different filtering processes. After most of the oily content rises to the top of the bilge water in treatment holding tanks, it's skimmed off into separate sludge tanks. Once in a port with an approved waste contractor, the ship offloads this sludge for reuse in pavement, as fuel for energy generators, or for other recycling processes.

Before the sludge-free water is released from the OWS, it passes through three progressively finer filters, the last of which is activated carbon, which will remove more pollutants.

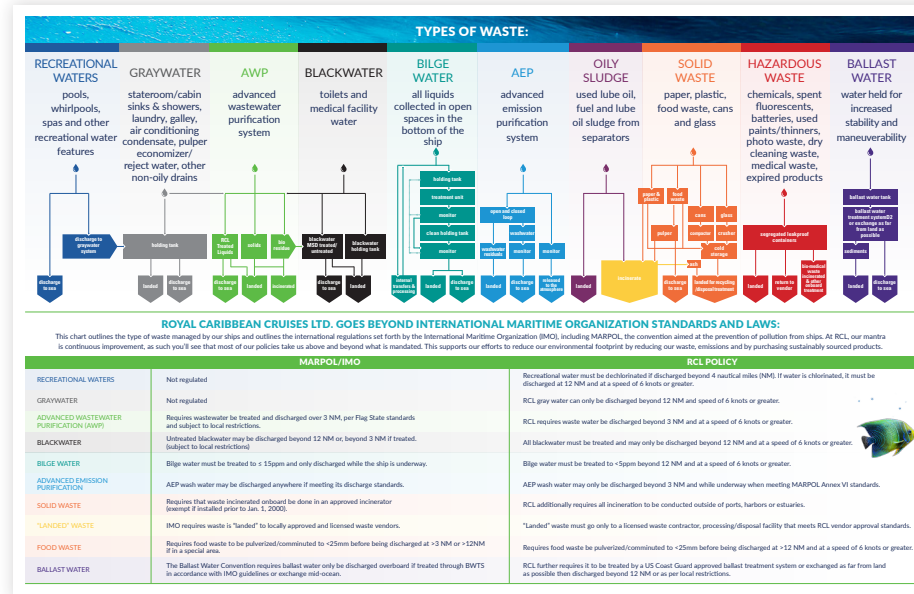
After it goes through these levels of filtration media, if it meets company standards, it is then sent either overboard through another monitoring device called the "white box," or it is stored on board until it is ultimately discharged through the "white box" or landed ashore if needed.

Fleetwide installation of this "white box," the final component of RCL's bilge water treatment protocol, was completed in 2009. The computer-controlled device, locked in a cage to prevent tampering, is set to release bilge water only if it meets or beats RCL's stringent standard of 5 parts per million or less oil content.

In 2019, processed bilge water discharged from RCL ships averaged less than 1.5 parts per million (0.000241 oz per gallon) of contaminants.

[Download the Water Management Fact Sheet](#)

This chart outlines the **wastewater streams on board**, their treatment and the international regulations by which they are governed.



[Download the Wastewater Stream Chart](#)

BALLAST WATER TREATMENT

Ships have always needed ballast to help with stability – historically anything handy and heavy, including stones. With the development of steel-hulled ships, water replaced solid materials as the ballast of choice, pumped into and out of holding tanks as needed to provide stability. With this change came an unanticipated problem – microscopic organisms – that can potentially be brought into and pumped out of a ship's ballast tank.

To avoid this problem, RCL retrofitted and installed its ships with purpose-built ballast water treatment systems. Water is brought on and sent through multiple layers of filter disks. Whatever is filtered out is automatically backwashed into the same coastal waters where it was picked up, so there's no transfer of organisms from one area to another.

After filtering, the ballast water is sent through a UV system that renders nonviable or kills any organisms that have made it through, and from there it is stored in the ballast tanks. Once that ballast water is ready to be discharged, it's then sent back through the UV system for final disinfection.

Sustainable Seafood on Every Plate

Off the coasts of Peru and Ecuador lie some of the world's most productive and vital fisheries, yet warming oceans and dwindling stocks are putting this critical source of nutrition and jobs at risk. Sustainable seafood is one major commodity we have tackled in our efforts to improve our supply chain and conserve the long-term viability of global fish stocks.

By joining with WWF and a growing number of seafood buyers, retailers, and other businesses to advance more sustainable practices, we hope to ensure a future for the thousands of artisanal fishers and their communities, and the region's mahi-mahi fisheries that are their livelihood. Through this multi-stakeholder approach, these fishery improvement projects (FIPs) are implementing changes that will enable them to become Marine Stewardship Council (MSC) certified.

By engaging fishers and farmers in strengthening their practices, we are not just increasing the number of certified sources that will help us meet our goal, but also boosting the overall supply of sustainably and responsibly produced seafood.

Our goal is ambitious and a first for our industry. It aims to source 90% of wild-caught seafood from MSC-certified fisheries and 75% of farmed seafood from Aqua Culture Stewardship Council (ASC) -certified farms in North America and Europe. Additionally, we will achieve chain of custody certification for our global fleet, confirming MSC- and ASC- certified seafood all the way back to a sustainable fishery or responsible farm are traceable.

Since implementation, the FIPs have achieved many successes, including the establishment of a closed fishing season to allow juveniles to mature and reproduce; the adoption of national fishery management plans; the adoption of gear that limits sea turtle bycatch; use of logbooks to better monitor fish stocks; and the first-ever preliminary regional stock assessment for mahi-mahi in the eastern Pacific Ocean, which is especially critical for managing the highly migratory stocks across international borders.



A PLASTIC-FREE MOVEMENT

We closed-off 2019 with 60% less single-use plastic. A journey that started with our waste goals and management and became a movement throughout the organization and beyond. It began by debuting a straw upon request program. Then a single-use plastics task force emerged to conduct audits and set a plan in place. Our Supply Chain team diligently worked to remove 77 million plastic straws from the fleet in 2018 and introduced our first aluminum can water bottle on *Celebrity Edge*. We've replaced plastic stirrers and food picks, coffee creamer and condiments, and our plastics task force is now identifying ways to minimize and further eliminate the use of single-use plastic on board our ships.

Our supply chain, through a large and diverse network of suppliers, fuels everything we do, from food and beverage and information technology providers to the manufacturers of components for our ships.

Royal Caribbean supports the movement in the food industry towards sustainable sourcing and the improvement of animal welfare throughout the food supply.

WE HAVE COMMITTED TO NUMEROUS SUSTAINABILITY GOALS, INCLUDING:

Source 90% of wild-caught seafood from MSC-certified fisheries by 2020.



Source 75% of farmed seafood from ASC-certified farms in North America and Europe by 2020.



Obtaining chain-of-custody certification for our ships for MSC and ASC by 2020.



Source pork from gestation crate-free producers by 2022.



Source 100% cage-free eggs by 2022.



Source 100% of whole broiler chicken from GAP-certified sources and requiring these chickens to be processed in a manner that utilizes a pre-shackle, multi-step controlled atmosphere processing system by 2024 in the U.S. and Canada.



Over two years, we have **REMOVED 60% OF SINGLE-USE PLASTIC** from our supply chain.




We have signed onto **WWF'S CASCADING MATERIALS VISION.**



SUPPLIER GUIDING PRINCIPLES

screen against human rights, labor and environmental expectations.

[Download the Supply Chain Fact Sheet](#)



“Our guests are eager to explore and discover new cultures and places, and we want to do our part to ensure those destinations continue to thrive.”

– Roberta Jacoby
Managing Director, Global Tour Operations, Royal Caribbean Cruises Ltd.

Places

At its core, tourism depends on the beauty of the environment. Ensuring the destinations we visit are vibrant and healthy far into the future is critical to the success of our business.

- > Sustainable Tourism
- > Ocean Conservation
- > Disaster Relief

At its core, tourism depends on the beauty of the environment. Our guests want to explore and discover new cultures and locations and we want to do our part to make sure that these destinations continue to thrive. We do that by working with local governments, tourism businesses, communities, and our guests. Through this multi-stakeholder approach, we are collectively moving towards more sustainable business practices and in turn destinations.



Our Private Destinations will be GSTC-certified by 2022.

1,500 GSTC certified tours available to guests.

3 GSTC Assessments completed:
Belize, Roatán, Cozumel.



2 PRIVATE DESTINATIONS (BAHAMAS AND HAITI).



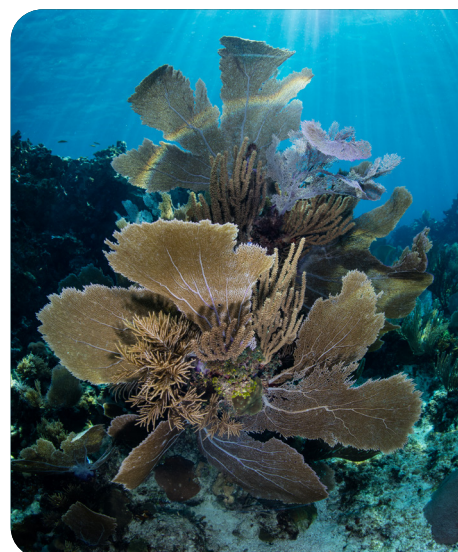
Removed elephant and tiger tours
from our portfolio as of 2018.



Perfect Day at Lelepa will be the **first carbon-neutral private cruise destination.**



In 2019, we added **Environmental Officers at CocoCay.**



RCL COLLABORATES ON ASSESSING SUSTAINABILITY IN CRUISE DESTINATIONS

Hugging the Mesoamerican reef — the largest reef system in the Americas — are three destinations — Cozumel, Mexico; Roatán, Honduras and Belize. The reef plays a pivotal role in the ecosystem of these countries and is at the heart of their thriving tourism. Protecting it is a top priority, but where to start and how? Enter in Global Sustainable Tourism Council's Destination Assessment which takes a holistic look at coastal communities in order to give them a starting point to take action with a post-assessment plan.

Increasing the Pool of Sustainable Tours

Cruising, some will say, is all about the destination and yet others assert, a destination is all about its people. The reality is it all goes hand in hand. The important part is making sure that both are vibrant, healthy and around for countless generations to enjoy.

As a key player in the tourism food chain, about five years ago we took a hard look at our tour operations and knew we needed to bring our sustainability philosophy to that area of the business.

To begin with, we needed to identify the leading Sustainable Tourism organization to ensure we were on the right path and holding ourselves accountable. With the help of our partner World Wildlife Fund, the Global Sustainable Tourism Council (GSTC) was a clear front runner. Recognized by the United Nations, GSTC became the standard we endorsed, and we set off to set a lofty and ambitious target of certifying 1,000 tours to their standard.

With 5,000+ tours in our portfolio globally this, at times, seemed a daunting task. But our team's patience and perseverance paid off. We ended 2019 with nearly 1,500 tours certified to the GSTC standard — surpassing our goal by 50%, a year ahead of schedule.

Contributing to that achievement was our tour operators' participation in several capacity-building sessions that introduced the importance of sustainability and the GSTC-accredited certification process. The sessions included: webinars, one-on-one information sessions and presentations at key industry events.

Sustainability applies to every aspect of a certified tour company, more than simply using electric-powered vehicles, for instance. Among them is ensuring it provides healthy and safe working conditions, without child labor, in keeping with human rights.

Our efforts to increase our sustainable tour offerings not only promotes such travel options, but also supports jobs and livelihoods at RCL destinations.

These tours are now available globally for booking through Royal Caribbean International, Celebrity Cruises and Azamara — and more importantly for the entire travel industry.

As a key stakeholder of the great tourism community, RCL in collaboration with World Wildlife Fund and Germany's Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) sponsored assessments in each destination. The last was complete in 2019 in Roatán.

These Destination Assessments aim to unite stakeholders — local communities, the travel and hospitality industries, environmentalists, federal officials — to identify and collaborate on specific sustainability priorities.

The process identifies the destination's sustainability risks according to the GSTC's Criteria for Destinations plus supplemental indicators reflecting WWF's Marine and Coastal Tourism Strategy. Further, the GSTC Destination Assessment then outlines a five-point action plan, designed by stakeholders, for destination management improvements in their community based on the assessment findings.



How DNA is Helping the Hawksbill Turtle

A new DNA extraction test will offer scientists and conservationists vital information to track – and ultimately help end – the illegal trade of hawksbill turtle products. This is a significant breakthrough led by WWF Australia, Royal Caribbean, and the NOAA Fisheries' Southwest Fisheries Science Center (SWFSC), in California, USA.

The innovative project forms part of Royal Caribbean and WWF's five-year global partnership to support ocean conservation and helps to ensure the long-term health of the seas. Turtle lovers and holidaymakers are encouraged to support Royal Caribbean and WWF's efforts and #thinkbeforeyoubuy while traveling overseas.

Hunted for their beautiful shells, the species is now listed as critically endangered by the International Union for the Conservation of Nature (IUCN), with the scientific community estimating as few as 6,700 breeding females remain in the Indian and Pacific Oceans.

Our guests love diving into the natural environment of each of our many destinations, and in the South Pacific, spotting a hawksbill turtle while diving or snorkelling would be a highlight. But for the simple reason that hawksbill turtles are among the most beautiful sea creatures, they have been hunted and illegally traded to the verge of extinction.

This novel DNA test and database is a significant achievement in our partnership with WWF, giving authorities and researchers vital information to protect the species. Our vision is for a future in which hawksbill turtles return to their former numbers to perform their crucial role in maintaining coral reefs.

Hawksbill turtles from different regions, or even some countries, are genetically distinct, and their DNA signatures can be used to identify different nesting areas. The new test will allow scientists and marine conservationists to identify where tortoiseshell products have come from and pinpoint hawksbill turtle populations to allow for targeted conservation efforts.

The next step in the project is to build a more comprehensive genetic database of all hawksbill rookeries across Asia Pacific to help identify what populations there are in different locations, and to protect those most at risk from poaching. This kind of detail is limited or currently unavailable and it will provide vital information for wildlife managers and law enforcement to act on.

WWF-Australia announced the DNA test breakthrough at the 18th meeting of the Conference of the Parties at the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES CoP18) in Geneva.

CITES CoP saw further wins in the fight to protect hawksbills from illegal trade. Thanks to decisions made at the CoP, parties are now urged to work together to improve monitoring, detection and law enforcement activities relating to the illegal hawksbill turtle trade. This includes sampling wild turtle populations and seized shell products.



For a cruise line, the oceans are core to our purpose. They are our way of life, and respecting them is not a choice, but a responsibility – a responsibility we take very seriously.



RCL team members out planted **1,010 staghorn corals.**



RCL raised and supported WWF with **\$2.8M in 2019.**



4 RCL ships collect oceanographic data critical to climate change.



Oceans are 71% of the planet and 100% critical to our business.



We replaced all our sunscreen with **biodegradable sunscreen.**



RCL's sustainable seafood target supports **healthy fish-stocks.**



Crewmembers routinely conduct **beach clean-ups while at port.**



We support **loggerhead turtle research at FAU.**

Royal Caribbean Cruises Ltd. and WWF have a five-year partnership to ensure the long-term health of the oceans. It sets measurable and ambitious sustainability targets in three key areas: emissions reduction, destination stewardship and sustainable sourcing.

GUIDELINES FOR SHARK AND RAY TOURISM

Stemming from our partnership's commitment to sustainable tourism, we supported the development of the world's first-ever guidelines for shark and ray tourism. These guidelines offer a roadmap to tourism operators and coastal communities to protect local livelihoods and help conserve shark and ray species by utilizing sustainable tourism strategies.

IWWF has worked to share these best practices across critical shark and ray ecosystems in the Caribbean, Coral Triangle, and the South Pacific. Alongside our partner, Project AWARE, we have shared the guidelines in workshops at a dive industry expo, at a tourism policy development forum in Papa New Guinea and conducted outreach to tourism operators in Fiji. Thanks to our efforts, Papa New Guinea and Fiji are incorporating the guide recommendations into their national dive operations policies. This guide will be particularly impactful in Fiji's waters, as they are the home to the highest concentration of shark and ray attractions in the South Pacific.



Tourism and hospitality are synonymous with good times and smiling faces, but the industry and those destinations heavily supported by it, are not immune to mother nature's and life's unpredictable situations. We have a strong sense of responsibility to our employees, their friends and families, our guests and the affected communities and so in those times when our communities and employees need us, we are there.

Being a Good Neighbor

The 2017-2019 hurricane season had significant impacts to our neighbors in the Caribbean. We believe in being a good neighbor, particularly in times of need and supported these communities with:



\$8M in relief funds



600K meals served



10,000 Evacuees



1M+ cases of relief supplies



Go Team

Go Team is our employee volunteer army, trained, poised and ready to respond to a situation anywhere in the world where we need additional resources. Most recently they rolled up their sleeves to deliver life-saving meals and supplies to Grand Bahama and assisted with evacuees heading from Freeport to Nassau on our ships.



Supporting Our Own

Employees who experience natural disasters and personal crises also may receive relief and assistance through the Royal Caribbean Crew and Employee Disaster Relief Fund administered by The Miami Foundation.



Long-Term Recovery

Recovery comes far slower than relief. We believe in being long-term partners to the communities we visit. Examples include, regrading and restoring St. Thomas' acclaimed Magen's Beach; renovating an elementary school in Grand Bahama, Bahamas; and developing a grade school in Haiti, following the devastating 2010 earthquake.

Delivering Meals, Restoring Hope

On September 1, 2019, Hurricane Dorian first struck The Bahamas, beginning its slow, destructive sweep across the Abaco and Grand Bahama Islands. Just 150 miles from Royal Caribbean's Miami headquarters, the islands that were one of our first ports of call, were left devastated.

With over 500 Bahamians working at Perfect Day at CocoCay and the Grand Bahama Shipyard, there was no question we would jump into action. To do so, we partnered with the Bahamian government, the National Emergency Management Agency (NEMA), the Pan American Development Foundation (PADF), and a network of local Bahamian charities and organizations, including The Bahamas Feeding Network (BFN).

We quickly realized that with limited access to food or cooking equipment, The Bahamas would benefit from our expertise in feeding thousands of people every day. And so, the operation began with the goal of delivering 20,000 meals a day to the Freeport community.

Within 24 hours of the hurricane, we had mobilized our fleet to provide relief to Bahamians in need. *Empress of the Seas* was chosen to be the first ship on the scene and left Port Miami with provisions to create thousands of meals overnight.

When the ship arrived in Freeport, the devastation and debris made it impossible to pull into the city's harbor. *Empress of the Seas* stopped outside the port, and the crew began loading the meals and supplies into every available tugboat and tender boat, ferrying them to the shoreside. There, the Royal Caribbean crew was joined by local Bahamian volunteers from organizations like BFN and NEMA, and together, they unloaded and distributed the meals to community centers and churches of all faiths across Grand Bahama.

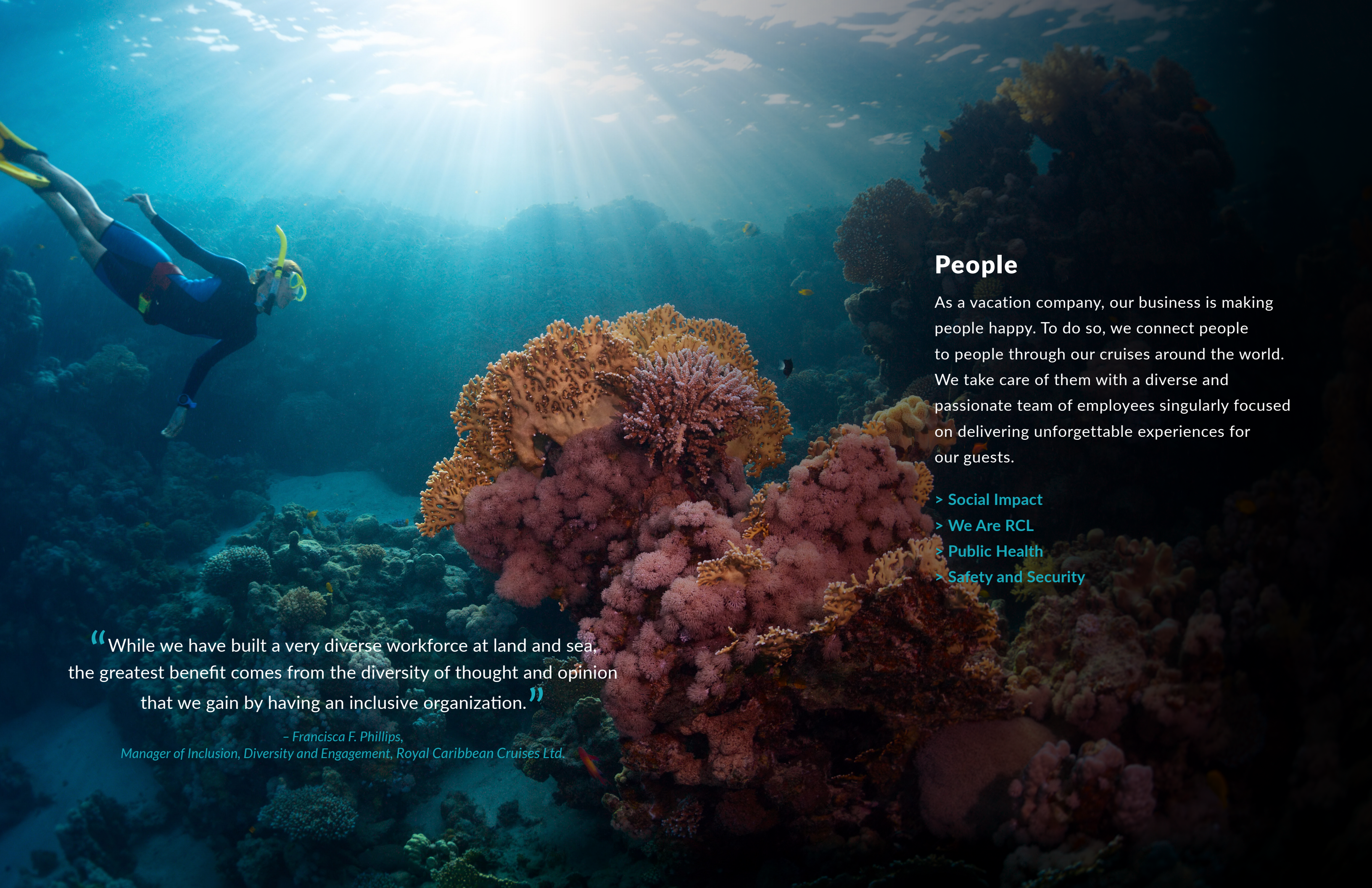
This would be the first of five ships to divert from their planned routes to deliver meals. Quickly we realized we would need to shift operations to a field kitchen. This relief kitchen consisted of two 50-foot containers that operated as mobile kitchen units. Around a hundred volunteers—about evenly split between Royal Caribbean employees and Bahamian residents from organizations like BFN—managed the daily kitchen operations, creating a central hub in Grand Bahama for food distribution and relief.

During those first five weeks, more than 1,000 volunteers rotated in and out of the temporary kitchen, working from morning to night to support the Bahamian survivors. When it finally came time for the field kitchen to close, RCL renovated the hotel kitchen at the Grand Lucayan and ensured there was a viable plan to continue food relief and distribution efforts into the future.

The Bahamas Feeding Network still provides for hungry Bahamians, especially as the nation begins the long process of recovery. In partnership with BFN, Royal Caribbean helped establish the new method of providing meals: a distribution network of kitchens across 11 churches, 2 homes for the aged, and the soup kitchen.

Together we can help rebuild.





People

As a vacation company, our business is making people happy. To do so, we connect people to people through our cruises around the world. We take care of them with a diverse and passionate team of employees singularly focused on delivering unforgettable experiences for our guests.

- > [Social Impact](#)
- > [We Are RCL](#)
- > [Public Health](#)
- > [Safety and Security](#)

“While we have built a very diverse workforce at land and sea, the greatest benefit comes from the diversity of thought and opinion that we gain by having an inclusive organization.”

– Francisca F. Phillips,
Manager of Inclusion, Diversity and Engagement, Royal Caribbean Cruises Ltd.

We believe that for a business to thrive, its place is not just to be in a community, but to be a part of it.

At RCL, we are passionate about protecting the oceans we sail, the communities we visit and about educating future generations to be the change. Sometimes when a destination's most critical need is not education or conservation, but necessities like clean water or a community center, we support those initiatives through community partnerships and social impact projects to enhance the lives of those within the community.



Education

We firmly believe that a good education can change lives, and we focus a good deal of our contributions to supporting programs that align with our philosophy.

- > 353 students attend our school in Haiti.
- > In the Philippines, we support a mobile oceans education vehicle.
- > 15 years mentoring with Big Brothers Big Sisters.
- > In 2019, we sponsored a STEM education program in The Bahamas.



Ocean Conservation

As a cruise line, the oceans are core to our purpose. They are our way of life, and respecting them is not a choice, but a responsibility – a responsibility we take very seriously.

- > RCL team members have outplanted 1,010 staghorn corals.
- > In 2019, RCL raised and supported WWF with \$2.8M.
- > 4 RCL ships collect oceanographic data critical to climate change.



Social Impact Projects

We think of our local communities like our neighbors. We're in close contact and understand that the best way to support our destinations' most critical needs may not always align with our focus of education and conservations.

- > Our employee volunteer program G.I.V.E. Day is nearly 25-years strong.
- > 100% of our executives serve on community boards.



In Times of Need

We have a strong sense of responsibility to our employees and affected communities. So in the times when our communities and employees need us, we are there.

- > \$8M over two years to hurricane disaster relief.
- > We support our employees with disaster and hardship relief.

[Download the Social Impact Fact Sheet](#)

RCL Employees G.I.V.E. Back to Home Port Community

Nearly 1,500 students and 150 teachers of John G. DuPuis Elementary School and Palm Springs Middle School in Hialeah, Florida, returned to class one Monday to find their schools transformed. The hot, sunny weekend brought almost 2,000 volunteers to beautify their campuses for the 22nd annual Royal Caribbean Cruises Ltd. G.I.V.E. Day.

RCL has organized G.I.V.E. Day (Get Involved Volunteer Everywhere) volunteer service projects to help employees give back to their local communities.

Volunteers created an outdoor living lab with butterfly and sensory gardens to incorporate nature into the classroom for special needs and visually impaired students. They planted more than 2,000 young, native Florida orchids and trees, painted basketball courts, and worked on landscaping solutions to erosion, drainage, and hurricane damage.

RCL's \$1.5 million investment in the Hialeah schools marks the third year of a five-year, \$4 million commitment to Miami-Dade County Public schools. Also announced was an expanded partnership with Miami-Dade County Public Schools through a \$500,000 commitment toward their 2019 Summer Youth Internship Program.

GIVE DAY
\$1.5 MILLION DONATED
807,601 square feet of project
6,300 gallons of paint
4,000 plants
1,463 STUDENTS BENEFITTED
2,093 Volunteers FROM ROYAL CARIBBEAN CRUISES LTD.



FROM CONCRETE TO COMMUNITY

Smiles beamed bright during the opening of the Berry Islands Community Center on Great Harbour Cay, as a dream ten years in the making finally came to fruition in 2019. The community center symbolizes new opportunities for the tight-knit community of the Berry Islands' most densely populated island, which is home to many of our Perfect Day at CocoCay employees.

For several years, many residents on the Berry Islands advocated for the construction of a community center. Last year, we stepped in and made it happen.

On the inside, the community center serves as an open space for gatherings and events. The kitchen has an all-in-one industrial oven and fridge, with a pantry to store essential goods and supplies. A computer lab with 10 laptops gives community members access to internet and students a way to complete their homework assignments. Two bathrooms and two showers are available for public use to Berry Islands' residents, and a patio at the rear of the center offers a place to unwind. The center is also built to withstand hurricane conditions and be used as a shelter to ensure the safety of locals during storms.

Embarking on a Path of Learning

77,000 RCL employees make amazing vacations happen for millions of guests every year. They are the heart of our business and help create the memories that will be shared among families for years to come.

This passion, to a certain extent, can't be taught but it can be honed and perfected. That's the role of our training and development team. They took the digital technology available to us now and launched Embark, a new e-learning experience that prepares our crew member for work and life at sea.

Embark's modules provides training at all levels of experience, from new hire to long-term employees. The video-rich platform allows for new hires to access online lessons which prepare them for their role before they even board the ship.

Throughout the process we made sure to keep all levels of experience in mind when developing our modules – from a new hire who has never worked on a ship before to a crew member who's been working with us for many years. To start, Embark is focused on crew members from our Hotel Operations divisions. The development process for each role can be up to three months. It includes a discovery session with subject matter experts, creation of scripts, scenarios and quizzes to guide the user experience so it's interactive and fun.

Embark is improving the way we onboard new crew members. In the six-to-eight week window between hire and scheduling, new crew members will soon be able to access online lessons to prepare them for their role before they even board the ship. They'll have an opportunity to see what they're about to encounter working and living on board, and their ramp up time to perform their jobs is shortened significantly.

It will also improve onboard training for promotions. With crew member promotions happening faster than in years past, it's increasingly difficult to schedule training workshops on board for every position with the frequency needed in order to meeting the demand. To address this, Embark provides our crew members with an online library to access content in a self-paced manner as they prepare for their next position. These lessons are then complimented with practical "hands-on" experiences and evaluations led by the onboard training or department managers.

Lastly, we partner with technical schools and universities around the world to find qualified candidates. Before Embark, we had RCL representatives visit schools to train in-person over a series of weeks, which was not the most efficient or scalable solution as our company grows. Embark allows us to provide a consolidated curriculum that's online, consistent, and focuses on the key content in very practical terms, thus greatly lessening the time spent in the classroom. As a result, in the near future we'll be able to provide our content to various school partners so they can share with their students.

Evolving our training and development is not just a matter of going digital, it's allowed us to elevated crew satisfaction and performance, which in turn adds to our overall guest experience.

We believe that for a business to thrive, its place is not just to be in a community, but to be a part of it. At RCL, we are passionate about protecting the oceans we sail, the communities we visit and about educating future generations to be the change. Sometimes when a destination's most critical need is not education or conservation, but necessities, like clean water or a community center, we support those initiatives through community partnerships that enhance the lives of those communities through social impact projects.



In 2019, we
**EMPLOYED OVER
80,000 PEOPLE.**



**FROM 126
NATIONALITIES.**



Average tenure
for shipboard employees is
7 YEARS.



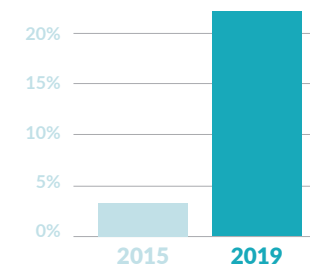
**Forbes' Best Employers
for Diversity**
achievement.



**Ethisphere Most
Ethical Company**
5 years in a row.



**2019 Best Places
to Work**
for Disability Inclusion.



Celebrity Cruises has
gone from 3% of
women on the bridge in 2015
TO 22% FLEETWIDE.



FREE & EQUAL
UNITED NATIONS

In 2019, we broadened
our commitment to diversity
and inclusion by adopting
**THE UNITED NATIONS
STANDARDS OF
CONDUCT FOR
BUSINESS.**



Leading by example,
**IN 2019, 90% OF
SENIOR EXECUTIVES
SAT ON A COMMUNITY
BOARD.**

[Download the We Are RCL Fact Sheet](#)



FOCUSED ON HEALTH:

- > On site medical clinic.
- > RCL's Employee Assistance Program provides 24-hour access to free counseling to address problems such as marital or family conflicts, stress, alcohol or drug abuse etc.
- > Mental Health Week covers this important topic with employees.

We are committed to creating a safe and healthy environment where our guests can enjoy themselves, and our employees can thrive. This commitment extends to our land-based facilities, ships and private destinations, as well as seaport terminals and ports-of-call worldwide.

 Primary Caregivers for **70,000+** Crewmembers 








Outstanding CareTeam members are recognized annually with the CareTeam Associate of the Year award.

RCL'S 700 CARE TEAM ASSOCIATES PROVIDE IMMEDIATE SUPPORT TO GUESTS AND EMPLOYEES IN TIME OF NEED.



RCL runs **60 medical facilities** at sea staffed by **doctors and nurses**.

These medical facilities are equipped with:

-  **Pharmacy**
-  **Laboratory**
-  **X-Ray Machine**
-  **Ventilator**
-  **ICU Capability**



Crew Wellness at Sea

Each week, we welcome thousands of guests aboard our fleet for a vacation of a lifetime. Making sure each week is flawless is an army of men and women who live and work on board. This unique scenario means that our onboard medical teams attend not only to our guests in times of need but act as primary caregivers to a crew of over a thousand.

With an average crew member contract of four- to six-months, keeping crewmembers healthy is the key objective of our Crew Wellness program. As a result, our onboard medical facilities operate much like a land-based walk-in clinic. Staffed by a team of doctors and nurses, they are equipped to handle everything from administering medication or sutures, through to cardiac arrests or x-rays for a fracture.

This past year, a physical therapist pilot program began. With so many varied positions on board our ships, including highly trained athletes such as ice-skaters, high-divers, aerialists and dancers, having a full-time physical therapist on board makes good sense. Now, crew members can have access to consistent therapy sessions as needed right on board rather than waiting to reach a specific port. The physical therapist is also teaching crewmembers proper lifting techniques and ergonomics to help reduce injury.

Crewmembers also see physicians on board for consultation and treatments for chronic or long-term medical problems like high blood pressure, diabetes or cholesterol. The treatments extend to their time at home providing needed medications for that time they are home on vacation.

If a specialist is needed by a crewmember or a guest, a referral ashore is provided. We have programs in place with local hospitals and doctors at ports of call around the world.

In addition to monitoring chronic conditions of our crew, the Crew Wellness program promotes healthy lifestyle choices and ensures that at sea employees maintain good health through mandatory pre- and re-employment examinations and a comprehensive crew vaccination program.

[Download the Public Health Fact Sheet](#)

DIALYSIS AT SEA

Vacation travel has historically been challenging for the nearly 1 million Americans who require regular dialysis treatment. Royal Caribbean has partnered with Dialysis at Sea, a company that specializes in onboard dialysis under the supervision of a specially trained physician and team of nurses and have been able to provide seamless vacation experiences to many patients.



Practice Keeps Us Prepared

They say practice makes perfect. We firmly believe that practice keeps you prepared. And so, we arm our teams with training programs, opportunities and continuing education to hone their skills and response. Recently, we partnered with Simwave to build a shore-based training course that is revolutionary for the cruise industry. This first-of-its-kind course is targeted at senior hotel leadership in charge of guest and crew evacuation in an emergency.

Unlike licensed mariners, which are mandated to hold certificates in situation management and emergency response, the senior hotel leadership, tasked with managing the assembly and accounting for all persons on board, are not required to follow such explicit training requirements. While the Captain is in overall command, the Hotel Director plays a crucial role in the emergency organization by coordinating the entire evacuation process.

The objective of this course is to ensure that our Hotel Directors, much like a Hotel General Manager on land, are equipped with the skills they need to perform their integral role in shipboard situation management.

Together with Simwave, we also began operating a maritime training center in Rotterdam, The Netherlands. The ultra-modern simulation center offers RCL's technical and operational staff training to ensure, develop and maintain safe operations.

At the training center, maritime officers can be evaluated and trained in bridges, machinery and cargo rooms, as well as for emergency response. Here, they are prepared for situations that cannot be effectively trained in real life due to the danger, costs or time required, such as the engine room, fire on board and evacuation.

Companies are investing more and more in technology, but the human element is still fundamental and that is why we also have to train them to manage high-stress situations.



[Download the Safety and Security Fact Sheet](#)

Whether at sea or on land, our goal is to keep our guests and employees out of harm's way and ensure that they are prepared in the event of an emergency or security incident.



Safety First is our top priority.



RCL is certified by **RAINN**.



We adhere to **Cruise Vessel Security and Safety Act (CVSSA)**.



All shipboard security are equipped with **body cameras**.



A dedicated meteorologist is focused on **weather safety**.



We adhere to **IMO SOLAS (Safety of Life at Sea)**.

All guests participate in a **safety "Muster" drill**.

Crew members drill regularly on fire, evacuation and medical.

THE SAFETY COMMAND CENTER

Safety at sea evolved with the introduction of the Safety Command Center (SCC) on *Quantum of the Seas* and then again on *Celebrity Edge*. A direct result of RCL's Maritime Safety Advisory Board, the SCC addresses the problem of an emergency distracting the ship's master from safely navigating the ship.

Its guiding principle, "partition to understand and integrate to solve," resulted in a design that breaks down incident response, physically and functionally, into a collection of "pods." Each pod, with its own specialty can act separately or as part of an integrated response depending on the incident. The "pods" include:

- > An Incident Pod, providing an overview of the problem and the necessary tools for fire safety, stability, HVAC, flood detection and automation as well as the necessary means to mobilize group coordinators.
- > An Evacuation Pod, linking the ship's master and staff captain to a dedicated team managing and carrying out any orders to leave the ship.
- > A Communication Pod to manage the vital task of external communication with outside support services.
- > A Command Pod, which can be isolated behind sliding glass doors that lead to the bridge, which allows the bridge to monitor crisis response as necessary or shut out distracting noise or activity to concentrate on navigation.

This configuration provides dedicated spaces for the various tasks that may be required by a safety incident, all funneling to a command space where the responders can gather, share damage assessments, view video evidence and drawings of affected areas and anything else required of a true incident command center from the start of the trouble until the ship returns to port. The innovative approach won the prestigious Royal Institution of Naval Architects (RINA) Maritime Safety Award.



“We often say that what gets measured, gets better. This report not only reflects our successes and our challenges, but tracks the progress of the creative, resourceful, and ambitious team at RCL is making in its never-ending quest for improvement.”

– Richard Fain
Chairman and CEO, Royal Caribbean Cruises Ltd.

Resources

This report is organized into five main sections that convey our approach to sustainability. The sections – Seastainability, Purpose, Places, People – highlight our most compelling stories that exemplify our drive to innovate and think beyond the here and now.

On the following pages you'll find in-depth background information, including our Global Reporting Initiative (GRI) Index, 2019 performance tables and the methodology used in this report.

We are committed to transparently reporting our ongoing progress and invite you to visit www.RCLCorporate.com periodically for updates throughout the year.

- > [Scope, Strategy and Governance](#)
- > [Our Methodology](#)
- > [Stakeholder Engagement](#)
- > [Performance Tables](#)
- > [Verification Assurance Statement](#)
- > [GRI Content Index](#)

Scope

This report represents Royal Caribbean Cruises Ltd.'s global operation as of FY 2019. Unless noted, goals and other data within the report reflect the following brands: Royal Caribbean International, Celebrity Cruises, Azamara and Silversea Cruises. Our environmental performance also includes the energy emissions for Pullmantur Cruises and those attributable to our 50% ownership interest in TUI Cruises. This report was published in June 2020 and reflects our activities and performances for FY 2019.

*This report contains forward-looking statements, and actual results could differ materially. Past performance does not guarantee future results. Risk factors that could affect Royal Caribbean's results are included in our filings with the Securities and Exchange Commission, including our most recent reports on Form 10-Q and Form 10-K and earnings release.

Strategy and Governance

Our vision is to generate superior returns for our shareholders by empowering and enabling our employees to deliver the best vacation experiences and enhancing the well-being of our communities. Common threads emerge in how we execute on our vision and principal operating strategies:

ABOVE AND BEYOND COMPLIANCE

By following strict company policies and practices and using innovative technologies, we strive to conduct our business Above and Beyond Compliance with existing laws and regulations. We use management systems that meet voluntary international standards, including ISO 9001:2000 quality and ISO 14001:2004 environmental standards.

SAFETY, QUALITY AND ENVIRONMENTAL MANAGEMENT

Our strict adherence to company principles is written into our comprehensive, company-wide Safety, Quality and Environmental Management system (SQM), which helps to ensure that ships follow safe, standardized and consistent operations that protect our employees, our guests and the environment.

CULTURE

We maintain a corporate policy that emphasizes the Safety of Life and Safety of the Ship and sustains a company-wide culture where focus on prevention of safety and security incidents is a way of life. We strive to maintain a work environment that reinforces collaboration, and believe that maintaining our vibrant and distinctive culture is critical to the growth of our business. We also strive to use natural resources efficiently and responsibly, and incorporate sustainability into design and development projects.

COMMITMENT

Our commitment to the environment and communities extends throughout our organization, from senior management to our newest crewmembers onboard our ships. We strive to inspire our guests to share our commitment.

CONTINUOUS IMPROVEMENT

We implement practices and programs that promote our Company's commitment to continuously improve. Innovation is encouraged and rewarded.

ENTERPRISE RISK MANAGEMENT

We engage cross-functionally and across brands to manage potential enterprise risks, such as global pandemics, climate change, resource scarcity and data privacy breaches.

To deliver this we must manage and balance a series of economic, environmental and social considerations in the decisions we make and how we operate every day.

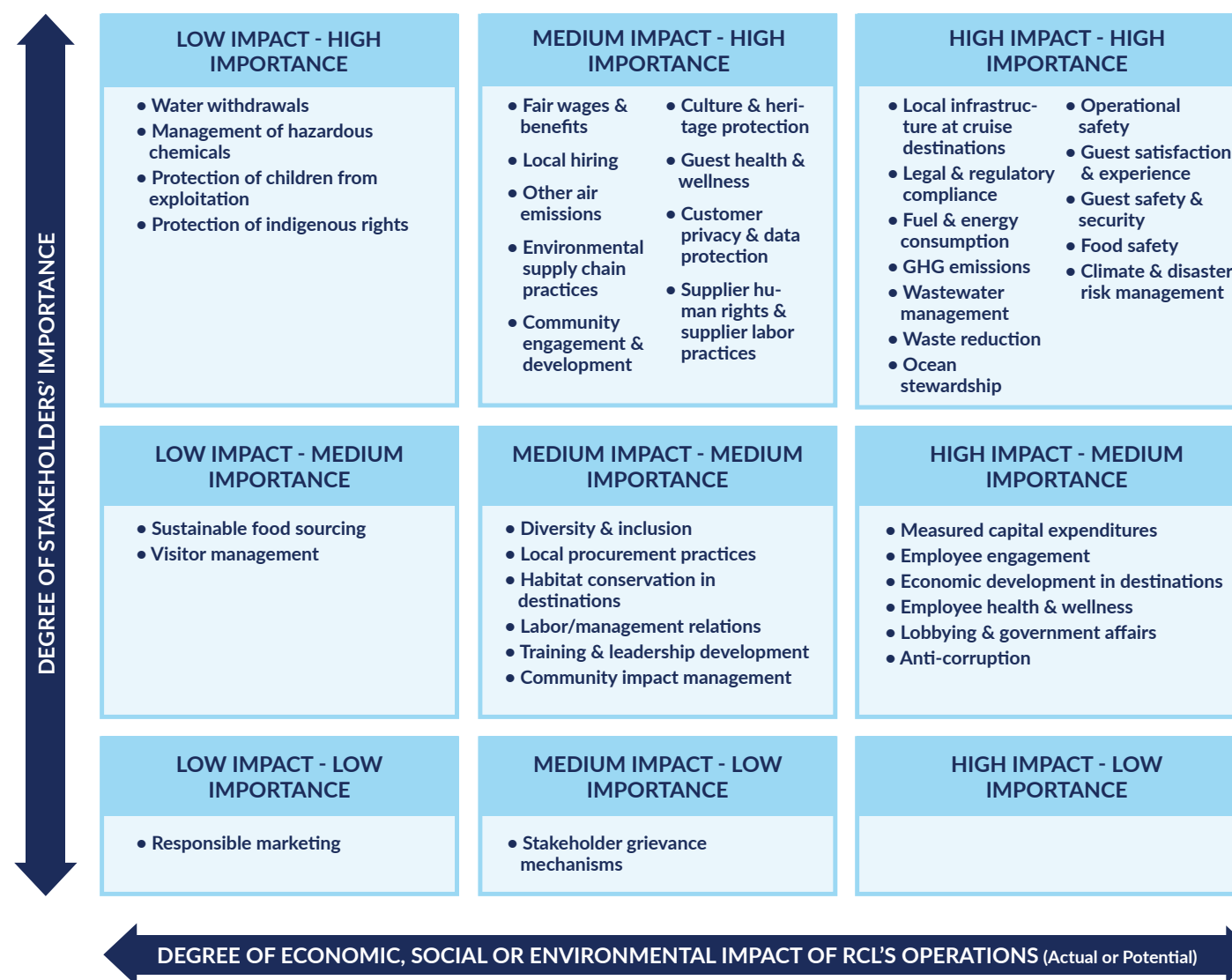
Our Methodology

In order to identify the most important corporate responsibility issues that should be discussed in our reporting, we identified key stakeholders and a set of more than 40 topics to evaluate across the following categories: Economic, Environmental, Labor Practices, Human Rights, Society and Product Responsibility.

We then conducted an internal assessment where, together with company leadership, we considered the degree of both our actual and potential economic, social and environmental impacts; in addition to the level of stakeholder concern for the topics identified. Additionally, we engaged with external stakeholders to validate the preliminary findings from our internal assessments. This included surveying sample groups of our guests and employees; and conducting stakeholder interviews with non-governmental organizations, industry peers, suppliers and representatives from our destination communities. Based on the findings of the sustainability materiality matrix, we have structured the report to include disclosures on our management approach for topics of at least medium impact or concern.

SUSTAINABILITY MATERIALITY MATRIX:

The following matrix serves as the foundation from which the report's content has been developed and provides a structure from which we can continue to expand upon our commitments to sustainability and sound stewardship.



This Sustainability Materiality Matrix maps the issues that are most important for sustainability management and reporting based on the deemed level of concern to our stakeholders and the degree of RCL's environmental, social and economic impacts.

Stakeholder Engagement

At RCL, we serve a varied group of stakeholders, which include shareholders, guests, employees, suppliers, destination communities, policy makers, shoreside communities, travel agents, industry associations, non-governmental organizations and research institutions.

We prioritize and engage with our stakeholders in consideration of our respective economic, environmental and social impacts and dependencies. We utilize a variety of mechanisms to solicit feedback and respond to key topics and concerns from our stakeholders:



2016-2019 Performance Tables

ECONOMIC

KEY PERFORMANCE INDICATORS	2019	2018	2017	2016
Revenues (in millions)	\$10,950.6	\$9,493.8	\$8,778.0	\$8,496.4
Cruise Operating Expenses (in millions)	\$6,062.7	\$5,262.2	\$4,896.5	\$5,015.5

ENVIRONMENTAL

KEY PERFORMANCE INDICATORS	2019	2018	2017	2016
Greenhouse gas emissions (metric tonnes CO ₂ e) ¹	4,834,768	4,382,880	4,234,770	4,464,126
Scope 1	4,820,278	4,369,021	4,242,239	4,446,268
Scope 2 ²	14,490	13,859	10,498	10,270
Emissions intensity in Tons of CO ₂ e per 1,000 available cabin days	\$116.9		114.7	117.9
Emissions intensity in kilograms of CO ₂ e per ALB-km	0.244	0.228	0.232	0.235
Energy consumption non-renewable fuels MWh	6,524,004	6,446,840	6,235,716	6,516,015
Energy intensity per available cruise passenger day	0.157	0.168	0.165	0.177
Emissions intensity per APCD	116.6904	114.0623	114.6673	117.9593
Total SO _x emissions (metric tonnes)	60,574	55,315	54,027	57,130
Total NO _x emissions (metric tonnes)	67,522	61,601	60,059	63,277
Total Particulate Matter emissions (metric tonnes)	7,453	6,807	6,650	7,035
Solid waste-to-landfill (pounds per available cruise passenger day)	0.32	0.34	0.37	0.40
Food waste (cubic meters)	75,520.20	74,193.00		
Total waste recycled (pounds in millions)	46.9	43.7	40.3	37.42
Effluent quality for discharged process bilge water (parts per million)	1.5	1.5	1.5	1.5
Number of ships with Advanced Water Purification Systems	39	39	37	35

SOCIAL

KEY PERFORMANCE INDICATORS	2019	2018	2017	2016
Total Number of Employees	76,708	76,708	65,682	73,343
Total Number of Supervised Workers ³	76,607	76,607	9,277	7,808
Employees Working Onboard our Ships	69,492	69,492	59,379	66,828
Employees Working at our Corporate Offices	7,216	7,216	6,303	6,515
Full-Time Employees	76,607	76,607	65,587	73,241
Part-Time Employees	101	101	95	102
Male Employees	56,500	56,500	50,137	56,322
Female Employees	17,619	17,619	15,543	17,018
Voluntary Employee Turnover				
Employees Working Onboard our Ships ⁴	6	6%	4%	5%
Employees Working at our Corporate Offices	19	19%	13%	16%
Average Training Hours per Employee				
Employees Working on our Ships	60	60 hrs/year	40 hrs/year	
Employees Working at our Corporate Offices	24	24 hrs/year	24 hrs/year	

¹Emissions are calculated using The Greenhouse Gas Protocol. Scope 1 emissions include fuels used to operate our ships. Emissions factors can be found in our annual responses to the CDP Climate Change Information Request.

²In 2013, we added offices that are leased but that we have direct control of energy management (consumption and payment) to our boundary based to our GHG emission consolidation method of "financial control".

³Supervised workers includes shipboard concessionaires workers, and does not include information technology contractors.

⁴Includes training specific to an employee's role in addition to Human Resources and Safety training.





Verification Assurance Statement Related to GHG Emissions Inventory 2019



DNV GL Business Assurance USA, Inc., 155 Grand Ave, Oakland, CA 94612

INTRODUCTION

DNV GL Business Assurance USA, Inc. (DNV GL) has been commissioned by the management of Royal Caribbean Cruises Ltd. (RCL) to carry out an independent verification of its GHG emissions Inventory (Scope 1 and 2), These assertions are relevant to the 2019 calendar year.

RCL has sole responsibility for preparation of the data and external report. DNV GL, in performing assurance work, is responsible to the management of RCL. The assurance statement, however, represents DNV GL's independent opinion and is intended to inform all stakeholders including RL.

OBJECTIVE

The objective of this verification is to verify:

- conformance with applicable verification criteria, including the principles and requirements of relevant standards or GHG programmes, within the scope of the verification;
- the organization's GHG inventory of GHG emissions;
- any significant changes in the organization's GHG inventory since the last reporting period;
- the organization's GHG-related controls.

SCOPE OF ASSURANCE

- 2019 Greenhouse Gas (GHG) emissions inventory Scope 1 and 2
- Available lower berth double occupancy
- Distance travelled in kilometers for 2019

ORGANIZATIONAL BOUNDARY FOR REPORTING GHG EMISSION

- Financial control
- Global sites

REPORTING PERIOD

- 1 January 2019 to 31 Dec 2019

VERIFICATION CRITERIA

- World Resources Institute (WRI)/World Business Council for Sustainable Development (WBCSD) Greenhouse Gas Protocol, Corporate Accounting and Reporting Standard (Scope 1 & 2)
- ISO14064-1:2006 - Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals

VERIFICATION PROTOCOLS

- ISO 14064-3:2006 : Greenhouse gases -- Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions

LEVEL OF ASSURANCE

Limited

VERIFICATION METHODOLOGY

DNV GL used a risk-based approach throughout the assurance engagement, concentrating on the areas that we believe are most material for both RCL and its stakeholders.

The following methods were applied during the verification of RCL GHG Data and management processes, the data that supports the company's Environmental data, and the GHG assertions presented by the company:

- Review of documentation, data records and sources relating to the corporate GHG data and emission assertions
- Review of the processes and tools used to collect, aggregate and report on GHG emissions;
- Assessment of GHG information systems and controls, including:
 - > Selection and management of all relevant GHG data and information;
 - > Processes for collecting, processing, consolidating, and reporting GHG data and information;
 - > Systems and processes that ensure the accuracy of the GHG data and information;
 - > Design and maintenance of the GHG information system;
 - > Systems and processes that support the GHG information system.
- Performed sample-based audits of the processes for generating, gathering and managing the quantitative and qualitative data included in the Report.
- Examination of the GHG data and information to develop evidence for the assessment of the GHG assertions;
- Confirmation of whether the organization conforms to verification criteria;
- Evaluation of whether the evidence and data are sufficient and support RCL's GHG assertion;

DATA VERIFIED

Greenhouse Gas Emissions

- Greenhouse Gas Emissions
 - > Scope 1 Emissions 4,820,278 (MtCO₂e)
 - > Scope 2 Emissions (Location based) 14,490 (MtCO₂e)
 - > Scope 2 Emissions (Market based) 15,251 (MtCO₂e)
- Number of Available lower berth double occupancy: 119,254
- Distance travelled in kilometers for 2019: 7,070,540

ASSURANCE OPINION

Based on the verification process conducted by DNV GL, we provide a Limited Assurance of the GHG Assertions for RCL. DNV GL found no evidence that the assertion:

- is not materially correct;
- is not a fair representation of the GHG emissions information; and
- is not prepared in accordance with the *Reporting Criteria*

INDEPENDENCE

DNV GL was not involved in the preparation of any part of RCL's data or report. We adopt a balanced approach towards all stakeholders when performing our evaluation.

DNV GL Business Assurance USA, Inc.

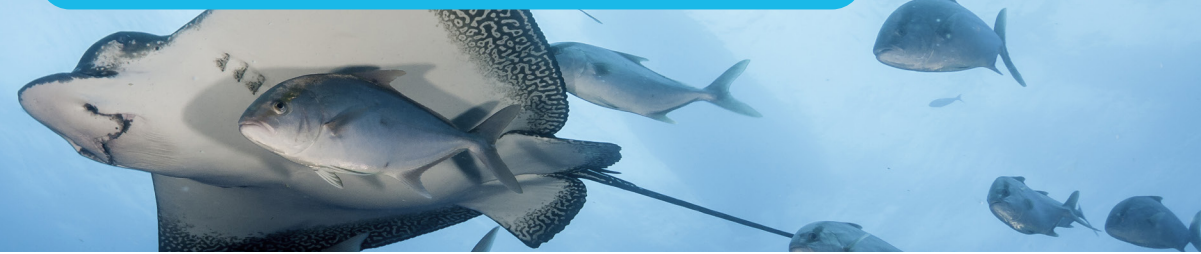
March 31, 2020

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The purpose of the DNV GL group of companies is to promote safe and sustainable futures. The USA & Canada Sustainability team is part of DNV GL Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnvgl.com/sustainability



GRI Content Index

To facilitate stakeholders in understanding and benchmarking our corporate responsibility performance, our reporting follows the Global Reporting Initiative disclosure framework, which is an internationally recognized set of indicators for economic, environmental and social aspects of business performance. GRI guidelines help companies in selecting material content and key performance indicators. For additional information, please visit www.globalreporting.org.

Please note that the GRI Content Index directs readers to sections within our 2019 Sustainability Report in addition to our 2019 Annual Report, CDP 2019 Climate Change Information Request response, Corporate Governance website and other relevant public documents and websites. We also provide direct answers to further assist the reader.

I. GENERAL STANDARD DISCLOSURES:

✓ Assurance icon, otherwise not assured

INDICATOR	DESCRIPTION	LOCATION
Strategy and Analysis		
GRI 102-14	Statement from the most senior decision-maker about the relevance of sustainability and organization's strategy	Message from our CEO
Organizational Profile		
GRI 102-1	Name of the organization	Royal Caribbean Cruises Ltd.
GRI 102-2	Primary brands, products and services	2019 Annual Report
GRI 102-3	Location of the organization's headquarters	Our corporate headquarters are located at 1050 Caribbean Way; Miami, Florida 33132.
GRI 102-4	Number of countries where the organization operates	Our ships offer a wide selection of itineraries that call on approximately 535 destinations in 105 countries, spanning all seven continents.
GRI 102-5	Nature of ownership and legal form	Royal Caribbean Cruises Ltd. is a publicly-traded company.
GRI 102-6	Markets served, and types of customers and beneficiaries	2019 Annual Report ("Our Six Brands", p.7)
GRI 102-7	Scale of the organization	Who We Are
GRI 102-8	Total number of employees by employment contract and gender	2016-2019 Performance Tables
GRI 102-41	Percentage of total employees covered by collective bargaining agreements	As of December 31, 2017, approximately 85% of employees were covered under collective bargaining agreements.
GRI 102-9	Description of supply chain	Supply Chain
GRI 102-10	Significant changes during the reporting period regarding the organization's size, structure, ownership or its supply chain	There were no significant changes during the reporting period.
GRI 102-11	Whether and how the precautionary approach or principle is addressed by the organization	Risk Management Environment Oceans

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INDICATOR	DESCRIPTION	LOCATION
GRI 102-12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses	Our Employees
GRI 102-13	Memberships in associations and national/international advocacy organizations	Stakeholder Engagement Our Leadership
Identified Material Aspects and Boundaries		
GRI 102-45	All entities included in the organization's consolidated financial statements or equivalent documents	2019 Annual Report ("Our Six Brands", p.1)
GRI 102-46	Process for defining the report content and the Aspect Boundaries; and how the organization has implemented the Reporting Principles for Defining Report Content	Materiality
GRI 102-47	All the material aspects identified in the process for defining report content	Material aspects and boundaries are disclosures in the Specific Standard Disclosures within the GRI Content Index. ("Materiality Matrix", p. 45)
GRI 103-1	The aspect boundary for each material aspect within the organization and whether the aspect is material for all entities within the organization. Our reporting boundaries only include entities for which we have financial control	Material aspects and boundaries are disclosures in the Specific Standard Disclosures within the GRI Content Index.
GRI 103-1	Whether the aspect boundary for each material aspect outside the organization	Material aspects and boundaries are disclosures in the Specific Standard Disclosures within the GRI Content Index.
GRI 102-48	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	There were no known, material restatements of information in our 2019 Sustainability Report.
GRI 102-49	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	There were no significant changes during the reporting period.
Stakeholder Engagement		
GRI 102-40	List of stakeholder groups engaged by the organization	Stakeholder Engagement
GRI 102-42	Basis for identification and selection of stakeholders with whom to engage	Stakeholder Engagement
GRI 102-43	Organization's approach to stakeholder engagement	Stakeholder Engagement
GRI 102-44	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns	Stakeholder Engagement Materiality
Report Profile		
GRI 102-50	Reporting period for information provided	Our reporting period is calendar year 2019.
GRI 102-51	Date of most recent previous report	2018 Sustainability Report
GRI 102-52	Reporting cycle	Annual
GRI 102-53	Contact point for questions regarding the report or its contents	sustainability@rccl.com
GRI 102-54	GRI Index with "in accordance" option chosen and references to External Assurance Reports	This report has been prepared in accordance with the GRI Standards: Core option
GRI 102-56	Organization's policy and current practice with regard to seeking external assurance for the report	We received assurance for our greenhouse gas emissions during the reporting period for Scope 1 and 2 greenhouse gas emissions. (Additional information can be found in our CDP 2017 Climate Change Investor response , (Questions CC8.6, 8.7 and 8.8)
Governance		
GRI 102-18	Governance structure of the organization, including committees of the highest governance body and those responsible for decision-making on economic, environmental and social impacts	Strategy and Governance Additional information on our Corporate Governance Website (" Committee Composition .")
Ethics and Integrity		
GRI 102-16	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Compliance and Ethics



II. SPECIFIC STANDARD DISCLOSURES:

A. DISCLOSURES ON MANAGEMENT APPROACH

✓ Assurance icon, otherwise not assured

MATERIAL ASPECTS	LOCATION	MATERIAL WITHIN THE ORGANIZATION	MATERIAL OUTSIDE THE ORGANIZATION	RELEVANCE OUTSIDE THE ORGANIZATION
1. Economic Boundaries				
Economic Performance	2019 Annual Report	●	●	Our economic performance is relevant to our investors, employees, communities and suppliers.
Market Presence	Our Employees	●	●	Our presence as a local employer is relevant to our employees and communities of operation.
Indirect Economic Impacts	Introduction Where We Operate	●	●	Our indirect economic impacts are relevant to our guests and destination communities.
Procurement Practices	Supply Chain	●	●	Our procurement practices are relevant to our guests, suppliers and destination communities.
2. Environmental				
Energy	Environment	●	●	Our energy consumption is relevant to all stakeholders including the destinations communities that our ships visit.
Water	Environment	●	●	Our water stewardship measures are relevant to all stakeholders including the destinations communities that our ships visit.
Biodiversity	Introduction Our Destinations Oceans	●	●	Biodiversity relevant to all stakeholders including the destinations communities that our ships visit.
Emissions	Environment	●	●	Our emissions from operations are relevant to all stakeholders including the destinations communities that our ships visit.
Effluents and Waste	Environment	●	●	Our handling of effluents and waste is relevant to all stakeholders including the destinations communities that our ships visit.
Compliance	Compliance and Ethics	●	●	Environmental compliance is relevant to all stakeholders including the destinations communities that our ships visit.
Supplier Environmental Assessment	Supply Chain	●	●	Our environmental assessments of suppliers are relevant to our guests, suppliers and communities.
3. Labor Practices and Decent Work				
Employment	Our Employees	●	●	Our employment practices are relevant to our investors, guests and communities.
Labor and Management Relations	Our Employees	●	●	With approximately 86% of our workforce covered by collective bargaining agreements, labor and management relations are relevant to our investors and communities.
Occupational Health and Safety	Health & Safety	●	●	Occupational health and safety is relevant to our investors and communities.
Training and Education	Our Employees	●	●	Training and education is relevant to our investors and communities.
Diversity and Equal Opportunity	Our Employees	●	●	Diversity and equal opportunity is relevant to our investors and communities.
Supplier Assessment for Labor Practices	Supply Chain	●	●	Our assessments of supplier labor practices are relevant to our guests, suppliers and communities.
4. Human Rights				
Supplier Human Rights Assessment	Supply Chain	●	●	Our human rights assessments of suppliers are relevant to our guests, suppliers and communities.

✓ Assurance icon, otherwise not assured

MATERIAL ASPECTS	LOCATION	MATERIAL WITHIN THE ORGANIZATION	MATERIAL OUTSIDE THE ORGANIZATION	RELEVANCE OUTSIDE THE ORGANIZATION
5. Society				
Local Communities	Our Offices Our Destinations	●	●	Local community impacts are relevant to all stakeholders, particularly the communities where we operate.
Anti-Corruption	Compliance and Ethics	●	●	Anti-Corruption is relevant to our communities, investors and guests.
Public Policy	Our Leadership Cruise Industry Regulations and Standards	●	●	Public policy engagement is relevant to all stakeholders including the destinations communities that our ships visit.
6. Product Responsibility				
Customer Health and Safety	Health, Safety and Security	●	●	In our materiality assessment, we learned food safety was increasingly a topic of stakeholder concern.
Product and Service Labeling	Our Guests	●	●	Customer satisfaction is relevant to guests and investors.
Customer Privacy	Risk Management	●	●	The protection of customer data privacy is relevant to guests and investors.
Compliance	Compliance and Ethics	●	●	Compliance is relevant to our guests, investors and communities.

B. PERFORMANCE INDICATORS

MATERIAL ASPECTS	GRI INDICATORS		LOCATION
1. Economic			
Economic Performance	GRI 201-1	Direct economic value generated and distributed	2016-2019 Performance Tables This indicator is partially reported.
	GRI 201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change	CDP 2017 Climate Change Investor Response , Questions CC5 and CC6
	GRI 201-3	Coverage of the organization's defined benefit plan obligations	Benefits vary across countries and brands. Information on annual pension expenses can be found in our 2019 Annual Report ("Note 11. Retirement Plan", p. 83) This indicator is partially reported.
Market Presence	GRI 202-2	Proportion of senior management hired from the local community at significant locations of operation	Our Employees This indicator is partially reported.
Indirect Economic Impacts	GRI 203-1	Development and impact of infrastructure investments and services supported	Introduction Our Employees Our Destinations
Procurement Practices	GRI 204-1	Proportion of spending on local suppliers at significant locations of operation	Supply Chain This indicator is partially reported.

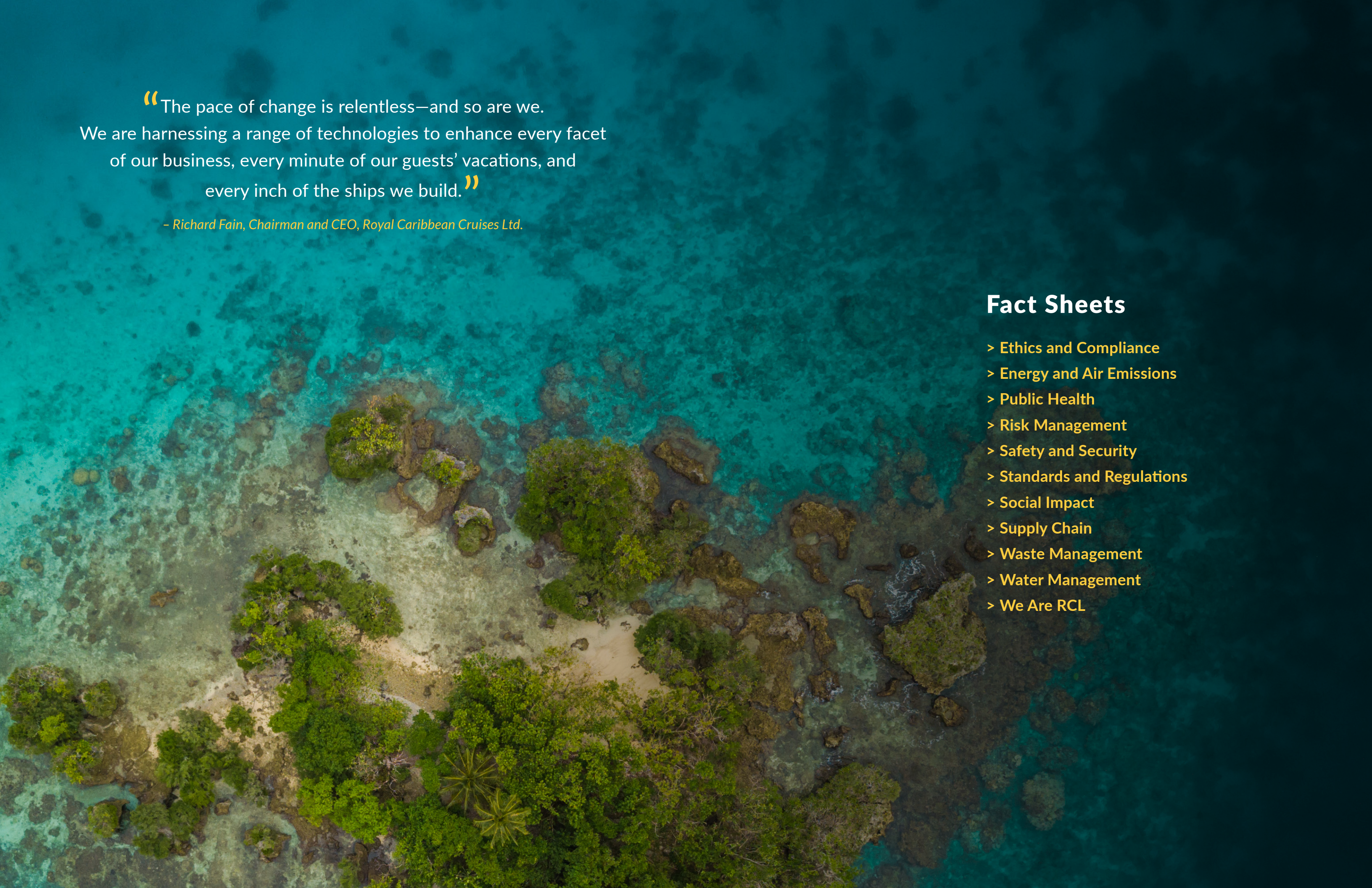


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MATERIAL ASPECTS	GRI INDICATORS		LOCATION
2. Environmental			
Energy	GRI 302-1	Energy consumption within the organization	2016-2019 Performance Tables
	GRI 302-3	Energy intensity	2016-2019 Performance Tables
Water		Total water withdrawal by source	2016-2019 Performance Tables This indicator is partially reported.
Biodiversity	GRI 304-4	Habitats protected and restored	Our Destinations This indicator is partially reported.
Emissions	GRI 305-1	Direct greenhouse gas (GHG) emissions (Scope 1)	2016-2019 Performance Tables ✓ Assured by third-party verifier
	GRI 305-2	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	2016-2019 Performance Tables ✓ Assured by third-party verifier
	GRI 305-3	Energy indirect greenhouse gas (GHG) emissions (Scope 3)	CDP 2017 Climate Change Investor Response, Question CC14.1
	GRI 305-4	Greenhouse gas (GHG) emissions intensity	2016-2019 Performance Tables Environment
	GRI 305-5	Reduction of greenhouse gas (GHG) emissions	CDP 2017 Climate Change Investor Response, Question CC3.3b
	GRI 305-7	NOx, SOx and particulate matter emissions	2016-2019 Performance Tables
Effluents and Waste	GRI 306-2	Proportion of spending on local suppliers at significant locations of operation	2016-2019 Performance Tables This indicator is partially reported.
Compliance	GRI 307-1	Proportion of spending on local suppliers at significant locations of operation	There were no significant fines or non-monetary sanctions for non-compliance recorded in 2017.
Supplier Environmental Assessment	GRI 308-1	Proportion of spending on local suppliers at significant locations of operation	Supply Chain This indicator is partially reported.
3. Labor Practices and Decent Work			
Employment	GRI 401-1	Employee turnover	Supply Chain This indicator is partially reported.
	GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Royal Corporate Careers website (containing information on benefits provided to part-time and temporary employees) This indicator is partially reported.
Labor and Management Relations	GRI 402-1	Minimum notice periods regarding operational changes	Minimum notice periods vary across collective agreements.
Occupational Health and Safety		Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	100% of our at sea employees are represented by formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.

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MATERIAL ASPECTS	GRI INDICATORS		LOCATION
Training and Education	GRI G4-LA9	Average hours of training per employee	2016-2019 Performance Tables
	GRI G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Managers were expected to conduct performance and career development reviews with all of their employees during the reporting period.
Diversity and Equal Opportunity	GRI G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	2016-2019 Performance Tables (Employees) This indicator is partially reported. 2019 Proxy Statement (Board of Directors) This indicator is partially reported.
Supplier Assessment for Labor Practices	GRI G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Supply Chain This indicator is partially reported.
4. Human Rights			
Supplier Human Rights Assessment	GRI 414-1	Percentage of new suppliers that were screened using human rights criteria	Supply Chain This indicator is partially reported.
5. Society			
Local Communities	GRI 413-1	Percentage of operations with implemented local community engagement, impact assessments and development programs	All operations had local community engagement programs during the reporting period.
Anti-Corruption	GRI 205-2	Communication and training on anti-corruption policies and procedures	Compliance and Ethics
Public Policy	GRI 415-1	Total value of political contributions by country and recipient/beneficiary	Political Contributions Policy This indicator is partially reported.
6. Product Responsibility			
Customer Health and Safety	GRI 416-1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Health and safety impacts are assessed for improvement for all products and services.
Product and Service Labeling	GRI 102-43, 102-44	Results of surveys measuring customer satisfaction	Our Guests
Customer Privacy	GRI 418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Risk Management This indicator is partially reported.
Compliance	GRI 419-1	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	There were no significant fines during the reporting period.



“The pace of change is relentless—and so are we.
We are harnessing a range of technologies to enhance every facet
of our business, every minute of our guests’ vacations, and
every inch of the ships we build.”

– Richard Fain, Chairman and CEO, Royal Caribbean Cruises Ltd.

Fact Sheets

- > Ethics and Compliance
- > Energy and Air Emissions
- > Public Health
- > Risk Management
- > Safety and Security
- > Standards and Regulations
- > Social Impact
- > Supply Chain
- > Waste Management
- > Water Management
- > We Are RCL



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