

SUSTAINABILITY REPORT 2017

P&O CRUISES



Pacific Aria



SUSTAINABILITY REPORT

For P&O CRUISES 2017 Fiscal Year

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MESSAGE *from* THE PRESIDENT

After more than 85 years of cruising from Australia, P&O Cruises Australia has expanded its horizons while setting the foundation for cruise tourism in our region and its remarkable growth over more than a decade. P&O Cruises is quintessentially and proudly Australian in reflecting the values of a people renowned for their easygoing and engaging manner. This combines with a deep love of the environment, not only of the areas in which they live but also of the places they visit while cruising and the oceans on which they sail.

Like us, they understand that our ships take them to idyllic destinations, particularly in the South Pacific, where the environment is pristine and where guests have contact with people whose cultures, traditions and way of life are truly special and should be safeguarded. And again like us, our guests wish to leave the smallest possible environmental footprint in communities that continue to welcome us to their homes.

For P&O Cruises, engaging in sustainable tourism to protect the land and sea is integral to what we do as a business. It involves more than simply ticking the boxes. We take our responsibilities very seriously. Our commitment to achieving constant improvement can be seen in the context of P&O Cruises being the people's choice in being named Australia's most trusted cruise brand over multiple years. We also know that such a level of trust must be earned on a daily basis in everything we do.

Our approach is linked fundamentally to the destinations and communities with which we come in contact. Whether it is destinations in the South Pacific, New Zealand, Southeast Asia or Australia itself, we want the welcome sign to always be there for our ships and guests. This is why our approach to sustainability is multifaceted.

Safe practices to protect the environment are a given, but we also see economic opportunity from cruising as central to the sustainability proposition. In Australia, it is about P&O Cruises making a significant contribution to the national economy each year and opening up regional destinations to this positive economic activity.

The approach is just as diverse in the South Pacific. For New Caledonia, as an example, it has involved supporting the Lifou community's efforts to safeguard the fragile environment of Jinek Bay, even when it meant limiting our guests' access to its wonderful biodiversity.

In the developing island nation of Vanuatu, we see an added dimension to environmental protection and fostering economic opportunity locally. Here we work in partnership with Save the Children on community-sustaining programs through the P&O Pacific Partnership. It enables our guests to each make a small but overall valuable contribution to people they have grown to love over our years of cruising. Programs of this kind are now also finding their way to Papua New Guinea and the Solomon Islands.

We also step forward when island communities are in distress following natural disasters in these remote but beautiful parts of the world. It is part of a bond that has been growing since that first P&O cruise from Australia in December 1932.

Thank you for taking the time to read and understand how P&O Cruises' approach to sustainability brings together many strands, with each placing people and communities at the forefront of all that we do in this regard.

Sture Myrmell
President, Carnival Australia and P&O Cruises



INTRODUCTION

History:

P&O Cruises Australia cruising story began more than [85 years ago](#), when the P&O Cruises Australia's mail steamer *Strathaird* sailed from Sydney, Australia. The six-day cruise to Brisbane and Norfolk Island — where guests traveled ashore in the ship's lifeboats — had created so much excitement that it was fully booked in just 24 hours, inspiring P&O Cruises' sister company, Orient Line, to offer a cruise on the *Oronsay* departing the following day from Sydney for Nouméa in New Caledonia. These sailings marked the birth of the Australian cruise industry and the start of P&O Cruises' close bond with the Pacific Islands.

Fast forward to November 25, 2015, when all five ships in the P&O Cruises fleet, including newcomers *Pacific Aria* and *Pacific Eden*, sailed in formation into Sydney Harbor as we celebrated a record year in carrying almost half a million holidaymakers. The expansion of the fleet opened up new opportunities and itineraries sailing from Sydney, Brisbane, Melbourne, Adelaide, Fremantle and Cairns in Australia, Auckland in New Zealand and Singapore in Southeast Asia. While the Pacific Islands remain, as ever, popular cruise destinations, P&O Cruises has also led a big increase in Australian domestic cruises, opening up a number of regional destinations around the country to the benefit of cruise tourism.

[Learn more about the history of P&O Cruises](#)

Commitment to sustainability:

We have established true partnerships with local communities in the Pacific Islands in line with P&O Cruises pledge to share the economic benefits of cruising in this special part of the world. We have worked together in a variety of ways, protecting pristine environments through the development of destination management plans and encouraging employment and business opportunities associated with cruising. In particular, we have helped to develop shore tour ventures and sustainable marketing of locally made handicrafts.

Five years ago, we began making extensive systemic improvements to our company's performance tracking. In collaboration with our parent company, [Carnival Corporation & plc](#), we established a working framework to target areas where improvement was needed and to measure our progress.

We released this data as the beginning of an ongoing conversation with our stakeholders via our first corporate responsibility report in 2009. All of our sustainability reports detail our efforts to strengthen management systems and performance aligning with a multi-year corporate restructuring designed to increase operational efficiency.

Organization structure:

P&O Cruises is the region's largest and longest-serving cruise operator and leads the way in cruising as Australasia's only "home brand" and its favorite cruise line. We have been sailing in the region for more than 85 years and have pioneered new itineraries around Australia, the Pacific and Southeast Asia, along with Papua New Guinea, as reported in [The New York Times' 52 top destinations for 2015](#).

Learn more [about us](#).

Organizational changes:

In May 2014 Carnival Corporation announced that *Statendam* and *Ryndam* would be transferred from Holland America Line to the P&O Cruises fleet in 2015

after being refurbished to tailor them for Australian and New Zealand guests. The new names for the two ships, *Pacific Eden* and *Pacific Aria*, were revealed on July 11, 2014, with the ships joining the fleet in November 2015.

In October 2015, Carnival Corporation announced that the *Dawn Princess* would transition from Princess Cruises to P&O fleet in 2017. The *Dawn Princess* was refurbished for the Australian and New Zealand market and renamed *Pacific Explorer*. She joined the P&O fleet in May 2017, following the departure of the *Pacific Pearl* in April 2017.

We're happy to announce our newest and largest ship, *Pacific Adventure*™ will join the family in October 2020.

On January 1, 2016, [Sture Myrmell](#) was appointed President of P&O Cruises, reflecting the brand's massive growth in 2015 and its position as Australia's homegrown cruise line. CEO Ann Sherry, who had been leading the day-to-day activities of P&O Cruises for the previous eight years as well as driving strategy for the region's multiple cruise brands, became Carnival Australia's executive chairman. In 2017, Sture Myrmell became President of Carnival Australia.

Learn more about the [history of our fleet](#).

Opportunities:

As our company has grown, we have made operational adjustments to accommodate the shifting business climate. Regulatory changes and the fluctuating global economy and fuel prices continued to pose challenges during this reporting period. We're proud to have addressed these challenges while continuing to drive improvement. Specifically, we maintained our already excellent track record for safety and continued improvement in critical indicators such as fuel efficiency, greenhouse gas emissions and waste recycling. In addition, we found new ways to expand the impact of our employee development, community giving and volunteerism efforts.

We are focused on achieving our [2020 corporate sustainability goals](#) as well as selecting and developing the next set of targets.

Building upon the insights from our previous sustainability report, this report will continue to help us measure against existing goals and position us for continued success. We appreciate your interest in our efforts. If you have any questions or ideas you'd like to share with us, please contact us at sustainability@hollandamericagroup.com.

REGULATORY LANDSCAPE

We adhere to all international, national and state regulations applicable to our vessel operations. Our ships are registered in the United Kingdom, giving the country the ultimate authority and responsibility to enforce laws and regulations pertaining to our fleet operations. Additionally, governments in all of the port locations we visit have the authority to inspect our ships, including the Australian Maritime Safety Authority when our ships call on Australian ports. Our safety, security, health and environmental practices are based in international convention as established through the International Maritime Organization (IMO) and the International Labour Organization (ILO).

IMO's Convention for the Safety of Life at Sea (SOLAS) specifies minimum standards for the construction, equipment and operation of ships. Under SOLAS, the International Safety Management (ISM) Code requires that all ships implement a safety management system (SMS), and the International Ship and Port Facility Security (ISPS) Code prescribes measures to enhance the security of ships and port facilities.

SOLAS contains safety requirements for design, construction, equipment, operations, safety management, and security. It includes 12 Chapters, seven of which apply to P&O Cruises.

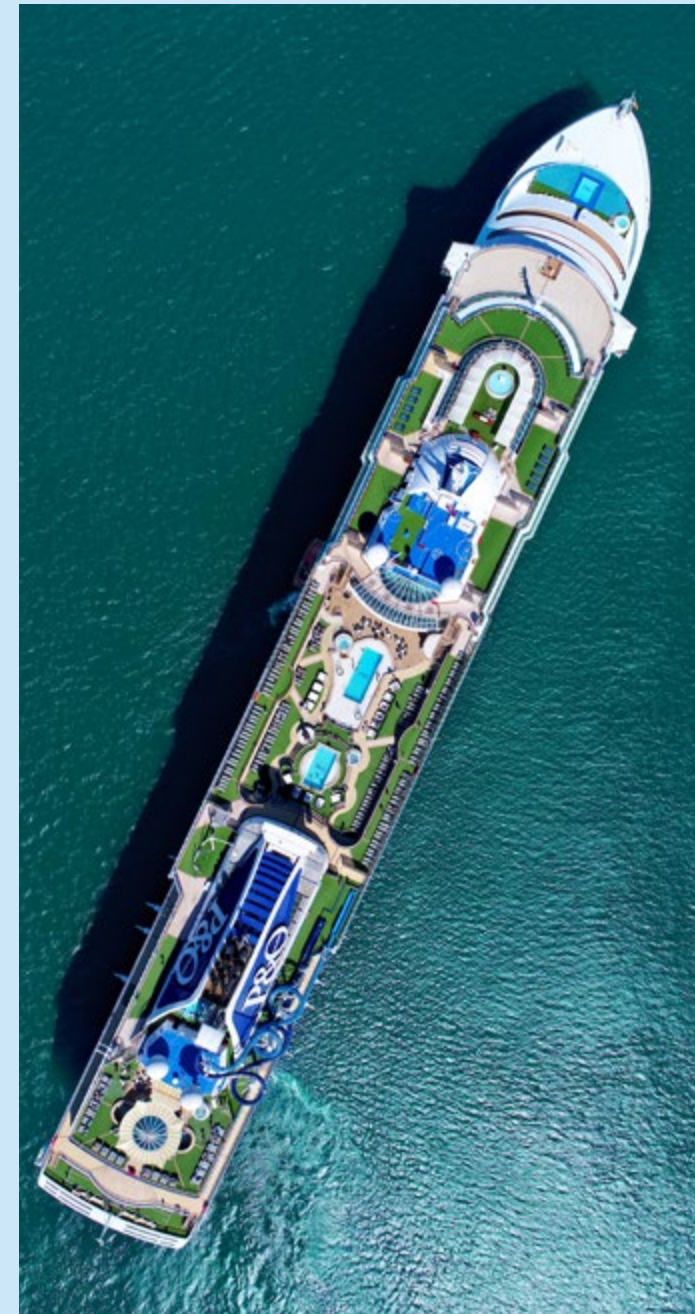
The ISPS Code:

- defines security standards, requirements, arrangements and procedures for ships, ports, and governments; and
- prescribes responsibilities for governments, shipping companies, shipboard personnel, and port/facility personnel, among others, to develop security plans, detect security threats and take preventative measures against potential security incidents affecting ships or port facilities.

The **ISM Code** is an international standard for the safe management and operation of ships and for pollution prevention. It requires all ship operating companies and ships to develop, implement and obtain certification of their Safety Management System ("SMS"). The SMS covers both shipboard and shore-based activities and must include

- a company safety and environmental protection policy;
- instructions and procedures to ensure the safe operation of ships and protection of the environment;
- procedures for preparing for and responding to emergencies;
- defined levels of authority and lines of communication between shore and shipboard personnel, and identification of a designated person ashore responsible for ISM Code compliance;
- procedures for reporting accidents and ISM Code non-conformities; and
- procedures for internal and external audits and management reviews.

IMO also introduced the Convention for the Prevention of Pollution from Ships, more commonly known as MARPOL, to protect the maritime environment from pollution that is either accidental or the result of routine operations. MARPOL has in total six Annexes, four of which are applicable to P&O Cruises. We also abide by regulations such as the Great Barrier Reef Marine Park Act 1975 prohibiting the discharge of all food waste. We follow rules about discharge of water waste in the Great Barrier Reef Marine Park and in Victoria State Waters and do not discharge any waste in the New Zealand Fiords or Komodo National Park.



REGULATORY LANDSCAPE - *continued*

Other core international conventions include IMO's Convention on Standards of Training, Certification, and Watchkeeping for Seafarers (STCW), which establishes consistent minimum requirements across borders, and ILO's Maritime Labour Convention 2006 (MLC 2006), which aims to protect seafarers' rights and to secure economic interests through fair competition. Entered into force in 2013, MLC 2006 was designed to become the fourth pillar of the international regulatory regime for quality shipping alongside SOLAS, STCW and MARPOL. MLC 2006 establishes standards for seafarers' rights to decent conditions of work and helps to create conditions of fair competition for ship owners. P&O Cruises complied with all MLC 2006 requirements prior to the convention's enforcement.

As a long-standing member of the Cruise Lines International Association (CLIA), Carnival Corporation & plc [2016 Annual Sustainability Report](#) (page 85) we adhere to a corresponding set of stringent standards that are designed to keep our guests and employees safe, secure and healthy while protecting the environment and providing an industry-leading workplace.

STCW requirements include

- standards for the training, qualification and certification of seafarers;
- specific standards of competency of crew members; and
- methods for demonstrating competency. All eight chapters of STCW apply to

Carnival Corporation & plc's operations

Chapter I: General provisions

Chapter II: Master and Deck Department

Chapter III: Engine Department

Chapter IV: Radio-communication and radio personnel

Chapter V: Special training requirements for personnel on certain types of ships

Chapter VI: Emergency, occupational safety, medical care and survival functions

Chapter VII: Alternative certification

Chapter VIII: Watchkeeping

In collaboration with our parent company, Carnival Corporation & plc, we continue to strive and focus on reducing our footprint. In order to manage our greenhouse gas footprint, we must manage the source of the emissions. There are multiple aspects of climate change that influence our strategy, including regulatory changes, stakeholder influence and economic efficiencies, specifically as it relates to our dependence on fossil fuels. Shipboard fuel consumption is the most significant contributor to our carbon footprint, as our shipboard operations far exceed our shoreside operations.

We are constantly working to reduce our air emissions and to improve air quality by evaluating new and established technological solutions. Further information about the maritime regulatory landscape can be found in the [Carnival Corporation & plc 2017 Annual Sustainability Report](#) (page 145).

MLC 2006, which was ratified in August 2012, entered into force August 2013, consolidates and updates the International Labor Organization standards into a single document. It

- provides comprehensive rights and protection at work for seafarers on a global basis;
- aims to be globally applicable, easily understandable, readily updatable and uniformly enforced; and
- was designed to become the "fourth pillar" of the international regulatory regime for quality shipping (SOLAS, MARPOL and STCW).

The MLC establishes standards regarding the working conditions of seafarers including

- minimum requirements for seafarers to work on a ship;
- conditions of employment;
- accommodation, recreational facilities, food and catering;
- health protection, medical care, welfare; and
- social security protection.

EMPLOYEES



At P&O Cruises Australia our team members are our greatest assets. We recruit top talent, provide comprehensive training, create opportunities for development and advancement, and offer a competitive pay and benefits package. In keeping with our high ethical standards, we follow the complex employment laws and regulations that apply to our global operations.

WORKFORCE SNAPSHOT

We have a diverse workforce of approximately 3,000 skilled team members who are committed to working together toward our common mission. We have a long-term commitment to source at least 5 percent of our crew from the Pacific Islands and actively recruit through agents, by attending fairs and building partnerships with training colleges and universities.

A majority of our team members work on board our ships, and approximately 12 percent are based in our shoreside offices.

Each of our shipboard team members works within one of three departments, all of which are ultimately under the supervision of the ship's Master:

- Our Deck Department is comprised of officers and crew who ensure the safe conduct of our ships, provide security, respond to health needs and manage exterior maintenance.
- Our Engine Department sources officers and crew who are responsible for the engine room as well as the technical and interior maintenance of our ships—from power, propulsion and environmental systems to heating, ventilation and air conditioning.
- Our Hotel Department consists of team members who manage guest accommodations, restaurants and entertainment.

Of our more than 350 shoreside employees who work in our offices in Sydney, Australia, a majority are in full-time positions, while approximately 10 percent are in part-time or seasonal positions. Many of our shoreside employees are responsible for selling cruises and tours, taking reservations and completing the financial and accounting transactions required for internal and external controls.

DIVERSITY

As an employer that offers equal opportunity to its team members, P&O Cruises hires both men and women for every department on board our ships and in our shoreside offices. A majority of our shipboard employees are men, reflecting a gender imbalance in the applicant pool for officer and crew positions.

The gender distribution within our shoreside team has greater balance, with approximately 60 percent of the business represented by females. Women hold 46 percent of all managerial positions, and 46 percent of all vice president positions and roles above (executive) are held by women.

As a truly global company, we embrace cultural diversity. We believe a variety of backgrounds and perspectives strengthen every area of our operations, from our engagement in port communities to our interactions with guests.

Approximately 82 percent of our shipboard employees are from Asia, specifically Indonesia and the Philippines, where we have long-term relationships with local employment agencies. While many of our shoreside team members are from Australia, which aligns with the location of our Sydney, New South Wales, office, we have representation from all over the world.

EMPLOYEES - *continued*

RECRUITMENT & RETENTION

Our values determine how we behave at P&O Cruises. These values form the basis of our behavioral key performance indicator (KPI), an integral part of our overall employee KPIs (performance plans) and our reward and recognition program, The Globe Awards.

We Stand Tall

Being courageous and acting with integrity, holding yourself accountable and being a proud company representative.

We Think Big

It's constant innovation, thinking about big ideas and aiming higher to reach our goals.

We Play to Win

It's about teamwork and partnerships and the relentless drive for success.

Shipboard Recruitment:

The recruitment of officers for our shipboard positions is particularly challenging due to intense competition for skilled labor in the maritime industry. To recruit strong candidates, we often partner with global talent partners to help us find the best talent.

We hire a majority of our crew members through these employment agencies that act on our behalf. Though many nationalities are represented among our crew, our company has worked with the same primary employment agencies in Indonesia, India, Vanuatu and the Philippines for several decades. We require our employment agencies to be certified in line with the Maritime Labour Convention (MLC) 2006. We also perform our own audits of these agencies on a regular basis, monitoring their job assignment processes, recordkeeping, pre-employment screening and post-employment follow-up.

Detailed crew employment records are maintained in local recruiting offices and at our Seattle headquarters. The minimum age of employment within our fleet is 21, with the exception of cadets in training, new officers coming from the cadet program who must be 18 or over.

Shoreside Recruitment:

We have an established shoreside [recruitment](#) team and very rarely need to rely on the assistance of a third-party recruitment agency when it comes to shoreside talent. We source directly through digital platforms and a successful referral program.

Retention:

We strive to promote from within and offer opportunities for advancement in order to keep our best performers. Many of our employees have long tenure. The average length of service is approximately five years, and around 15 percent of our people have more than 10 years of service. We proudly celebrate key employment milestones on a regular basis.



Among shipboard team members, our turnover rate remained steady over the past two years at an average of 23 percent, due in large part to structural changes within our company and the addition of two ships. Our turnover rate for shoreside employees has been steady over the past two years, averaging around 16 percent.

Employee Engagement

We believe good communication, recognition, our commitment to an ethical corporate culture, opportunities to give back and reduced-rate continuing education all significantly enhance our employees' experience with the company and contribute to employee retention. We conduct employee engagement surveys quarterly for the shoreside team and every two years on board. The data we collect helps to identify and prioritize where to direct funding and resources to improve the employee experience.

Performance Review

We all work better when we have a clear understanding of what's expected of us in our roles and how our performance is measured against our set objectives. Through our annual talent management cycle, team members and managers work collectively to establish a number of Key Performance Indicators (KPIs), and throughout the year they have regular informal catch-ups to discuss progress. Twice a year all employees will be engaged with a formal performance appraisal. We are measured against four key categories: financial, customer, people and behavior.

All employees have the opportunity to create a personal Development Plan with their manager to help identify training needs and guide career progression.

TRAINING & DEVELOPMENT

We are committed to safety and sustainability, and this is reflected in our training and development programs. Shaped in accordance with the International Maritime Organization's (IMO) Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW), these programs also address security, health and sanitation, ethics, company policies and procedures, regulatory requirements and job-specific skills.

EMPLOYEES - *continued*

As graduates of merchant marine academies, our deck and engine officers are knowledgeable about all aspects of maritime safety and crisis management. They participate in our training programs alongside the rest of our team members in order to stay current with our policies and procedures, which are regularly updated based on enhancements to our vessels and changes in regulatory requirements.

Our training efforts leverage classroom sessions, supervisory guidance, e-learning programming and toolbox discussions to ensure employees are informed and prepared. This training is augmented by frequent drills that enhance skills and assess readiness.

Leveraging scenarios, games and visuals, systems provide standardized training courses in personal and professional development for every employee at every location and skill level.

Carnival Corporation, P&O Cruises' parent company, owns and operates the Arison Maritime Center, home of the Center for Simulator Maritime Training Academy (CSMART Academy). Opened in July 2009 and located in Almere, Netherlands, outside Amsterdam, the CSMART Academy is a world-class training center for safety and excellence in maritime operations. It features the most advanced simulator equipment, technology, instructional tools and curriculum, which provide participants with a superior maritime training experience that emphasizes team-based critical thinking, problem solving and decision-making. The Center provides rigorous safety training for bridge and engineering officers responsible for the navigation and operation of the world's largest fleet of cruise ships. For more information please visit www.csmartalmere.com

Our training program includes e-learning and instructor-led courses on ethical conduct, as well as topics related to human rights, labor relations, customer privacy and social issues such as fraud and corruption, among others. We abide by the [Cruise Lines International Association's \(CLIA\) anti-corruption principles](#). We have adopted and implemented policies and procedures to prevent bribery and corruption. Our officers and team members receive

training that is specific to their job responsibilities and exposure and are timely informed of changes to policies and procedures through our communication methods.

COMPENSATION, BENEFITS & WELLNESS

We provide a competitive pay and benefits package that focuses on performance and results, rewarding employees for meeting specific goals.

For both our shipboard and shoreside team members, merit pay increases are tied to performance discussions which are conducted at the end of each contract or within an annual cycle, respectively. Wages for some of our shipboard officers and crew are negotiated through their unions, and we pay competitive wages.

A large suite of benefits is available to our shoreside team. These include health and well-being programs, cruise discounts, medical insurance discounts and coverage, salary continuance and flexible working practices.

Beyond pay and these benefits, another important aspect of our compensation package for shoreside employees is the opportunity for an annual incentive cash bonus and long-term incentives paid in company shares.

We believe all employees should experience our cruise offerings from the guest's perspective, so we encourage onboard crew to apply for free or reduced-fare cruises of up to 14 days anywhere we sail when space is available. Our shipboard officers may bring family and friends on board as our guests at no charge. These guests stay with officers in their cabins and enjoy all of the officers' privileges, such as access to gyms and other amenities.

All of our shoreside employees are eligible to participate in our education assistance program, which offers opportunities to expand job-related knowledge and skills by providing reimbursement for tuition, fees and associated material. These employees are also eligible for paid study leave. Our officers on board are eligible to participate in our seagoing study leave program, which covers 100 percent of the cost of maritime courses.

Our officers and crew members work under contract, typically seven days per week, between three and 10 months in duration with typically two to three months off between contracts. We have formal systems on board our ships to ensure we properly compensate crew members for the hours they work and that they receive adequate time for rest and recreation. We also make every effort to help them strike a positive work-life balance by providing comfortable living quarters, nutritious meals, transportation, onboard recreation facilities, shore leave and shore excursion opportunities. We also promote events and activities designed to cultivate personal development, a sense of community, health, spirituality and other aspects of wellness.

LABOR RELATIONS & FAIR EMPLOYMENT

In keeping with our commitment to integrity, honesty and high ethical standards, we follow the complex employment laws and regulations that apply to our global operations, including all of the provisions of the International Maritime Conventions (IMO and ILO) and Flag Administration regulations that are in effect for seafarers. We also recognize our employees' rights to freedom of association and participation in collective bargaining. All individuals on a crew agreement have a collective bargaining agreement.

We maintain excellent working relationships with the unions that represent our team members. The employees' trade union organizations Federazione Italiana Transporti-CISL (FIT-CISL) and Federazione Italiana Lavoratori Transporti – CIGL (FILT-CGIL) represent the majority of our crew. Nautilus International represents our British deck and engine officers and crew.

Our long-standing policy is to afford equal opportunity for employment to all individuals regardless of race; creed; color; religion; national origin; gender; sexual orientation; gender identity and expression; age; marital status; veteran status; or mental, sensory or physical disability. On board our ships we have complaints procedures posted in all crew areas which explain to our crew how issues can be raised on these topics.

EMPLOYEES - *continued*

ETHICS

We strive to provide a workplace that is fair to all. All of our employees are required to complete our Code of Business Conduct and Ethics training, which serves as a guide to ethical business conduct and covers a wide range of business practices and procedures including employee responsibilities, anticorruption, conflicts of interest, etc. Our employees also receive training on how to recognize and report misconduct. All employees are encouraged to report any harassment or discrimination concerns immediately to their direct supervisor, the Human Resources Department or the Legal Department. Employees making a report in good faith are safeguarded from retaliation. In the event an employee wishes to make a report anonymously, we have provided the ability to do so online or by phone. All reports of misconduct are thoroughly investigated and resolved.

In 2017 P&O Cruises was awarded the Ethics Inside® Certification from the [Ethisphere®](#) Institute, which is valid for two years. This highly regarded seal is the only independent verification of a company's ethics and compliance program and practices. The seal is awarded exclusively to companies that can demonstrate a superior employee and leadership culture that promotes ethical business practices and that have adequate compliance systems and programs in place to reasonably prevent compliance failures.

We occasionally receive grievances about labor practices, human rights, impacts on society (climate impacts), the environment, guest privacy and guest relations, among others. We evaluate all grievances that we receive. Our goal is to complete their evaluation within a reasonable timeframe based on circumstances and legal complexity. However, thorough investigation may require an extended period of time to close some complaints.

Discrimination claims filed internally by shipboard or shoreside employees or through an external agency, are investigated thoroughly by the Human Resources Department, assisted by the Legal Department.

Concerns and questionable behavior must be reported. You can reach the Carnival Corp. Hotline within the United States by calling 888-290-5105, or internationally by calling +1-305-406-5863. If you would prefer to make a report online, you may do so by going to www.carnivalcompliance.com. Reports may be made anonymously (without giving your name) where allowed by local law. However, keep in mind that doing so makes it more difficult for our company to conduct a thorough investigation.

SAFETY, SECURITY *and* HEALTH

We are committed to maintaining a safe and secure environment on board our ships to enable everyone to enjoy a great cruise and to take home only wonderful holiday memories. Our policies, procedures, staffing and security arrangements are designed so that all our stakeholders can be confident our top priority is ensuring their safety and security. We conduct regular shipboard and shoreside safety committee meetings which help monitor and advise on occupational health and safety programs across the organization, representing 100 percent of our employees. In March 2016 the Health, Environment, Safety, Security and Sustainability 'HESSS' Policy Statement was announced. This policy is required by the regulations that govern safety and environmental operations such as the International Safety Management (ISM) Code and the ISO Standard for Environmental Management Systems, ISO 14001. The policy commits P&O Cruises Australia to act in accordance with the following high standards:

- Safeguarding the health of guests, crew, contractors and shoreside employees
- Protecting the environment, using resources efficiently and sustainably
- Operating all ships and land-based assets safely to prevent damage, injury or loss of life
- Ensuring the security of all

Learn about our [regulatory landscape \(pages 127-140\)](#).

SAFETY

Safety, security and environmental protection are of prime concern to our company. Due to the recent world events, we continue taking even more rigorous measures to ensure the safety and security of our ships, crew and guests.

Management System:

Our Safety Management System (SMS), called the HESS MS (Health, Environment, Safety and Security, Management System) is core to our company operations. It goes beyond the requirements of the International Safety Management (ISM) Code to address broader considerations such as compliance with the Maritime Labour Convention

2006 (MLC 2006), workplace safety, resource conservation and our dedication to high quality and performance. It's also subject to ongoing internal and external audits and inspections to ensure the effectiveness of our policies, procedures and continuous improvement initiatives.

In 2015 we updated a significant number of our HESS MS policies and procedures (P&P) after going through a diligent review process led by Carnival Corporation which included all sister companies. This was done not only to standardize a significant number of key procedures but also to allow each sister company to benefit from the others' best practices. The compilation of all revised P&P is called the Health, Environment, Safety and Security (HESS) management system (MS), which aims to ensure the consistent application of best practices across all sister companies.

As the HESS MS evolves, P&P will be constantly reviewed and updated, and shipboard management will be provided with resources and time to successfully implement any revised P&P.

Ship Design:

Lloyd's Register, our maritime classification society, establishes and maintains guidelines for the construction and maintenance of our ships. Adherence to these guidelines is monitored in part through the implementation of regulatory surveys such as the Passenger Ship Safety Survey, which is administered by Lloyd's Register on an annual basis. Our vessels are registered under the flag of the United Kingdom and are inspected by the [Maritime & Coastguard Agency](#) (MCA). Since our ships mainly operate around Australia and New Zealand, our local port state region is governed by the [Australian Maritime Safety Authority](#) (AMSA) & [Maritime New Zealand](#) (MNZ).

To ensure structural integrity, our five ships have double tanks and a cofferdam and are constructed with a collision bulkhead near the bow. Subdivided into multiple watertight compartments, our ships can sustain flooding in up to two adjacent compartments and still remain afloat. As part of our everyday operations, we leverage computerized stability systems to support ship safety. We also have contracts with partners who can provide stability expertise from the shore on an as-needed basis.

Our ships are equipped with automated fire detection and suppression systems in all staterooms, galleys, control rooms, mooring decks and public areas. Galley exhaust, water mist and CO₂ suppression systems on our ships are specially designed to isolate, contain and extinguish fires. We continue to invest in adding new fire safety systems and improving existing systems, leveraging proven technologies such as infrared detectors and infrared handheld cameras.

Additionally, advanced navigational, weather monitoring and communication technologies are critical components of our ship design. For example, in the event of inclement weather, our ship performance optimization system enables the captain to adjust route calculations based on forecast information and the ship's specific characteristics. We've also invested in a fleet-wide satellite phone system to ensure constant global coverage.

Employee Training:

Accident prevention at our company is built on a solid workplace safety program called "Sail Safe" that uses job hazard analyses and toolbox discussions to evaluate and manage risk. We foster a strong safety culture that allows our officers and crew members to learn from accidents when they do occur, reducing the likelihood of recurrences.



SAFETY, SECURITY *and* HEALTH - *continued*

Our commitment to safety is reflected throughout our training and development programs. Shaped in accordance with the Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW), these programs also address emergency preparedness, security, health and sanitation, ethics, company policies and procedures, regulatory requirements and job-specific skills.

A significant portion of our employee training program content is dedicated to the prevention of shipboard accidents. Any injury sustained by a shipboard employee or contractor must be reported according to our guidelines, whether it occurs during working or rest hours, on board the ship or during shore excursions. In 2017 a total of 49 incidents were reported among our shipboard employees, impacting less than 1 percent of our workforce. We continue to strive for improvement in this area, and we won't be satisfied until incidents are reduced to zero.

Emergency Preparedness:

Our contingency plans are designed to handle shipboard emergencies with immediate and effective support. In case of an actual emergency, our ships are equipped with life jackets, lifeboats and emergency supplies for every guest and every crew member on board. In addition, all of our ships are equipped with emergency location lighting and broadcast communication equipment, including the Global Maritime Distress Safety System (GMDSS).

To improve ship safety and ship-to-shore coordination, we recently opened a new Fleet Operations Center (FOC) to provide 24/7 operational support to the entire Holland America Group fleet. The FOC operates as part of the Emergency Response Center in Seattle. The FOC is manned by a team of six Fleet Support Officers, who have worked as Navigation Officers. They have access to ship systems, shoreside personnel and outside resources to deal with onboard situations including weather delays, technical problems and issues during shore excursions, local disturbances and security events.

Learn about our shipboard [Safety & Security protocols](#).

SECURITY

As is the case with our safety programs, we've developed security standards that go beyond regulatory requirements to protect our guests and employees. We will not go to a port where our guests or crew would be presented with an unreasonable risk to their safety and security. Nonetheless, we are operating in a changing world which can at times present situations where we will be compelled to cancel a port call or re-route a ship. This is done only after careful consideration and in an abundance of caution to ensure the continued safety and security of our guests, crew and vessels. Our security operations are managed and coordinated by our shoreside Fleet Security team. Fleet Security is composed of a group with significant law enforcement, military and analytical experience. They provide support and guidance to the fleet in dealing with general security issues on board, monitor and review global security issues and provide security-related information and recommendations to various corporate departments and executives.

Shipboard Security Teams:

Our ships are staffed with dedicated security teams responsible for managing systems and enforcing policies around the clock. Led by officers who have extensive experience in law enforcement and maritime security as well as specialized training in investigations and emergency planning, our shipboard security teams are fully certified in accordance with the provisions of STCW, the Maritime Transportation Security Act (MTSA), the International Ship and Port Facility Security (ISPS) Code, the Crimes at Sea Act 2000 (Cth) and the UK Merchant Shipping Act 1995.

In addition to the specialized training we provide for security teams, we require each and every shipboard employee to participate in security training in accordance with the provisions of STCW and ISPS, which includes Human Rights training. We also conduct regular security drills and exercises in coordination with government agencies.

The STCW Manila Amendments became effective Jan. 1, 2012, with a transition period until 2017, when all seafarers must be certified and trained according to these new standards. In 2015 we required all of our shipboard employees to participate in mandated security awareness training. This training was approved by our flag state and conducted on board by our experienced security teams.

Technology & Tools:

We regularly upgrade our shipboard screening and surveillance systems to leverage technology advancements. These systems enable us to effectively monitor and control ship access and screen guests, crew members and luggage.

We also ensure all ships are equipped with the necessary tools for internal and external communication in the event of a security incident.

Privacy:

We respect the privacy of our guests and crew, and we have implemented policies and procedures designed to safeguard their personal information. We are compliant with Australian, New Zealand and European Union requirements, including standards for protecting information related to the acceptance of credit and debit cards for payment. We also take steps to ensure the privacy of our pocruises.com.au website users. Our [online privacy policy](#) discloses how we collect, protect, use and share information gathered on our website.

HEALTH

Our public health program is built around worldwide public health and sanitation regulations and best practices. The program and its implementation are monitored internally by public health specialists and externally by national and port health authorities.

SAFETY, SECURITY *and* HEALTH - *continued*

Health emergencies and communicable disease outbreaks can affect passengers' vacations, disrupt onboard services and shorten shipboard careers. Therefore, the capability to manage evidence-based health interventions is essential. The need for robust health programs at sea is further highlighted by the ever-increasing complexity of the cruise industry business model. Ships have become larger and now carry populations that equal the size of small cities. Itineraries have become more remote, which can decrease access to well-equipped shoreside health facilities. Markets have expanded, potentially exposing guests and crew to new illnesses.

Furthermore, guests and crew have become increasingly sophisticated in terms of their expectations for evidence-based, patient-centered and culturally sensitive health services and facilities. Responding to these new challenges requires highly qualified onboard health practitioners as well as shoreside professionals with expertise in multiple health disciplines.

With regard to public health, our certified and well-trained subject matter experts focus on continually improving disease surveillance, outbreak reporting and data analytics and promoting high public health standards on board our vessels. This team responds to norovirus and influenza activity and is also prepared for other public health threats. As is the case in all other areas of the Health Services Department, the public health team is currently working toward the standardization of disease prevention and control activities. Plans also include standardizing internal vessel inspection programs and public health training.

Vessel Sanitation:

The South Eastern Sydney Public Health Unit conducts two comprehensive public health programs for cruise ships visiting the Port of Sydney: the Cruise Ship Health Surveillance Program and the Vessel Inspection Program. These programs provide operational public health response to infectious disease cases, outbreaks and other incidents of concern and conduct routine environmental health inspections of vessels. Other states in Australia or New Zealand do not conduct public health inspections at this time. To ensure consistency of standards throughout our fleet, public health standards are incorporated in our organization's Health, Environment, Safety and Security (HESS) management system (MS) system.



ENVIRONMENT

P&O Cruises Australia is determined to contribute to positive environmental change. We work hard to protect the places our guests love to visit by minimizing the impact of our operations where possible. As a corporate citizen we manage the environmental aspects of our operations, and it's one of the most important actions we can take to ensure our business and our industry will continue to thrive in the years to come. We're partnering with our team members, suppliers, peers and other stakeholders across our value chain to develop innovative solutions and share best practices that will enable us to collectively conserve energy and water, reduce waste and atmospheric emissions and protect biodiversity.

MANAGEMENT SYSTEM

All of our shipboard team members have environmental responsibilities incorporated into their duties. They receive environmental training during their first day on board and are supported by our shoreside team members who develop policies and procedures and facilitate communication on an ongoing basis across the fleet.

In addition, each ship in our fleet has a full-time Environmental Officer who oversees environmental compliance and implementation of procedures. The Environmental Officer reports to the ship's Captain and has a direct line of communication to our shoreside environmental management team. We share common goals, despite the many miles that separate our team members, and we embrace opportunities for continuous improvement through annual corporate conferences and training at the Center for Simulator Maritime Training (CSMART), senior management meetings, our quarterly HESS & Sustainability Newsletter, monthly phone calls with Environmental Officers and numerous informal communications.

We manage the environmental aspects of our operations through our ISO 14001:2015 certified Environmental Management System (EMS). The EMS provides a framework for the fleet's interactions with the environment, and the Environmental Management System Manual illustrates how we meet the requirements of ISO 14001 and provides a road map to all required procedures.

We have aligned our EMS with the comprehensive management system established by our parent company, Carnival Corporation & plc. This system, known internally as the Health, Environment, Safety and Security (HESS) Management System, aims to ensure the consistent application of best practices across all corporate lines.

We're working to integrate sustainable solutions into all areas of our business, with a strategic focus on optimizing our operations to maximize efficiency; exploring new ideas and technology to improve performance; and strengthening our data collection, analysis and management processes.

We adhere to local, national and international environmental laws and regulations in the jurisdictions where our ships sail. Our environmental practices comply with or exceed the requirements of the International Maritime Organization (IMO). The Convention for the Prevention of Pollution from Ships — also known as MARPOL — establishes regulations to protect the maritime environment from pollution that is either accidental or the result of routine operations.

Learn about our [regulatory landscape](#) (Pages 126–140).

In 2017 P&O Cruises established the following environmental goals with a target date of 2020¹:

Objectives and Targets		
Target	Units of measure	Results
Meet or beat the planned fuel quantity	metric tonnes of fuel	★ <i>ACHIEVED</i>
Reduce non-recycled waste by 5% below 2016 by 2020	liters of non-recycled waste per person per day	✓ <i>ON TRACK</i>
Reduce water consumption by 5% below best performing year by 2012.	liters per person per day	✓ <i>ON TRACK</i>

¹ Data rolls into the Carnival Corp 2020 Sustainability goals, but this table represents the P&O Cruises® performance. The objective changed from Fuel Consumption Rate measured in grams of fuel used/available lower berth (ALB)* nautical miles traveled (NMT) in 2015 to "Meet or beat the planned fuel quantity" measured in metric tonnes of fuel.

ENVIRONMENT - *continued*

ENERGY & EMISSIONS

Responsible energy management is an important component of our sustainability strategy — it's one of the most powerful levers we have to reduce our environmental footprint while supporting the bottom line. We're making progress in this area by ensuring our ships are designed and operated as efficiently as possible while identifying opportunities to reduce emissions through the use of new technology.

Direct Energy — Fuel Use:

We strive to save fuel — the primary source of energy used by our fleet — by purchasing new, more fuel-efficient ships, investing in fuel efficiency technology in the existing fleet, selecting itineraries that allow optimum ship speed, maintaining equipment in accordance with manufacturers' specifications, circulating monthly fuel use data to support awareness across ships and sharing fuel conservation best practices.

Our ships are propelled by diesel electric generators which are inherently more efficient than traditional marine propulsion systems because we can optimize the load between propulsion and other operational needs. A majority of the electricity we generate on board our ships is used to operate our propulsion system, while the remainder is used to power our lighting, heating, ventilation, air conditioning and refrigeration systems. In 2017 our five-ship fleet used about 130,000 metric tonnes of fuel, generating over 5 million gigajoules of energy.

We use high-sulfur fuel oil (HSFO), low-sulfur fuel oil (LSFO) and marine gas oil (MGO) to power our ships. LSFO and MGO generate fewer sulfur oxide emissions, and we use these fuels in emission control areas as required. In 2017 97.4 percent of the fuel we used was HSFO, while 2.6 percent of fuel used was MGO.

Exhaust Gas Cleaning Systems (EGCS) are designed to remove sulfur compounds from exhaust before it is emitted into the atmosphere. The *Pacific Aria* installed EGCS in 2016. All ships will be compliant with Australia's and New Zealand's low sulfur standards by 2020.

Greenhouse Gas (GHG) Emissions:

The greenhouse gas (GHG) emissions generated by our operations are primarily from fuel burned by ships. These emissions include greenhouse gases, nitrogen oxides (NOx), sulfur oxides (SOx) and particulate matter (PM).

Recognizing that GHG emissions are a significant threat, in 2015 Carnival Corporation & plc set 2020 [targets](#) for P&O Cruises and our sister cruise lines to reduce the intensity of emissions from shipboard operations by 25 percent against the 2005 performance. Carnival Corporation & plc met this goal in 2017.

In 2017 our operations generated emissions equivalent to about 420,000 metric tonnes of carbon dioxide. The vast majority were direct GHG emissions from our ships' fuel consumption. Our indirect emissions were generated by electricity purchased for our offices.

In November 2015, *Pacific Aria* and *Pacific Eden* joined the P&O Cruises fleet, increasing the total quantity of GHGs emitted from our ship operations.

Indirect Energy — Electricity Purchases:

We purchase electricity for our office use, and in 2017 we purchased 431 megawatt-hours of electricity.

We have updated our Scope 2 reporting to reflect The Greenhouse Gas Protocol's recently released amended Scope 2 guidance, which requires the reporting of location-based emissions and market-based emissions. We have historically reported location-based emissions, which reflect grid-average emission factors. The market-based method requires an emission factor that characterizes the emission rate of untracked or unclaimed energy to prevent double counting of GHG emission rates among electricity consumers. We now also include market-based emissions, which reflect residual mix emissions or emissions from electricity purchases, where available.

Energy Reduction Innovations:

Over the past two years, P&O Cruises began using its Neptune system to track trends in energy use. This has led to a wealth of information to help us decide the best course to reduce energy use.

Our HVAC systems use about 30 percent of our energy in port. Because of this, we are implementing a wide range of HVAC energy efficiency projects. In 2017 we updated our HVAC control systems, replaced chillers and installed variable-speed drivers which allow the air conditioning to be used at less than 100 percent capacity. We are also piloting demand control ventilation sensors to detect when guests are in a space and we need to bring in fresh air. We will continue to emphasize energy savings through HVAC improvements throughout our ships.

ENVIRONMENT - *continued*

WATER

Fresh water is vital to our shipboard operations. We use water to prepare food, sanitize kitchen tools and surfaces, wash linens and clothes, and clean engine room equipment as well as staterooms and public areas. Additionally, water is available in guestrooms for bathing and hygiene purposes.

Sources & Use:

Our fresh water comes from three different sources: produced water (seawater that is either evaporated and re-condensed or produced by a reverse osmosis plant and treated with minerals and chlorine); bunkered water, which is purchased from port communities and stored in designated potable water holding tanks; and condensate, which on some ships is collected from our air-conditioning units and used for technical cleaning purposes. We bunker water from ports where we know water is plentiful, high in quality and costs less than the fuel needed to produce water on board.

In 2017 our fleet consumed over 900,000 metric tonnes of water. Eighty-four percent was produced on board, and 16 percent was bunkered or purchased from shore. Because the quantity of condensate generated can't be measured for all ships in the fleet, it is not reflected in our data.

In 2017 our operations used 220 liters of water per person per day. While this is 36 percent less than the [340 liters used per person per day](#) in the average Australian household, it represents a 2.5 percent increase in our consumption rate since 2014. We continue to strive for future improvement by leveraging water-saving technologies and educating our guests and crew members about water conservation. We are also identifying high-performing ships and share best practices.

Wastewater from Ships:

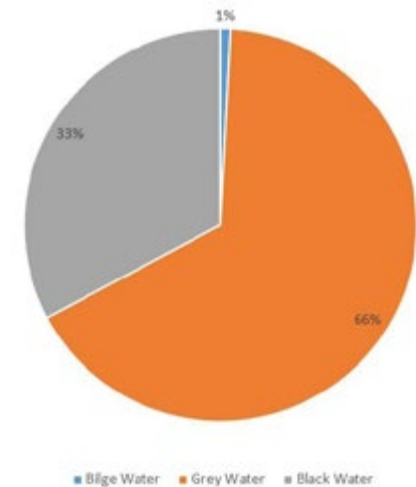
All water that is produced or loaded onto our ships is used for its intended purpose and then discharged in accordance with — or often exceeding — local, national and international laws and regulations. This wastewater is separated into three broad categories named gray water, black water (permeate/treated black water, biomass/sewage sludge and untreated black water) and bilge water. In 2017, we generated over 1 million metric tonnes of wastewater.

Gray water is wastewater drained from cabin sinks and showers, galleys, salons and laundry facilities. It represents the largest volume of wastewater generated by our ships, and it may be treated or untreated prior to discharge, depending upon ship capabilities. It is always discharged in full compliance with applicable laws and regulations. In 2017, we discharged approximately 671,000 metric tonnes of untreated gray water, which accounted for 66 percent of all wastewater discharged from our fleet.

Black water is waste from toilets and medical facility sinks. In 2017, we generated just over 331,000 metric tonnes of treated black water, which accounted for 33 percent of all wastewater discharged from our fleet. All five ships are equipped with advanced wastewater purification systems that treat black water. Some of these systems treat gray water as well. These systems use primary filtration, bio digestion, ultrafiltration and ultraviolet light technology to produce a discharge — called permeate — that is superior in quality to effluent discharged from municipal wastewater treatment plants in most communities.

On occasion, as a result of equipment malfunction or storage limitations, a ship may need to discharge untreated black water directly overboard where legally permitted to do so (outside 12 miles from shore, traveling at a rate in excess of four knots and not within any protected areas). Except in the case of emergency, our policy requires a ship to first obtain permission from shoreside management before proceeding with a discharge of untreated black water. Such discharges are prescreened to remove plastics and other similar solids.

2017 Wastewater Distribution (%)



Bilge water is wastewater collected in the lower part of the ship, known as the bilge. This water contains oils released from equipment in engine compartments. To treat bilge water we use a cascade bilge water treatment system, which circulates and recirculates fluid through increasingly efficient oil-water separators until the oil content is reduced to below 15 parts per million. In 2017, we generated approximately 8,000 metric tonnes of treated bilge water, which accounted for less than one percent of all wastewater discharged from our fleet. The total volume of bilge water discharges increased by 53 percent between 2015 and 2017 due to the addition of *Pacific Aria* and *Pacific Eden* to the P&O Cruises' fleet at the end of 2015.

ENVIRONMENT - *continued*

Accidental Releases:

We work hard to protect water quality and prevent accidental spills. When spills occur, they most often contain water, fuel, hydraulic fluid or lubricating oil. These materials are necessary for the operation of shipboard mechanical systems which are inspected, monitored and maintained by our employees. If leaks occur, they typically range from a few drops to a few pints or liters. Our crews are required to report any incident in which a sheen is observed on seawater. For internal reporting purposes, corporate standards require us to report any release of fluid that is in excess of 0.5 liter (500 ml).

No fines occurred for non-compliance with environmental laws and regulations related to accidental releases in 2016 or 2017.

TOTAL NUMBER & VOLUME OF REPORTABLE SPILLS				
Measure	Units	2015	2016	2017
Total Number of Reportable Spills	Number	1	5	4
Total Volume of Reportable Spills	Liters	0	0	56

Grievances:

We occasionally receive grievances about labor practices, human rights, impacts on society, environment, guest privacy and guest relations, among others. We evaluate and manage all grievances we receive within a reasonable timeframe. Between FY2015 and FY2017 we did not receive any sanctions for non-compliance with non-environmental laws and regulations.

SOLID WASTE

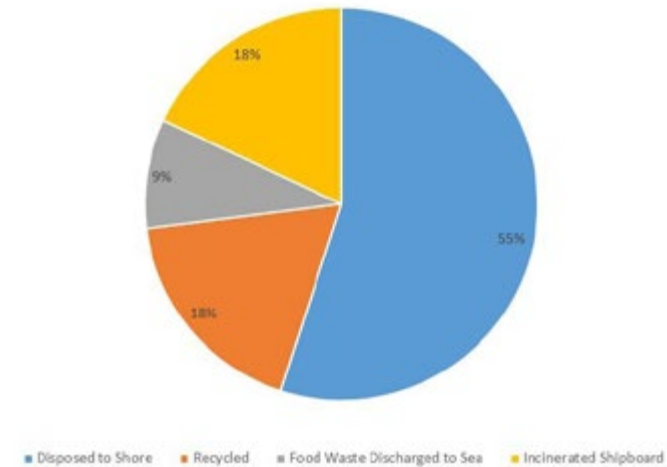
In 2017 our fleet generated approximately 15,000 metric tonnes of solid waste. Excluding recycling, this represents 2.9 kilograms of waste per person per day. We are reducing this amount by identifying high-performing ships to share best practices. We also engage shoreside vendors to find more recycling opportunities.

In FY2016, we commenced a comprehensive evaluation of our waste management accounting practices and introduced a new approach for sustainability reporting purposes. Operating on a global scale presents challenges for reporting waste consistently since countries have different definitions and categories of waste, as well as different reporting requirements. With the goal of continuous operational improvement, we refocused our efforts to standardize waste definitions and units of measure across our global brands. This approach allows for consistent trend analysis and reporting. For regulatory reporting purposes, we comply with the requirements of the particular country where waste is landed.

Our waste management approach focuses on reducing the volume and toxicity of waste we generate. Whenever possible, we reuse existing materials and equipment, and we recycle where recycling infrastructure is available at our ports of call. We collaborate with stakeholders across our value chain to advance these efforts, donating reusable goods from our ships to nonprofit organizations and working with port authorities to identify additional vendors who are capable of recycling cruise ship waste.

Solid waste generated by our shipboard operations is recycled or disposed of on shore or incinerated on board. Recyclable materials are separated from trash and collected on all of the ships in our fleet. Our efforts to increase recycling include an assessment of some of our most frequently visited port communities in the Pacific region. By following P&O Cruises waste from the pier to recycling facilities and landfills, we learned about local regulations and infrastructure challenges as well as opportunities to expand and optimize our recycling efforts in the future.

2017 Waste Distribution



At present, when recycling services aren't available in port communities, we incinerate solid waste on board our ships or dispose of it at local landfills. Shipboard incinerators substantially reduce the volume of combustible materials such as paper and cardboard, transforming them into non-hazardous waste in the form of ash.

The amount of hazardous waste generated slightly increased by 200 metric tonnes between 2016 and 2017. Our new accounting practices established in 2016 regard oil sludge as hazardous waste only in jurisdictions where it is classified as hazardous waste. In both cases the waste is recycled.

In 2017 the only solid waste discharged to sea from our ships was food waste, which accounted for nine percent of the total solid waste generated by the fleet.

ENVIRONMENT - *continued*

BIODIVERSITY

As an extension of our commitment to sustainability, we strive to protect the earth's biodiversity by minimizing water and air pollution and by responsibly disposing of solid waste. Below are a few examples of our other major initiatives to protect biodiversity.

Biofouling:

Biofouling occurs when marine organisms such as mussels, barnacles, algae or other living organisms attach to ships. Preventing biofouling minimizes the potential of transporting non-native species to other locations where they could overwhelm native populations. Biofouling prevention thus preserves biodiversity in the places we sail. P&O Cruises employs several strategies to prevent biofouling or remove marine organisms from the hull such as holding ballast water management/treatment and hull husbandry.

Ballast water is seawater that is pumped into dedicated tanks on a ship to provide weight—or ballast—at the bottom of the ship, enhancing stability. When properly managed, the risk of introducing non-indigenous invasive species when ballast water is discharged is reduced.

P&O Cruises has IMO-approved ballast water treatment systems on four of its five ships. For the ship without ballast water treatment, our current practice is to hold ballast water while in port whenever possible. If a discharge is anticipated, ballast water from one location is exchanged in deep waters in transit, prior to arriving in another location. This avoids the transfer of non-indigenous species between two different nearshore marine environments and has been shown to minimize potential impacts. We record and report all ballast water exchanges and discharges as required by local, national and international laws and regulations.

The very nature of our itineraries mitigate the potential for hull biofouling. Our ships are rarely in port for more than 12 hours at a time, limiting the time marine species have to attach to the hull. Additionally, sailing speeds between ports are typically fast enough to 'scrub' the hull of any marine species.

Hull husbandry is another way that P&O Cruises prevents biofouling. Hull husbandry includes application of antifouling hull coatings, hull cleaning, maintenance and the use of active Marine Growth Prevention Systems. Special silicon-based underwater coatings are designed to maintain a smooth surface which inhibits marine growth attachment. Periodic hull cleaning removes the incidental growth that does occur, and periodic maintenance of internal seawater pipes and systems removes any accumulated biofouling in our internal seawater systems. Active Marine Growth Prevention Systems employ cathodic or ultrasonic systems that also inhibit marine growth in those internal surfaces. These methods reduce the risk of introducing non-native species to sensitive marine areas and have the added benefit of reducing fuel consumption, with the consequent reduction in engine emissions.

The Nature Conservancy:

In 2014 our parent company, Carnival Corporation and plc, launched a five-year, \$2.5 million support commitment with The Nature Conservancy. The Nature Conservancy is one of the world's leading conservation organizations, working across all sectors of industry and society to help advance its mission to protect the natural world and develop relationships that best align to produce clear conservation benefits with lasting, measurable outcomes. This partnership is supporting The Nature Conservancy's Mapping Ocean Wealth (MOW) program. This program creates maps that show the extent and distribution of benefits that habitats like coral reefs and mangroves provide, including fish production, flood mitigation, erosion control and recreation.



COMMUNITY



As the leading cruise line operating in the Pacific region, we are mindful of our potential to positively impact the social, economic and environmental health of the communities where we operate.

With our guests, we established the P&O Pacific Partnership program to help give back to the communities which have been so warmly welcoming to us. When choosing a community-based partner with which to work, P&O Cruises Australia looks for organizations that are already working in the regions that our ships visit and that are part of the fabric of a community.

The P&O Pacific Partnership has raised about AUD 1 million in voluntary contributions from guests and special donations over four years. In this period, our principal charity partner has been [Save the Children](#) Australia, with a particular focus on projects in Vanuatu Papua New Guinea and the Solomon Islands.

OUR COMMUNITIES

Port Communities:

In 2017, our five ships visited more than 90 ports in the Pacific region. In addition to the ports we visit, we had eight home ports during the year: In Australia they were Adelaide, Brisbane, Cairns, Fremantle, Melbourne and Sydney. P&O Cruises also homeported from Auckland in New Zealand, as well as Singapore. We visit ports of call with varying frequency and adjust itineraries based on consumer demand and our ability to ensure the safety, security and health of our guests and employees.

One of the most significant ways our business can make a positive impact in port communities is by supporting jobs in the tourism industry. In 2017 P&O Cruises ships carried about 470,000 guests to developed and emerging destinations. Our operations supported demand for hotels, tour operators, taxis, restaurants and cafés, shopping and entertainment as well as local producers of milk, eggs, fresh fruit and vegetables as well as beef and lamb.

According to Cruise Lines International Association (CLIA), cruise passengers spent a total of AUD 1.2 billion at Australian cruise ports in 2016/17, an increase of 20% over 2015/16.

Partnerships:

Cruise Lines International Association (CLIA) is the world's largest cruise industry trade association, with representation in North and South America, Europe, Asia and Australasia. We continue to support CLIA in establishing policies and practices that foster a safe, secure, healthy and sustainable cruise ship environment.

A recent [economic impact study](#) commissioned by CLIA Australasia revealed that the cruise industry contributed a record AUD \$4.6 billion to the Australian economy in 2015/16. The study also highlighted the positive impact of a record number of ships being homeported in Australia, along with nearly 19,000 jobs linked to cruising — an increase of 23 percent. The addition of Pacific Aria and Pacific Eden to the P&O Cruises fleet was identified as one of the two major factors in the stunning 45 percent increase in the number of home port ship visit days.

SUPPLY CHAIN

In 2014, we released our [Business Partner Code of Conduct and Ethics](#). This Code is intended to help our business partners within our supply chain more fully understand and comply with our expectations for legal compliance and ethical behavior, as this is a fundamental aspect of our core values.

We interact with thousands of suppliers every year globally. Before we engage with vendors, we complete all documentation, perform reputational research and complete a vetting process. We regularly conduct supplier visits while engaging in special projects or when purchases reach certain thresholds.

COMMUNITY - *continued*

At P&O Cruises, we have two supply chain streams: technical purchasing (parts and services) and consumable purchasing (food and beverage items and housekeeping supplies). Due to the significant amount of "on-the-spot" purchasing in the technical supply chain, we achieve competitive pricing while ensuring quality by actively identifying key vendors that we acquire through a vigorous vetting process. We achieve competitive pricing while ensuring quality in the consumable supply chain by participating in global bids through AllBrands Global Sourcing, a department within Carnival Corporation & plc. By consolidating information through AllBrands Global Sourcing, we are better able to manage and control our supply chain processes since we are collectively working together with our sister brands. AllBrands Global Sourcing identifies key vendors through a vigorous vetting process.

From our vendors, we require a 100 percent commitment to improving the quality and accuracy of the deliveries. We continuously work with our vendors to improve the use of carton and pallet manifesting and documentation. We no longer accept wooden pallets on board, as we transitioned to plastic pallets which are reused.

GIVING & VOLUNTEERISM

Partnerships:

P&O Pacific Partnership

[Save the Children Australia](#) and P&O Cruises have been partners since 2013, working together to help children and families in Pacific countries. More than AUD 1 million has been donated to Save the Children's work in the Pacific, allocated across five countries to support the areas of greatest need involving health, education, child protection and natural disaster response.

The P&O Pacific Partnership is funded by a voluntary one dollar contribution by guests on each P&O Cruises booking. This donation applies to guests over the age of 18 on all cruises. Guests can opt out of the program if they

wish or donate more through the onboard donation boxes. In addition, the navigational chart from each voyage is auctioned at the end of every cruise.

The partnership has seen the creation of two kindergartens, five health aid posts and a larger health dispensary in Vanuatu. In 2016 the program donated two Toyota Hilux 4x4 motor vehicles to Save the Children's Vanuatu-based team to assist with the distribution of aid and to manage program quality. By the end of 2016 work had begun on two new projects to support maternal health in Papua New Guinea and early childhood education in the Solomon Islands.

Carnival Australia, through its homegrown P&O Cruises brand, has always sought to support the communities which it visits. In February 2016 a Category 5 tropical cyclone, Cyclone Winston, hit the South Pacific island nation of Fiji. Carnival Australia responded by contributing AUD 125,000 to Save the Children Australia's disaster relief in Fiji. This was comprised of AUD 50,000 from Carnival Corporation's Carnival Foundation; AUD 50,000 from the P&O Pacific Partnership passenger contributions; and AUD 25,000 from Princess Cruises.

Learn more about [P&O Pacific Partnership](#).

Lifeline Partnership

Since 2010, P&O Cruises has partnered with [Lifeline](#) to donate furnishings which are no longer needed on board but are still in good condition. Lifeline is a national charity providing Australians with 24-hour crisis and suicide prevention support through a free phone counseling service. A network of more than 200 Lifeline retail outlets across Australia that sell quality used goods funds the phone counseling service. Surplus items that P&O Cruises gives Lifeline include furniture, bedding and cutlery. P&O Cruises has also traditionally contributed a cruise as part of Lifeline's major annual fundraising event.

Learn more about [Lifeline Australia](#).

Disaster Relief:

The Pacific Islands on occasion are affected by natural disasters that can be particularly challenging for developing economies. At times of crisis, the P&O Pacific Partnership has assisted with funds for essential healthcare supplies and supported the establishment of temporary learning centers and health aid posts. The partnership has previously provided support following Typhoon Haiyan (Philippines, 2013), Cyclone Pam (Vanuatu, 2015) and Cyclone Winston (Fiji, 2016).

Following Cyclone Winston, the Partnership donation of AUD 50,000 to support Save the Children in establishing 12 temporary learning spaces, allowing children to resume their education as soon as possible and to help them recover from the sense of displacement through the restoration of routine and normality.

Learn more about our [disaster relief efforts](#).



PERFORMANCE SUMMARY

Environmental Data				
P&O Cruises	Units	2015	2016	2017
Total Ships	Number	3	5	5
Greenhouse Gas Emissions (GHGs)¹				
Total GHG Emissions - Location Based	Metric Tonnes CO ₂ e	281,565	428,856	419,781
Total GHG Emissions - Market Based	Metric Tonnes CO ₂ e	281,565	428,856	419,781
Direct GHG Emissions	Metric Tonnes CO ₂ e	281,039	428,435	419,464
Ship Direct GHG Emissions	Metric Tonnes CO ₂ e	280,957	428,339	419,371
Ship Fuel GHG Emissions	Metric Tonnes CO ₂ e	265,529	409,689	406,034
Ship Refrigerant GHG Emissions ²	Metric Tonnes CO ₂ e	15,427	18,650	13,337
Shore Direct GHG Emissions	Metric Tonnes CO ₂ e	82	95	93
Indirect GHG Emissions - Location Based	Metric Tonnes CO ₂ e	527	421	317
Shore Indirect GHG Emissions - Location Based	Metric Tonnes CO ₂ e	527	421	317
Ship Indirect GHG Emissions - Location Based	Metric Tonnes CO ₂ e	0	0	0
Indirect GHG Emissions - Market Based	Metric Tonnes CO ₂ e	527	421	317
Shore Indirect GHG Emissions - Market Based	Metric Tonnes CO ₂ e	527	421	317
Ship Indirect GHG Emissions - Market Based	Metric Tonnes CO ₂ e	0	0	0
Ship Fuel Greenhouse Gas Emission Rate	Grams CO ₂ e/ ALB-Km	289	296	307
Air Emissions				
Ship Fugitive Refrigerant Releases ¹	Kilograms	9,745	11,114	7,376
Ship Ozone Depleting Substances (ODS) Emissions ^{1,3}	Kg CFC-11e	35	0	0
Total SO _x Emissions ⁴	Metric Tonnes	4,416	6,611	6,723
SO _x Emissions Rate	Kg SO _x /NM	14.2	13.0	14.1
Total NO _x Emissions ⁵	Metric Tonnes	6,588	10,163	10,074
NO _x Emissions Rate	Kg NO _x /NM	21.2	20.0	21.1
Total Particulate Matter (PM _{2.5}) Emissions ⁶	Metric Tonnes	68	102	104
Particulate Matter (PM _{2.5}) Emission Rate	Kg PM/NM	0.22	0.20	0.22

Footnotes

1) Carnival Corporation & plc data independently verified by Lloyd's Register Quality Assurance (LRQA) in accordance with ISO 14064-3:2006, "Greenhouse gases – Part 3: Specification with guidance for the validation and verification of greenhouse gas assertion."

2) Revised FY2017 emission factors in accordance with The Climate Registry Intergovernmental Panel on Climate Change (IPCC) Fourth Assessment Report (AR4).

3) The conversion factors to obtain the amount of CFC-equivalent from the various types of refrigerant gases given in the Montreal Technical Papers. FY2016 increase was due to accidental releases of a gas with a high ODS value into the environment.

4) The SO_x weight calculations take into account the weighted-average sulfur content of the fuel consumed and the default emission factors. The default emission factor used for calculating SO_x value is %S x 20 x 0.96, where S is the fuel sulfur content. This calculation has not been adjusted to account for the exhaust gas cleaning systems (EGCS) used.

5) The NO_x weight is calculated based on default emission factors. The default emission factor used for calculating NO_x value for HFO/LFO is 78 kg, MGO is 80 kg, and LNG is 7 kg of NO_x per tonne of fuel consumed.

6) PM_{2.5} refers to particles with diameters between 2.5 and 10 micrometers. The PM_{2.5} weight is calculated based on default emission factors. The default emission factor used for calculating PM_{2.5} value for HFO is 0.82 kg, LFO is 0.75 kg, MGO is 0.15 kg, and LNG negligible kilograms of PM_{2.5} per tonne of fuel consumed. This calculation has been adjusted to account for EGCS use in FY2016 and FY2017. This adjustment was made based on PM_{2.5} emissions reduction resulting from planned HFO fuel consumption during EGCS operations.

7) Independently verified by Lloyd's Register Quality Assurance (LRQA)

8) Treated black water discharges include treated black wastewater, treated gray wastewater and black and gray wastewater mixtures.

9) Carnival's policy is to treat all black water prior to discharge to sea. These volumes are the result of accidental/ equipment failure discharges.

10) In FY2016, we commenced a comprehensive evaluation of our waste management accounting practices and introduced a new approach for sustainability reporting purposes. With the goal of continuous operational improvement, we refocused our efforts to standardize waste definitions, units of measure and densities across our global brands. This approach allows for consistent trend analysis and reporting. For regulatory reporting purposes, we comply with the requirements of the particular country where waste is landed. FY2016 and FY2017 reflect this new approach, therefore FY2015 has not been included as it is not comparable. It should be noted that during this transition process, some data was not available or classified appropriately and therefore certain assumptions were made to reflect performance.

11) As of FY2016, Carnival Corporation & plc's definition of hazardous waste is in accordance with most recognized waste management practices worldwide, though some countries may have somewhat different definitions. For regulatory purposes, Carnival Corporation & plc complies with the requirements of the particular country where waste is landed. Carnival Corporation & plc uses the most inclusive definition of hazardous waste for sustainability reporting purposes, which standardizes waste reporting quantities independent of how the wastes are classified when landed ashore, thus potentially resulting in higher reported aggregate quantities of hazardous waste but allowing for more consistent trend analysis.

12) A significant spill is defined as a spill for which the monetary sanctions are \$100,000 or greater, and which is reportable in the Carnival Corporation & plc Annual Report on Form 10-K.

13) Carnival has defined a reportable spill for internal reporting purposes as a release of soot as well as a release of oil/grease/chemicals that is in excess of 0.5 liters (500 ml). However, in U.S. waters a spill that causes oil sheen is also reported and included in the total number of spills reported, even though the volume may be less than 0.5 liters.

PERFORMANCE SUMMARY - *continued*

Environmental Data - Continued				
P&O Cruises	Units	2015	2016	2017
Total Ships	Number	3	5	5
Energy & Electricity				
Total Direct Energy Consumption ⁷	Gigajoules	3,446,907	5,326,572	5,272,466
Ship Direct Energy Consumption	Gigajoules	3,445,720	5,325,197	5,271,117
Shore Direct Energy Consumption	Gigajoules	1,187	1,375	1,348
Total Direct Energy Consumption Rate	Kilojoules/ ALB-Km	3,752	3,849	3,985
Total Ship Fuel Consumption ⁷	Metric Tonnes	84,423	130,127	129,064
Ship Fuel Consumption Rate ⁷	Grams Fuel/ ALB-Km	91.9	94.0	97.6
Total Purchased Electricity	MWh	640	573	431
Shore Purchased Electricity	MWh	640	573	431
Ship Purchased Electricity	MWh	0	0	0
Ship Fuel¹				
High Sulfur Fuel Oil (HSFO)	Percent	98.2	94.8	97.4
Low Sulfur Fuel Oil (LSFO)	Percent	0.0	0.0	0.0
Marine Diesel Oil/Marine Gas Oil (MDO/MGO)	Percent	1.8	5.2	2.6
Liquefied Natural Gas (LNG)	Percent	0.00	0.00	0.00
Potable Water				
Total Water Consumption ⁷	Metric Tonnes	582,454	918,360	904,212
Water Purchased (From Shore)	Metric Tonnes	69,991	105,745	146,872
Water Produced (From Sea)	Metric Tonnes	512,463	812,615	757,340
Water Consumption Rate	Liters/Person-Day	208	215	220

Footnotes

1) Carnival Corporation & plc data independently verified by Lloyd's Register Quality Assurance (LRQA) in accordance with ISO 14064-3:2006, "Greenhouse gases – Part 3: Specification with guidance for the validation and verification of greenhouse gas assertion."

2) Revised FY2017 emission factors in accordance with The Climate Registry Intergovernmental Panel on Climate Change (IPCC) Fourth Assessment Report (AR4).

3) The conversion factors to obtain the amount of CFC-equivalent from the various types of refrigerant gases given in the Montreal Technical Papers. FY2016 increase was due to accidental releases of a gas with a high ODS value into the environment.

4) The SOx weight calculations take into account the weighted-average sulfur content of the fuel consumed and the default emission factors. The default emission factor used for calculating SOx value is %S x 20 x 0.96, where S is the fuel sulfur content. This calculation has not been adjusted to account for the exhaust gas cleaning systems (EGCS) used.

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PERFORMANCE SUMMARY - *continued*

Environmental Data - Continued				
P&O Cruises	Units	2015	2016	2017
Total Ships	Number	3	5	5
Wastewater				
Bilge Water Discharge to Sea ⁷	Metric Tonnes	5,484	10,624	8,385
Bilge Water Sea Discharge Rate ⁷	Liters/NM	17.61	20.89	17.57
Total Gray Water Discharged	Metric Tonnes	573,693	587,764	671,076
Gray Discharged to Sea	Metric Tonnes	572,811	587,336	669,625
Gray Discharged to Shore	Metric Tonnes	882	428	1,451
Gray Water Discharge Rate	Liters/Person-Day	204.89	137.67	163.64
Total Black Water Discharged	Metric Tonnes	156,638	330,596	332,173
Treated Black Water Discharged to Sea ⁸	Metric Tonnes	156,638	326,049	325,856
Treated Black Water Discharged to Shore ⁸	Metric Tonnes	0	0	6,092
Untreated Black Water Discharged to Sea ⁹	Metric Tonnes	0	4,534	225
Untreated Black Water Discharged to Shore	Metric Tonnes	0	13	0
Black Water Discharge Rate ⁸	Liters/Person-Day	55.9	77.4	81.0
Waste Disposal¹⁰				
Total Waste	Metric Tonnes	-	14,978	14,494
Hazardous Waste ¹¹	Metric Tonnes	-	5,336	5,580
Non-Hazardous Waste	Metric Tonnes	-	9,642	8,913
Waste Recycled	Kilograms/Person-Day	-	2.9	2.9
Waste Rate (Excluding Recycling)	Percent	-	16.2	18.2
Spills & Fines⁷				
Total Number of Significant Spills ¹²	Number	0	0	0
Total Number of Reportable Spills ¹³	Number	1	5	4
Total Volume of Reportable Spills	Liters	0	0	56
Total Number of Non-monetary Sanctions	Number	0	0	0
Monetary Value of Fines	US Dollars(\$)	0	0	0

Footnotes

1) Carnival Corporation & plc data independently verified by Lloyd's Register Quality Assurance (LRQA) in accordance with ISO 14064-3:2006, "Greenhouse gases – Part 3: Specification with guidance for the validation and verification of greenhouse gas assertion."

2) Revised FY2017 emission factors in accordance with The Climate Registry Intergovernmental Panel on Climate Change (IPCC) Fourth Assessment Report (AR4).

3) The conversion factors to obtain the amount of CFC-equivalent from the various types of refrigerant gases given in the Montreal Technical Papers. FY2016 increase was due to accidental releases of a gas with a high ODS value into the environment.

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PERFORMANCE SUMMARY - *continued*

Social Data - Shipboard				
Workforce				
Average Crew	Number	2,143	2,976	2,801
Diversity				
Labor Sourcing Region ¹ :				
Africa	Percent	2.1	1.2	1.7
Asia	Percent	71.0	77.3	82.7
Australia	Percent	10.3	10.1	9.0
Europe	Percent	8.4	8.0	5.1
North & Central America	Percent	1.3	2.9	1.2
South America	Percent	0.1	0.6	0.4
Gender Distribution - Female	Percent	22.7	21.9	19.9
Gender Distribution - Male	Percent	77.3	78.1	80.1
Injuries & Fatalities				
Total Injuries	Number	27	52	49
Minor Injuries	Number	13	18	22
Serious Injuries	Number	5	11	10
Major Injuries	Number	9	23	17
Accidental Deaths	Number	0	0	0
Other Statistics				
Employee Turnover ²	Percent	54.5	23.7	22.8
Employees Covered by Collective Bargaining Agreements (CBA) ²	Percent	0.2	100.0	100.0
Employees Represented by Health & Safety (H&S) Committees	Percent	100.0	100.0	100.0

Footnotes

1) For FY2017 enhanced data control processes to improve consistency.

2) In FY2017, we identified and corrected data entry errors regarding collective bargaining agreements (CBA) and turnover for FY2016. In the internal data verification process an error was detected and thereby fixed for this reporting cycle.

PERFORMANCE SUMMARY - *continued*

Social Data - Shoreside				
	Unit	2015	2016	2017
Workforce				
Average Number of Full Time Employees	Number	325	349	351
Average Number of Part Time/Seasonal Employees	Number	39	40	37
Shoreside Employee Status - Full Time	Percent	89.3	89.7	90.5
Shoreside Employee Status - Part Time	Percent	10.7	10.3	9.5
Diversity				
Gender Distribution - Female	Percent	60.7	58.6	59.5
Gender Distribution - Male	Percent	39.3	41.4	40.5
Employees by Brand Headquarter Region³				
Australia	Percent	100.0	100.0	100.0
Europe	Percent	0.0	0.0	0.0
North America	Percent	0.0	0.0	0.0
Injuries & Fatalities				
Injuries ⁴	Number	0	3	0
Accidental Deaths	Number	0	0	0
Training & Performance				
Total Training	Hours	126	209	188
Other Statistics				
Employee Turnover ²	Percent	24.5	16.5	16.2
Employees Covered by Collective Bargaining Agreements (CBA) ³	Percent	54.7	41.6	40.2
Employees Represented by Health & Safety (H&S) Committees	Percent	100.0	100.0	100.0

Footnotes

2) In FY2017, we identified and corrected data entry errors regarding collective bargaining agreements (CBA) and turnover for FY2016. In the internal data verification process an error was detected and thereby fixed for this reporting cycle.

3) In addition to our headquarter locations, other offices are located worldwide. Due to varying legal requirements worldwide, further detail on employee base is limited.

4) For FY2017 enhanced data control processes to improve consistency.

REPORT PARAMETERS

We work closely with all other operating lines under Carnival Corporation & plc. Together with key stakeholders, we address sustainability issues in the cruise industry, in the broader maritime industry and with companies in other industries.

This Sustainability Report covers and prioritizes information on the basis of materiality, sustainability context and stakeholder inclusiveness. It includes entities that meet the criteria of being subject to our operational control. The information in this Sustainability Report includes significant actions or events in the reporting period, and it does not intentionally exclude relevant information that would influence or inform stakeholder assessments or decisions or that would reflect significant economic, environmental or social impacts.

As greenhouse gas (GHG) emissions represent one of our main operational impacts, we include purchases of shipboard and shoreside energy (fuel and electricity). We have normalized the majority of our indicators to take into account the changes in fleet size as well as changes in itineraries and guest capacity.

This report is part of our initiative to better understand our impacts, to improve our performance wherever possible and to maximize the benefits of our activities where appropriate, with the aim of managing our company for long-term sustainability. It specifically focuses on fiscal year (FY) 2017 (December 1, 2016–November 30, 2017), unless otherwise noted.

All references to currency are in AUD unless otherwise noted.

This report was developed in accordance with the core level of the Global Reporting Initiative's (GRI) Standards. We've shared performance information related to indicators that we selected in collaboration with our parent company, Carnival Corporation & plc.

Reporting History & Cadence

This report is our second Sustainability Report, focusing on fiscal year (FY) 2017 (December 1, 2016–November 30, 2017).

Beginning with 2017, our goal is to report on our sustainability performance on a biennial basis.

Information Integrity

Information provided in this report was compiled in management systems, extracted from databases and verified by our management for accuracy. We believe this information fairly represents our corporate responsibility activities and performance results for the reporting period. Lloyd's Register Quality Assurance, Inc. (LRQA), an affiliate of Lloyd's Register North America, Inc., was commissioned by Carnival Corporation & plc to assure its Greenhouse Gas (GHG) Emissions Inventory and GHG Assertion for the fiscal year 2017 (December 1, 2016–November 30, 2017). P&O Cruises' data was verified as part of this process. [Carnival Corporation & plc 2017 Annual Sustainability Report](#) (pages 142–143).

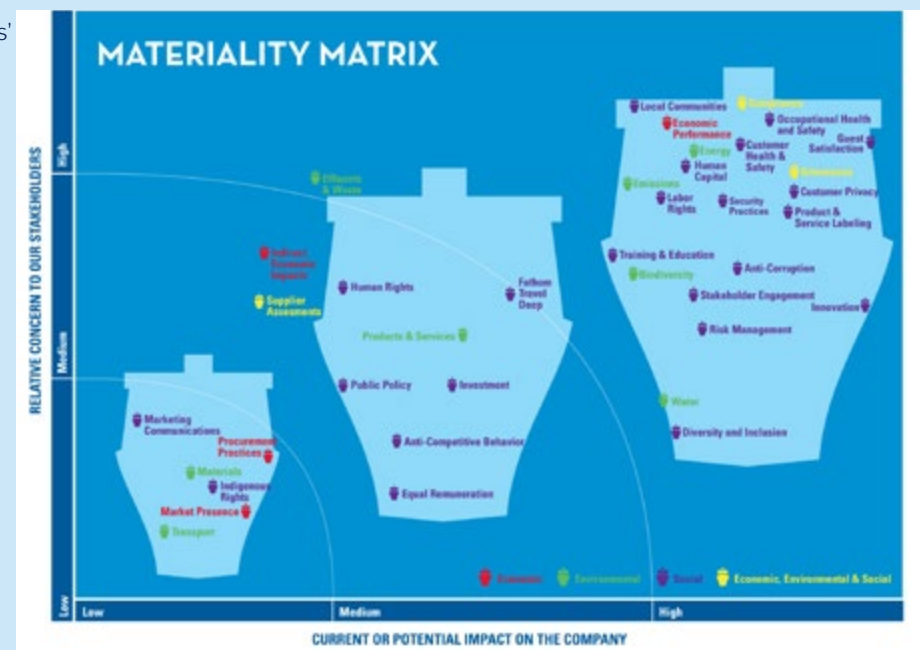
Throughout the report we've included links to helpful information that is available on P&O Cruise and Carnival Corporation & plc websites, as well as third-party websites.

Terminology

In this report we attempt to avoid the use of industry jargon and provide definitions for terms that aren't commonly used outside of our industry. Select definitions can be found in the [Glossary](#).

Materiality Assessment & Matrix

P&O Cruises adopted the [materiality assessment](#) of our parent company, Carnival Corporation & plc. This assessment is conducted every two years by Carnival Corporation & plc. During this evaluation process, Carnival Corporation & plc analyzed issues that are important to the company and stakeholders. The materiality assessment helps determine areas of focus for this report and our sustainability work.



GLOSSARY

Audit Systematic, documented, periodic and objective assessment of an organization's performance, management systems and processes.	CO₂ (Carbon Dioxide) A naturally occurring chemical compound composed of two oxygen atoms covalently bonded to a single carbon atom. It is a gas at standard temperature and pressure, and it exists in Earth's atmosphere in this state, as a trace gas at a concentration of 0.39 percent by volume.	Exhaust Gas Cleaning System (EGCS) Abatement technology used to reduce the concentration of air pollutants in engine exhaust gauges.
Available Lower Berth (ALB) Guest beds available on a cruise ship, assuming two people occupy a stateroom.	CO₂e (Carbon Dioxide Equivalent) A measure used to compare the emissions from various greenhouse gases based on their global warming potential (GWP). The CO ₂ equivalent for a gas is derived by multiplying the tonnes of the gas by the associated GWP.	Footprint The amount of environmental impact related to a specific resource.
Ballast Water Seawater that is taken on board a ship and stored in tanks to control draft, list, trim and stability.	Direct Emissions (Scope 1 Emissions) Emissions from sources that are owned or controlled by the reporting organization. For example, direct emissions related to combustion would arise from burning fuel for energy within the reporting organization's boundaries.	Global Reporting Initiative (GRI) A network-based organization that produces a comprehensive sustainability reporting framework that is widely used around the world. GRI is committed to the framework's continuous improvement and application worldwide. GRI's core goals include the mainstreaming of disclosure on environmental, social and governance performance.
Bilge Water Water from equipment maintenance and minor leaks that collects in the lowest part of the ship.	Energy Saved The reduced amount of energy needed to carry out the same processes or tasks. The term does not include overall reduction in energy consumption from reduced organizational activities.	Global Warming Potential (GWP) A relative measure of how much heat a greenhouse gas traps in the atmosphere. It compares the amount of heat trapped by a certain mass of the gas in question to the amount of heat trapped by a similar mass of carbon dioxide. A GWP is calculated over a specific time interval, commonly 20, 100 or 500 years.
Bionomics The science of the relationships between organisms and their environments.	Environmental Aspect Element of Company activities that may have a significant impact on the environment directly and/or indirectly.	Governance The set of rules (laws and corporate regulations), organizational structures, processes and relationships that affect the way a company is directed and administered. The concept of governance also embraces the structure used to decide corporate objectives and the means to achieve and measure results.
Black Water Wastewater from toilets, urinals and medical sinks.	Environmental Impact How an environmental aspect may affect the environment.	Gray Water Wastewater that is generated from activities such as laundry, bathing, cooking and dishwashing.
Bunkered Water Potable water that is purchased from a municipal or private system at a port and stored on board in tanks.	Environmental Management System (EMS) An EMS refers to the management of an organization's environmental programs in a comprehensive, systematic, planned and documented manner. It includes the organizational structure, planning and resources for developing, implementing and maintaining policy for environmental protection.	
CFC-11 Equivalent A measure used to compare various substances based on their relative ozone depletion potential. The reference level of 1 is the potential of CFC-11 and CFC-12 to cause ozone depletion.		
Chlorofluorocarbons (CFCs) Commonly known by the trade name "freon," used primarily as a refrigerant in air-conditioning and refrigeration systems and equipment. CFCs are known to have destructive effects on the ozone layer. For this reason their use has now been banned by legislation.		

GLOSSARY - *continued*

Greenhouse Gas (GHG)

A gas in the atmosphere that absorbs and emits radiation within the thermal infrared range. This process is the fundamental cause of the greenhouse effect, which many believe is the cause of global warming. The primary greenhouse gases in the Earth's atmosphere are water vapor, carbon dioxide, methane, nitrous oxide and ozone. Greenhouse gases greatly affect the temperature of the Earth; without them, Earth's surface would be on average about 33 degrees C (59 degrees F) colder than at present. The greenhouse gases thought to be major contributors to global warming are carbon dioxide (CO₂), methane and biomethane emissions (CH₄), nitrogen oxide (N₂O) and chlorofluorocarbons (CFC).

Greenhouse Gas (GHG) Protocol Initiative

The Greenhouse Gas Protocol Initiative's vision is to harmonize greenhouse gas emission accounting and reporting standards internationally. It aims to provide a multi-stakeholder framework ensuring that different trading schemes and other climate-related initiatives adopt consistent approaches to GHG accounting.

Heating, Ventilation and Air-Conditioning (HVAC) System

The technology used for indoor environmental climate control.

Heavy Fuel Oil (HFO)

A type of blended oil used in ships' engines, made from the residues from various refinery distillation and cracking processes.

Indicator

A means used to measure the effects of sustainability management initiatives or the condition of environmental, social or governance issues.

Indirect Emissions (Scope 2 Emissions)

Emissions that result from the activities of the reporting organization but that are generated at sources owned or controlled by another organization. In the context of this indicator, indirect emissions refer to greenhouse gas emissions from the generation of electricity, heat or steam that is imported and consumed by the reporting organization.

Indirect Energy

Energy produced outside the reporting organization's boundary that is consumed to supply energy for the organization's energy needs (e.g., electricity, or for heating and cooling). The most common example is fuel consumed outside the reporting organization's boundary in order to generate electricity to be used inside the organization's boundary.

Injury Severity Levels

Work-related crew member and contractor injuries are classified as major, serious or minor, based on the following criteria:

- Major injury: Any fracture, loss of any body part, loss of vision (temporary or permanent), dislocation of a joint or a ruptured ligament or tendon, hypothermia or hyperthermia secondary to environmental exposure that requires medical treatment, an injury resulting in trauma that requires advanced life support or any other injury requiring hospitalization on board or on shore for more than 24 hours following the injury.
- Serious injury: Any injury, other than a major injury, which results in time off work for more than three consecutive days following the injury or that results in disembarkation without return on board.
- Minor injury: Any injury that is not a serious or major injury and that results in time off work of 24 hours or more following the injury.

International Labour Organization (ILO)

The United Nations agency that seeks the promotion of social justice and internationally recognized human and labor rights.

International Maritime Organization (IMO)

The United Nations agency responsible for improving maritime safety and preventing pollution from ships.

International Organization for Standardization (ISO)

An international standard-setting body composed of representatives from various national standards organizations. An ISO Standard is an international specification that establishes a common framework of reference or a common technical language between suppliers and customers, thus facilitating trade and the transfer of technology.

International Safety Management (ISM) Code

International code for the safe management and operation of ships and for pollution prevention.

ISO 14001

Global standards for the Environmental Management System developed by the ISO.

International Ship and Port Security (ISPS) Code

A part of SOLAS that prescribes responsibilities of governments, shipping companies, shipboard personnel and port/facility personnel to "detect security threats and take preventative measures against security incidents affecting ships or port facilities used in international trade."

Liquefied Natural Gas (LNG)

Liquefied natural gas or LNG is natural gas (predominantly methane, CH₄) that has been converted to liquid form for ease of storage or transport.

GLOSSARY - *continued*

Marine Sanitation Devices (MSD)

A system that employs filtration, maceration and chlorination technologies to treat black water.

Maritime Labour Convention 2006 (MLC 2006)

An international treaty that provides comprehensive rights and protection at work for the world's seafarers. The convention sets out seafarers' rights to decent conditions of work on a wide range of subjects and aims to be globally applicable, easily understandable, readily updatable and uniformly enforced.

MARPOL

The International Convention for the Prevention of Pollution from Ships. MARPOL was designed to minimize pollution of the seas.

Metric Tonne

1 metric tonne = 2,204.62 pounds (lbs.) = 1,000 kilograms.

NO_x

Oxides of nitrogen that are a family of gases released from the combustion of fuel.

Ozone-depleting Potential (ODP)

The relative potential of various gases to deplete the ozone in the atmosphere.

Ozone-depleting Substance (ODS)

Any substance with an ozone depletion potential greater than zero that can deplete the stratospheric ozone layer. Most ozone-depleting substances are regulated under the Montréal Protocol and its amendments and include CFCs, HCFCs, halons and methyl bromide.

Primary Source

The initial form of energy consumed to satisfy the reporting organization's energy demand. This energy is used either to provide final energy services (e.g., space heating, transport) or to produce intermediate forms of energy, such as electricity and heat.

Protected Area

A geographically defined area that is designated, regulated or managed to achieve specific conservation objectives.

Refrigerants

Gases that are used in HVAC systems on board.

Renewable Energy

Renewable energy is derived from natural processes that are replenished constantly. This includes electricity and heat generated from solar, wind, ocean currents, hydropower, biomass, geothermal resources or biofuels, as well as hydrogen derived from renewable resources.

Safety Management System (SMS)

ISM code-certified system that informs employees how to perform their duties in accordance with all safety and environmental laws.

Safety of Life at Sea (SOLAS) Convention

The most important and comprehensive international treaty governing the safety of merchant ships.

Significant Air Emissions

Air emissions that are regulated under international conventions and/or national laws or regulations, including those listed on environmental permits for the reporting organization's operations.

Significant Spills

A significant spill is defined as a spill for which the monetary sanctions are \$100,000 or greater and which is reportable in the Annual Report on Form 10-K.

Solid Waste

All used and discarded solid material produced on board during ship operations.

SO_x

Oxides of sulfur are a family of gases produced by the combustion of fuel which contains sulfur. The quantity of oxides of sulfur is proportional to the quantity of sulfur in the fuel.

Stakeholder

Any individual or group, within or outside a company, that has an interest in or may be impacted by that company and that, accordingly, has expectations, requires information or holds legitimate economic interests.

STCW

The International Convention on Standards of Training, Certification and Watchkeeping for Seafarers, which sets qualification standards for masters, officers and watch personnel on seagoing merchant ships.

Total Water Withdrawal

The sum of all water drawn into the boundaries of the reporting organization from all sources (including surface water, ground water, rainwater and municipal water supply) for any use over the course of the reporting period.

Turnover

The ratio of the number of terminations to the average employee count during the reporting period.

GRI TABLE

General Standard Disclosures			
102-1	Name of the organization	●	Introduction
102-2	Activities, brands, products, and services	●	Introduction
102-3	Location of headquarters	●	Sydney, New South Wales
102-4	Location of operations	●	Plan a cruise
102-5	Ownership and legal form	●	Introduction; Carnival Corporation & plc 2017 Annual Sustainability Report (page 19)
102-6	Markets served	●	About
102-7	Scale of the organization	●	Performance Summary — Social; Carnival Corporation & plc 2017 Annual Sustainability Report (page 19)
102-8	Information on employees and other workers	●	Employees; Performance Summary — Social
102-9	Supply chain	●	Community; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 30–35, 38–43, 78–80, 98–101)
102-10	Significant changes to the organization and its supply chain	●	Introduction; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 20–22)
102-11	Precautionary Principle or approach	●	Report Parameters; Carnival Corporation & plc 2017 Annual Sustainability Report (page 38–40)
102-12	External initiatives	●	Regulatory Landscape; Safety, Security & Health; Environment; Employees; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 34, 126–140)
102-13	Membership of associations	●	Carnival Corporation & plc 2017 Annual Sustainability Report (pages 145–147)
102-14	Statement from senior decision-maker	●	Message from the President
102-15	Key impacts, risks, and opportunities	●	Introduction; Regulatory Landscape; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 38–43)
102-16	Values, principles, standards, and norms of behavior	●	Introduction; Community; Supply Chain; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 30–35, 98–101)
102-18	Governance structure	●	Carnival Corporation & plc Corporate Governance; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 30–35)
102-40	List of stakeholder groups	●	Carnival Corporation & plc 2017 Annual Sustainability Report (page 116)
102-41	Collective bargaining agreements	●	Performance Summary - social shipboard
102-42	Identifying and selecting stakeholders	●	Carnival Corporation & plc 2017 Annual Sustainability Report (page 116)
102-43	Approach to stakeholder engagement	●	Carnival Corporation & plc 2017 Annual Sustainability Report (page 116)
102-44	Key topics and concerns raised	●	Carnival Corporation & plc 2017 Annual Sustainability Report (page 116)
102-45	Entities included in the consolidated financial statements	●	Carnival Corporation & plc 2017 10K
102-46	Defining report content and topic boundaries	●	Report Parameters; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 12–13, 116–119)
102-47	List of material topics	●	Report Parameters; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 116–119)
102-48	Restatements of information	●	Report Parameters; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 116–119)
102-49	Changes in reporting	●	Report Parameters; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 116–119)
102-50	Reporting period	●	FY2017 (December 1, 2016–November 30, 2017)
102-51	Date of most recent report	●	Report Parameters; FY2009
102-52	Reporting cycle	●	Biennial
102-53	Contact point for questions regarding the report	●	Sustainability@HollandAmericaGroup.com
102-54	Claims of reporting in accordance with the GRI Standards	●	Core
102-55	GRI content index	●	GRI Standards
102-56	External assurance	●	Carnival Corporation & plc 2017 Annual Sustainability Report (pages 142–143)

KEY

- = Full
- = Partial

GRI TABLE - *continued*

Management Approach			
103-1	Explanation of the material topic and its Boundary	●	Report Parameters; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 116–119)
103-2	The management approach and its components	●	Report Parameters; Environment: Management System, Safety, Security & Health; Management System; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 14–15, 18–35, 38–43, 56–106, 109, 126–140)
103-3	Evaluation of the management approach	●	Report Parameters; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 14–15, 18–35, 38–43, 56–106, 109, 126–140)
Economic Performance			
201-1	Direct economic value generated and distributed	●	Carnival Corporation & plc 2017 10K Carnival Corporation & plc 2017 Annual Sustainability Report (pages 18–29, 88–97)
201-2	Financial implications and other risks and opportunities due to climate change	●	Safety, Security & Health; Management System; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 38–43)
203-1	Infrastructure investments and services supported	●	Community; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 88–97)
203-2	Significant indirect economic impacts	●	Community; Environment; Carnival Corporation & plc 2016 Annual Sustainability Report (pages 66–71)
Environmental Performance			
Energy			
302-1	Energy consumption within the organization	●	Environment: Energy & Emissions; Performance Summary— Environmental
302-2	Energy consumption outside of the organization	●	Environment: Energy & Emissions; Performance Summary— Environmental
302-3	Energy intensity	●	Environment: Energy & Emissions; Performance Summary— Environmental
302-4	Reduction of energy consumption	●	Environment: Energy & Emissions; Performance Summary— Environmental
302-5	Reductions in energy requirements of products and services	●	Environment: Energy & Emissions; Performance Summary— Environmental
Water			
303-1	Water withdrawal by source	●	Environment: Water; Performance Summary— Environmental
303-2	Water sources significantly affected by withdrawal of water	●	Environment: Water; Performance Summary— Environmental
Biodiversity			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	●	Community: Giving and Volunteerism; Environment: Biodiversity
304-2	Significant impacts of activities, products, and services on biodiversity	●	Community: Giving and Volunteerism; Environment: Biodiversity
304-3	Habitats protected or restored	●	Community: Giving and Volunteerism; Environment: Biodiversity
Emissions			
305-1	Direct (Scope 1) GHG emissions	●	Environment: Energy & Emissions; Performance Summary— Environmental
305-2	Energy indirect (Scope 2) GHG emissions	●	Environment: Energy & Emissions; Performance Summary— Environmental
305-3	Other indirect (Scope 3) GHG emissions	●	Environment: Energy & Emissions; Performance Summary— Environmental
305-4	GHG emissions intensity	●	Environment: Energy & Emissions; Performance Summary— Environmental
305-5	Reduction of GHG emissions	●	Environment: Energy & Emissions; Performance Summary— Environmental
305-6	Emissions of ozone-depleting substances (ODS)	●	Environment: Energy & Emissions; Performance Summary— Environmental
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	●	Environment: Energy & Emissions; Performance Summary— Environmental

KEY

● = Full
● = Partial

GRI TABLE - *continued*

Environmental Performance - Continued

Effluents and Waste

306-1	Water discharge by quality and destination	●	Environment: Water; Performance Summary — Environmental
306-2	Waste by type and disposal method	●	Environment: Solid Waste; Performance Summary — Environmental
306-3	Significant spills	●	Environment: Accidental Releases; Performance Summary — Environmental

Environmental Compliance

307-1	Non-compliance with environmental laws and regulations	●	Introduction
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Social Performance

Employment

401-1	New employee hires and employee turnover	●	Employees: Retention; Performance Summary — Social
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Labor/Management Relations

402-1	Minimum notice periods regarding operational changes	●	Employees: Labor Relations & Fair Employment
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Occupational Health and Safety

403-1	Workers representation in formal joint management-worker health and safety committees	●	Safety, Security & Health: Employee Training; Performance Summary — Social
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	●	Safety, Security & Health: Employee Training; Performance Summary — Social

Training and Education

404-1	Average hours of training per year per employee	●	Employees: Training & Development; Performance Summary — Social
404-2	Programs for upgrading employee skills and transition assistance programs	●	Employees: Training & Development
404-3	Percentage of employees receiving regular performance and career development reviews	●	Employees: Recruitment & Retention

Non-Discrimination

406-1	Incidents of discrimination and corrective actions taken	●	Employees: Ethics
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Freedom of Association and Collective Bargaining

407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	●	Employees: Labor Relations & Fair Employment; Performance Summary — Social; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 98–101, 114–115)
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Child Labor

408-1	Operations and suppliers at significant risk for incidents of child labor	●	Community: Supply Chain
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Forced or Compulsory Labor

409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	●	Community: Supply Chain
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Security Practices


410-1	Security personnel trained in human rights policies or procedures	●	Safety, Security & Health: Security
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KEY

- = Full
- = Partial

Social Performance - Continued		
Human Rights Assessment		
412-2	Employee training on human rights policies or procedures	 Employees: Ethics
Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	 Community
Anti-corruption		
205-2	Communication and training about anti-corruption policies and procedures	 Employees: Training & Development
205-3	Confirmed incidents of corruption and actions taken	 Employees: Ethics
Customer Health and Safety		
416-1	Assessment of the health and safety impacts of product and service categories	 Carnival Corporation & plc 2017 Annual Sustainability Report (pages 44-55)
Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	 Safety, Security & Health: Security; Carnival Corporation & plc 2017 Annual Sustainability Report (pages 106-109)
Socioeconomic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	 Carnival Corporation & plc 2017 Annual Sustainability Report (page 31)

KEY

 = Full

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