

CARNIVAL CORPORATION & PLC

SUSTAINABILITY GOALS OF THE CARNIVAL GROUP

ENVIRONMENT

	2017
#1	Reduce the intensity of CO2e (equivalent carbon dioxide) emissions from our operations by 25% by 2020 relative to our 2005 baseline, measured in grams of CO2e per ALB-km.
#2	Continue to improve the quality of our emissions into the air by developing, deploying and operating Exhaust Gas Cleaning systems across the fleet capable of reducing sulfur compounds and particulate matter from our ship's engine exhaust.
#3	Increase Cold Ironing coverage of our fleet wide capacity in relation to future port capabilities.
#4	Increase Advanced Wastewater Purification System (AWWPS) coverage of our fleet wide capacity by 10 percentage points by 2020 relative to our 2014 baseline.
#5	Continue to improve water use efficiency of our shipboard operations by 5% by 2020 relative to our 2010 baseline, as measured by liters per person per day.
#6	Continue to reduce waste generated by our shipboard operations by 5% by 2020 relative to our 2010 baseline, as measured by kilograms of non-recycled waste per person per day.

SAFETY

	2017
#7	Striving to be free of injuries, we continue to build on our commitment to protect the health, safety and security of our guests, employees and all others working on our behalf.

LABOR & SOCIAL

	2017
#8	Continue to build a diverse and inclusive workforce and provide all employees with a positive work environment and opportunities to build a rewarding career to further drive employee engagement.
#9	Further develop and implement vendor assurance procedures ensuring compliance with Carnival Corporation & plc's Business Partner Code of Conduct and Ethics.
#10	Continue to work on initiatives and partnerships that support and sponsor a broad range of organizations for the benefit of our local and global communities throughout our Brands, in particular Fathom.

AIDA CARES 2017 GOALS AND GOAL ACHIEVEMENT

ENVIRONMENT			
Goal	Measures	Status / 2016	Next steps / 2017 ff.
AIDA – Carn.Corp. Goal #1	Installation of the energy monitoring and management system EMMA by ABB, which provides decision support for optimizing ship and system performance	System implementation on all 11 ships	System implementation on 12th ship with the christening of AIDAperla
AIDA – Carn.Corp. Goal #1	Installation of dual-fuel engines on AIDA newbuilds 2016/2017	Commissioning of the dual-fuel engine on AIDAprima, enabling supply of environmentally friendly LNG in ports Dual-fuel engine installed on AIDAperla in 2016	Commissioning of the dual-fuel engine on AIDAperla, enabling supply of environmentally friendly LNG in ports Dual-fuel engine installed on newbuilds 2018/2021
AIDA – Carn.Corp. Goal #1	Equipping AIDA newbuilds with the innovative MALS technology to reduce fuel consumption	Commissioning the MALS technology on AIDAprima	Commissioning the MALS technology on AIDAperla
AIDA – Carn.Corp. Goal #1	Better waste heat recovery through technical improvements with the goal of reduced oil-fired boiler use and increased fresh water production	Modification of the onboard systems on AIDAvita and AIDAaura with focus on producing fresh water as efficiently as possible Modification of the onboard systems has been performed on the other ships	Further modification of the onboard systems
AIDA – Carn.Corp. Goal #2	Installation of a comprehensive exhaust gas treatment system (reduction of soot particles, NOx and SOx by up to 99 percent) on new AIDA ships. Gradual retrofitting of existing fleet with exhaust gas treatment systems	Conversion of the comprehensive exhaust treatment system on AIDAprima Installation of the exhaust treatment system on AIDAperla	Conversion of the comprehensive exhaust treatment system on AIDAperla Further development and optimization of the installed stages of the exhaust treatment system
AIDA – Carn.Corp. Goal #3	Nutzung von Landstromversorgung zur Reduzierung der Emissionen im Hafen	Abschluss der Testphase zur Landstromversorgung von AIDA Sol in Hamburg Altona	Regelmäßige Versorgung von AIDA Sol in Hamburg Altona mit Landstrom aus erneuerbaren Energiequellen
AIDA – Carn.Corp. Goal #4	Use of shore-side power supply to reduce emissions at ports	Commissioning of AWWPS on AIDAprima	Commissioning of AWWPS on AIDAperla Further development and optimization of AWWPS for increasing HELOM requirements in the future

ENVIRONMENT

Goal	Measures	Status / 2016	Next steps / 2017 ff.
AIDA – Carn.Corp. Goal #6	<p>Reduction of waste generated per guest per day</p> <p>a) Conduct regular waste disposal audits and inspections on site and in ports</p> <p>b) Reduction of non-recyclable products. Introduction of closed-loop processes. Tighten requirements for contractors, e.g. with regard to sorting rates</p> <p>c) Increase use of biodegradable products</p>	<p>Continuous process</p> <p>Optimization of purchasing and processing procedures for waste prevention in hotel, catering and ship operations</p>	<p>Continuous process</p> <p>Further optimization of purchasing and processing procedures for waste prevention in hotel, catering and ship operations</p> <p>Further increase the recycling rate</p>
AIDA – Carn.Corp. Goal #1 and #5	<p>Decrease consumption of water and energy resources by optimizing work processes on board</p>	<p>Continuous process</p> <p>Reduced average consumption per person on board thanks to state-of-the-art technology in hotel and catering operations (energy consumption reduced by 1.87% and water consumption by 3.17% compared to the previous year)</p>	<p>Continuous process</p> <p>Further reduction of average consumption per person on board thanks to state-of-the-art technology in hotel and catering operating, e.g. onboard AIDAPERLA (2017) and AIDANOVA (2018)</p>
Increase use of sustainable products	<p>Increase use of sustainable products, e.g. furniture, clothing for guests and employees (Cradle 2 Cradle = C2C), food, etc.</p>	<p>Continuous process.</p> <p>For example, we now obtain more sustainable food, such as organic tea, organic coffee, fair-trade pork, and fair-trade chocolate</p> <p>Studies on the environmental compatibility of materials and alternative approaches</p>	<p>Continuous process.</p> <p>In 2017 we aim to use the most environmentally friendly materials in the construction of the new ships 2018/2021</p>
CO₂ offset	<p>CO₂ compensation by AIDA for all business travel of AIDA employees by plane or rental car</p> <p>CO₂ compensation of cruises as an optional offer for AIDA guests</p>	<p>Continuation of CO₂ compensation of AIDA business travel</p> <p>Introduction of optional CO₂ compensation of flights for AIDA guests in 2016</p>	<p>Continuation of CO₂ compensation of AIDA business travel</p> <p>Further development of CO₂ compensation</p>
Efficient IT and office solutions	<p>Increase use of efficient IT and office solutions (printer, conversion of IT clients etc.)</p>	<p>Transition to virtual clients & server shore/sea almost completely implemented</p>	<p>Continuous process.</p> <p>Further transition to virtual clients & server shore/sea</p>
Increase digitalization	<p>Increased digitalization to save resources on board and on shore (paper and toner)</p>	<p>Continuous process.</p> <p>Strengthening the range of information on the AIDA homepage and apps to replace printed material.</p>	<p>Continuous process.</p> <p>Numerous projects in human resources and accounting should replace printed materials and files with digital data management</p>

SAFETY & HEALTH

Goal	Measures	Status / 2016	Next steps / 2017 ff.
AIDA – Carn.Corp. Goal #7	Mandatory HESS training courses for all employees. Integrate HESS content in all training programs	Continuous process. Implementation of additional Carnival HESS training standards	Continuous process. Implementation of additional Carnival HESS training standards
AIDA – Carn.Corp. Goal #7	Systematic implementation of occupational health and safety strategies	Continuous process	Continuous process
Improved management systems that take the particular requirements of the cruise industry into account	Develop a Group-wide and specially customized management system within the Carnival Group that meets and exceeds the ISO requirements	Continuous improvement process. Carnival standards in 2016 with nearly 400 processes (99% degree of completion)	Continuous improvement process. 100% fulfillment of the Carnival standards processes

WORK

Goal	Measures	Status / 2016	Next steps / 2017 ff.
<p>Positioning as an attractive employer</p>	<p>Extensive insights into work areas for applicants via the Internet, trade fairs, social media, international and national career days, lectures and cooperations</p> <p>Continuous measures to strengthen and position the employer brand, in order to increase employee recruitment</p>	<p>Awards as Top Employer, Trendence Graduate Barometer “Top 3 Employer Germany – Tourism 2016, IHK” Top Training Company” for AIDA and AKC</p> <p>Further development of the AIDA career portal and social media activities (search engine optimization, employee recommendation program, integration of job profile videos on the Jobs page)</p>	<p>Awards Trendence Graduate Barometer “Top 2 Employer Germany – Tourism 2016, IHK “Top Training Company” for AKC</p> <p>Strengthened internal & external employer branding</p> <p>Strengthening university marketing and junior program</p>
<p>Employee retention and development</p>	<p>Targeted measures to reconcile one’s professional and personal life</p> <p>Promotion of career opportunities and professional development measures</p>	<p>Start of the I LOVE TO SEE YOU SMILE initiative</p> <p>Introduction of AIDA 4me with the work-life-balance program “Wellbeing”</p> <p>Expansion and digitalization of AIDA4me</p> <p>Pulse check/Survey of staff on shore</p> <p>Reduction of paper quantities through sign pads (e.g. working hours, performance assessments)</p> <p>Introduction of performance round tables for ship and shore personnel</p> <p>Virtual onboarding trainings for new colleagues</p> <p>Continuous expansion of training activities on board and on shore</p>	<p>Intensification of the I LOVE TO SEE YOU SMILE initiative</p> <p>Expansion of the offers within the Wellbeing program</p> <p>Preparation for a digital HR world: Revision of all onboarding documents for new employees (preparation for crew portal); crew surveys on departure</p> <p>Conduct employee surveys</p> <p>Continuous development of training activities on board and on shore (including intensive environmental awareness training)</p> <p>eLearning award for onboarding training</p>

GUESTS

Goal	Measures	Status / 2016	Next steps / 2017 ff.
Increase guest satisfaction	Differentiated assessment of customer needs and wishes Qualitative and quantitative evaluation of all guest feedback	Overall satisfaction at 8.28 (Conversion of the evaluation scale: 0 = not at all satisfied, 10 = very satisfied; customer satisfaction index as a total percentage value, taking into account weighted partial satisfaction of travel components in relation to overall satisfaction)	Increase the level of guest satisfaction. Introduction and application of new and innovative measures and evaluation methods for optimizing customer-oriented products and processes.
Improving accessibility for people with special needs (visually impaired, hearing impaired and wheelchair users)	Expansion of services for people with special requirements; Clearer travel information for people with disabilities and special needs	Continuous process to improve accessibility, stairlifts on ships put into service from 2010 onwards	Continuous process to improve accessibility, install stairlifts on other ships
Promote customer dialogue in social networks	Present on major platforms such as Facebook, google+, Youtube, Twitter and in the AIDA Web Lounge	AIDA Facebook Fanpage with more than 1,000,000 Fans & AIDA Web Lounge with 100,000 members End of 2016: 1,000,000 Facebook Fans	Increase number of followers on AIDA social media channels Increase Facebook fans to over 1,200,000
Increase customer loyalty	AIDA Club for frequent travelers with attractive and complimentary benefits	Reorientation of the AIDA Club, custom and long-term care measures for each club level.	Further development of the AIDA Club, custom and long-term care measures for each club level.

ECONOMIC GROWTH

Goal	Measures	Status / 2016	Next steps / 2017 ff.
Expand the fleet	Commission of newbuilds; Increase berth capacity	Commissioning of AIDAprima 21,962 beds in total	Commissioning of AIDAprima 25,136 beds in total Commissioning of two additional new ships 2018/2021 By 2021: approx. 35,200 beds
Intensify positive impact on the local economy	Create new jobs	7,177 employees on board and 1,165 employees on shore	Recruitment of additional employees, especially in the context of commissioning the AIDAprima and the new ships 2018/2021 More than 1,000 new jobs with each new ship
Intensify positive impact on the region and destination countries	Expand partner network and build on partner relationships	13,857 partners, 224 ports & 76 countries	Further development of partner networks (optimization, consolidation & stricter selection of suppliers according to the sustainability criteria)
Expand the range of travel offerings	Add new destinations to our portfolio	Continuous process Introduction of the new travel program "AIDA Selection" 2016: 44 destinations and 5 countries more than last year	Continuous process
Further develop market position in Germany	Increasing awareness of the AIDA brand Strengthen positive image	Number 1 cruise company on the German market Brand awareness in Germany: 72% (as of the beginning of 2017)	Continuous process. Strengthen market position & increase brand awareness

COMMUNITY / CHARITY

Goal	Measures	Status / 2016	Next steps / 2017 ff.
AIDA – Carn.Corp. Goal #10	<p>Promotion of research and projects in the areas of social responsibility and environmental protection.</p> <p>Support of charitable institutions, donation management</p>	<p>Support of partners with volunteer activities & donations, e.g. SOS Children's Villages, aid for migrants, democracy initiatives, animal welfare, sport and culture</p>	<p>Continuous process. Continuation and expansion of volunteer activities & financial donations</p> <p>Financial and staff support of Mercy Ships</p>