



COMPANY
& MARKET



ENVIRONMENTAL
MANAGEMENT



COMMITMENT TO
SOCIETY



OUR
EMPLOYEES



ACHIEVEMENTS
& OUTLOOK



AIDA CARES 2017



SUSTAINABILITY REPORT

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B.A.U.M. Consult GmbH checked and confirmed the fulfillment of **AIDA cares 2017** regarding Global Reporting Initiative (GRI) indicators.





SUSTAINABILITY IS AN ESSENTIAL ELEMENT OF OUR ACTING



Dear Sir and Madam,

2016 was another successful year for our company. Along with the 20th anniversary of our first cruise ship AIDAcara, AIDA Cruises also celebrated the 20th year in its company history on June 7, 2016. More than 900,000 guests have given us their trust and spent their holidays on board one of our ships. Thank you for your trust!

Each day 9,000 employees from more than 40 countries on shore and aboard our ships, supported by our appreciated sales partners and global service providers, are offering their commitment, passion and their very best professional skills to guarantee safe ship operations and go above and beyond the expectations of our guests day by day.

In the last two decades, cruises have become one of the most modern, innovative and versatile holiday formats in Germany. AIDA Cruises sees one of its key responsibilities as making cruises even more sustainable. Keeping nature intact is the foundation of our business model and a basic requirement for us successfully to continue offering cruises in the future. We set our own goals and are proactively working on improving environmental protection.

AIDA Cruises is investing in the development and implementation of new, environmentally friendly technology for many years. When we commissioned our 11th fleet member

AIDAprima in spring 2016, we once again demonstrated our innovative power. AIDAprima is the first cruise ship in the world which can be operated with low-emission liquefied natural gas (LNG) while docked at five European ports. This year, on June 30th, we welcomed the 12th member of our fleet with its sister ship AIDAprila.

We will be able to operate the next AIDA generation, which is currently under construction at the Meyer shipyard in Papenburg, with 100 percent liquefied natural gas (LNG) at sea and when docked at port. The use of LNG eliminates emissions of soot particles and sulfur oxides, while emissions of nitrogen oxides and CO₂ are sustainably reduced.

A variety of procedures enabled us further to improve our eco-balance on all ships in our fleet. After the successful test phase in 2016, AIDAsol is now operated with shoreside power in Hamburg Altona. Many other measures on board our ships have contributed to further reducing the water consumption and use of resources while improving energy efficiency. Additionally, we are supporting the preservation of cultural and biological diversity and dedicating ourselves to our employees, guests and society with a wide range of projects and initiatives.

The introduction of our new AIDA Selection trips last year enables us to offer a new travel

program with the ships from the first AIDA generation. Our goal is to give our guests a better understanding of the typical cultures and traditions in the various countries and enable unforgettable experiences of nature.

These are just some selected examples of our sustainable operation. In our sustainability report "AIDA cares 2017," we will give you comprehensive and transparent information about our commitment in the past year and show all relevant key indicators.

Detailed information about our commitment to the environment and society in this report can be found [here](#).

I hope you enjoy reading these informative insights into the world of AIDA Cruises.

Best regards,

Felix Eichhorn
President AIDA Cruises



**WE ARE COMMITTED
TO THE ENVIRONMENT,
ASSUME SOCIAL
RESPONSIBILITY AND
FOCUS ON ACHIEVING
RESPONSIBLE GROWTH.**

OUR SUSTAINABILITY PHILOSOPHY

*We conserve resources and protect the environment,
promote cultural and biological diversity and engage both
with the people onboard and those on land.*

Acting sustainably is a question of responsibility for AIDA Cruises. We are absolutely convinced that sustainable management is a fundamental prerequisite for offering successful cruise voyages in the future.

THE PILLARS OF OUR SUSTAINABILITY STRATEGY

We are committed to the environment

In practice, this means acting with foresight, investing in more efficient technology and working in close cooperation with science and research partners. Our objective is to use resources effectively and, where possible, restore technical and biological cycles. We already take into account the eco-friendliness and potential for recycling of an item when acquiring our products.

We assume social responsibility

The key values of our company are tolerance, trust and mutual appreciation and respect for cultural diversity. Our employees are the bed-rock of our corporate philosophy, and we constantly invest in providing them with both basic and advanced training. We are mindful of acting sustainably and ensuring fair working con-

ditions for our contractual partners and suppliers too. We share our success with the wider community.

We focus on achieving responsible growth

We want to be pioneers – in an economic, social and ecological sense. In order to improve and develop our company even further, we promote dialogue and interaction with our guests, partners, friends and critics.

ACTING SUSTAINABLY THROUGH SYSTEMS

The term sustainability covers a multitude of processes and standards at AIDA Cruises, which are defined in a systematic and effective management system. They ensure compliance with laws and that additional internal standards and guidelines are met. We make no compromises when it comes to the health and safety of our guests and crew members, or of anybody who works with us for that matter. For us, they have top priority.

All of our standards and processes are continuously developed and compliance with those standards is checked by means of internal and external audits.



SUSTAINABILITY TARGETS OF AIDA CRUISES*



CONSERVING WATER

- Further decreasing of average consumption per person thanks to the most modern technology in hotel and gastronomy areas, e.g. onboard of AIDAprera (2017) and AIDAnova (2018)

REDUCING WASTE

- Optimizing of purchasing and processing regarding waste avoidance in hotel, gastronomy areas and ship operating
- Further increases to recycling quota

RESPONSIBLE BUSINESS RELATIONS

- Abiding by the code of ethics and conduct
- Incorporation of new destinations
- Strengthening of sustainable excursions
- Extending partner networks and strengthening existing partnerships

COMMITMENT TO SOCIETY

- Supporting cultural, social and environmental protection projects and promoting research and science

HEALTH & SAFETY

- Best medical care



AIDA AS AN ATTRACTIVE EMPLOYER

- Strengthening and positioning as an employer to boost employee recruitment
- Creating new job opportunities

REDUCING EMISSIONS

- Decreasing CO₂ emissions
- Decreasing energy consumption
- Dual fuel engines: low-emission energy supply with LNG
- Decreasing fuel consumption due to energy efficient technologies: MALS, EMMA by ABB, waste heat recovery
- CO₂ offsets
- Exhaust gas cleaning systems
- Using cold ironing

DIALOGUE & NETWORKS

- Strengthen presence on diverse platforms and integrating guests and other stakeholders

WASTE WATER TREATMENT

- Commissioning of most modern waste water treatment facilities on AIDAprera (2017) and AIDAnova (2018)

* selected examples, also look at sustainability goals of the [Carnival Corporation & plc](#)



COMPANY & MARKET





AIDA ON COURSE FOR GROWTH

As one of the fastest growing and economically successful tourism enterprises in Germany, in 2016 AIDA Cruises employed 8,000 staff from 40 nations, of which 7,000 were based aboard the ships and 1,000 at the company offices in Rostock and Hamburg.

With its twelve cruise ships (as of 2017), AIDA Cruises operates one of the most modern fleets in the world and offers voyages to, among other destinations, the Mediterranean, the Canary Islands, North and Baltic Seas, the Caribbean, North America, Dubai and Asia. All of the ships in the AIDA fleet are operated in accordance with the highest international quality and environmental standards. The company is part of the Carnival Corporation & plc, which is the largest cruise shipping corporation in the world.

The economic success of AIDA Cruises is based on its innovative strength, trustworthy business relations and compliance with strict ethical standards. The company is committed to the standards set out in the Code of Business

Conduct and Ethics. The binding principles recorded are: our special quality promise to our guests, a company culture characterized by respect and esteem, fairness in dealing with partners, suppliers and competitors as well as a high degree of precision and integrity in business affairs.

A growing market

In recent years, the demand for ocean cruises has grown in tandem with the commissioning of every new ship, and was higher than ever before in 2016. The volume of guests in Germany has more than tripled over the last ten years. Germany's cruise industry ranks second in the world after the USA and tops the table in Europe. In 2016, 2.02 million Germans enjoyed a cruise holiday (an increase of 11 per-

cent on the previous year). In 2015 there were 1.81 million guests. As the market leader in Germany, AIDA Cruises is the most important driver of growth. More than 900,000 guests spent their holidays onboard an AIDA ship in 2016.

Cruise voyages combine lifestyle with diversity and comfort, while also offering unbeatable value for money. The trend is increasingly leaning towards multi-generational holidays. No other branch of the tourism industry adapts to demographic transformation in such a targeted manner as the cruise industry. We score highly on innovations, a high degree of flexibility and individual offers for all target groups and age brackets. This type of holiday is therefore attractive for every generation, which

also ex-plains its long-term growth potential. In the coming years we plan to expand our range of offers even further, and the AIDA fleet will grow to 14 ships by 2021. It has always been important for AIDA Cruises to grow in a sustainable and responsible manner. AIDA Cruises has awarded a billion-euro order to Meyer Werft in Papenburg for two new ships, which will join the AIDA fleet from 2018. The next generation of AIDA ships will be the first anywhere in the world that will be able to run on 100 percent liquefied natural gas (LNG), which is currently the cleanest fuel available in the shipping industry. AIDA Cruises is therefore occupying a pioneering role with regard to conserving the environment.



A surge in growth for ports and regions

Each new ship that we commission in the future creates around 1,000 new jobs on land and at sea. Not only does the cruise line industry itself benefit, but also maritime suppliers and the tourism industry as a whole. Around three quarters of the suppliers for our new ships, AIDAprima and AIDAprera, are located in Germany or the European Union. In 2015, the gross economic product of the European cruise line industry was 41 billion Euros, and the crew and employees of the cruise line companies were paid more than 11 billion Euros.

Cruise line companies also contribute significantly to the creation of value in their visited destinations. AIDA Cruises, for example, collaborates with local agencies and suppliers with regard to shore excursions, makes purchases in the destinations and makes use of the services of the local port agencies and port authorities.

German ports also benefit from the ongoing growth of the cruise line industry and the continual increase in the number of guests. In 2016, the Port of Hamburg maintained its leading position recording around 722,000 cruise guests as one of the top German cruise ship ports, followed by Rostock and Kiel. Cruise ships docked in the Port of Hamburg a total of 171 times in 2016.

24,7

MILLION CRUISE PASSENGERS
WORLDWIDE IN 2016*



458 CRUISE SHIPS WORLDWIDE IN 2016,
OF WHICH 260 OF THESE
ARE OCEAN CRUISE SHIPS
AND 198 ARE RIVER CRUISE SHIPS*



6,674,000 EUROPEAN
CRUISE PASSENGERS IN 2016



41 BILLION EURO ECONOMIC
OUTPUT PRODUCED 2015 BY
THE EUROPEAN CRUISE
INDUSTRY**

AIDA CRUISES
CALLED AT **11** SHIPS
224 DESTINATIONS
IN **76** COUNTRIES
IN 2016***



GERMAN CRUISE MARKET:
NO. 1 IN EUROPE
AND NO. 2 WORLDWIDE*



360,571 PEOPLE WERE EMPLOYED
BY THE EUROPE CRUISE INDUSTRY
IN 2015**



50 % OF GERMAN PASSENGERS
CRUISED 2016 IN THE MEDITERRANEAN
AND ATLANTIC ISLANDS, 21 % IN NORTHERN
EUROPE AND THE BALTIC*

+11,3%

OVER PREVIOUS YEAR

2,017,142 GERMAN HOLIDAY MAKERS
CHOSE A CRUISE IN 2016*



SUSTAINABLE ECONOMIZING

Growth for AIDA Cruises is always seen in conjunction with sustainable operations and our business partners are also bound to these principles.

The basis is our strategy of achieving all-round quality. Consequently, our decisions are always taken with due consideration given to the environment, the wider community, our business partners, our employees and the well-being of our guests.

Any products we buy, use and offer are recyclable wherever possible. Ideally these are also made of recycled materials, well-being as this conserves natural resources. It is our aim in the long term to create an almost complete closed-loop recycling solution, which would produce almost no waste.

All-round quality demands that products used by us and our business partners are healthy and practical for the end consumer. The environment and the economy benefit in equal measure when the products constitute of recyclable resources. Besides technical efficiency, the strategy of comprehensive quality is the basis of our sustainability concept - and the foundation of our future economic success.

Sales of our cruises
are supported by
11.631
partners in the tourism industry.

Around
342
suppliers work in the hotel,
wellness and excursion sectors,

193
suppliers in the food
and beverage sector, and
1.300
suppliers and service providers
work in the engineering,
construction and shipyards sectors.
In addition, we work with

391
port and excursion agencies in
224
ports in

76
countries.



THE MOST IMPORTANT INTERNATIONAL CONVENTIONS AND STANDARDS

Compliance with conventions and standards is checked and certified regularly on AIDA ships.

In many areas, AIDA Cruises exceeds the requirements of conventions and standards, as is the case with our ISO 14001 and OHSAS 18001 certifications.

ISO 14001

All our ships are certified according to environmental standard 14001 of the International Organization for Standardization (ISO) to support our implemented environmental management system (EMS). An independent third-party organization regularly checks our EMS according to ISO 14001.

OHSAS 18001

All of our occupational health and safety management systems onboard are based on OHSAS 18001:2007, the world's most recognized occupational health and safety management system standard. This standard is regularly checked by us and external organizations.

SOLAS

SOLAS (Safety of Life at Sea) governs the safety requirements for the design, construction, equipment and operation of ships as well as safety management.



ISM Code

The International Safety Management Code is the international standard with which all seafaring ships must comply, which governs the safe management and operation of ships and the prevention of environmental pollution. The ISM Code is a part of the International Convention for the Safety of Life at Sea (SOLAS).

ISPS Code

The International Ship and Port Facility Security Code defines the safety standards, requirements and processes for preventing hazards in ships, ports and governments by requiring, for example, the development of safety plans, evaluations of safety risks and threats and the implementation of preventative safety measures.

MARPOL

MARPOL (The International Convention for the Prevention of Pollution from Ships) is the most important international convention that aims to prevent ships from polluting the marine environment. The compliance with this convention is regularly checked by flag states on all AIDA ships and by all AIDA ships themselves.

IMO Ballast Water Convention

The Ballast Water Convention helps to prevent microorganisms from spreading via ballast water into areas where they are not wanted and would threaten the local biodiversity.

STCW

The International Convention on Standards of Training, Certification and Watchkeeping for Seafarers of 1978 sets the standards for the training, qualification and certification of seafarers, as well as standards for the skills of crew members and methods that demonstrate their abilities.



MLC

The international basis of regulations on labor law for cruise ships is the Maritime Labor Convention (MLC) issued by the International Labor Organization (ILO) a subsidiary organization of the UNO (United Nations Organization). The world-wide applicable working conditions include health, security, minimum age, recruiting, working hours, accommodation onboard and social security and guarantees adequate working and living conditions onboard. The flag states and/or the responsible classification societies check and certify regularly the compliance with this high maritime social-standards.

USPH

The United States Public Health Service (USPHS) was founded in 1798 as a loose network and is an authority within the Department of Health in the United States. The USPHS sets the highest hygiene standards world-wide. This applies for ships with more than 13 passengers, driving in international waters and calling a port in the US.

A complete overview with detailed descriptions of the applicable standards in cruise shipping, as well as within the Carnival Corporation, is available in the [Carnival Corporation's current sustainability report](#).



OUR INTERNAL STANDARDS

In order to meet our demanding quality standards, we have introduced our own management systems and standards which cover areas beyond international conventions, and we develop these in an on-going process. These systems include:

The HESS management system

The Carnival Corporation's integrated HESS management system (HESS = Health, Environment, Safety & Security) regulates the management of processes concerning the environment, health and safety both at sea and on land. Its standards generally go beyond the scope of laws and regulations valid on land and particularly take into account the requirements of the cruise industry. These standards and processes are regularly checked with internal and external audits.

Code of business conduct and ethics

With our Code of Business Conduct and Ethics, we undertake to interact fairly with business partners, suppliers and competitors, and to maintain the accuracy and integrity of business transactions.

Donation guidelines

These guidelines contain transparently the criteria according to which donations are made. The responsibilities for managing the donations budget are also set out in these guidelines.

Customer experience management

We keep a systematic record of our guests' feedback and use this to derive measures that enhance guest satisfaction.

Training management

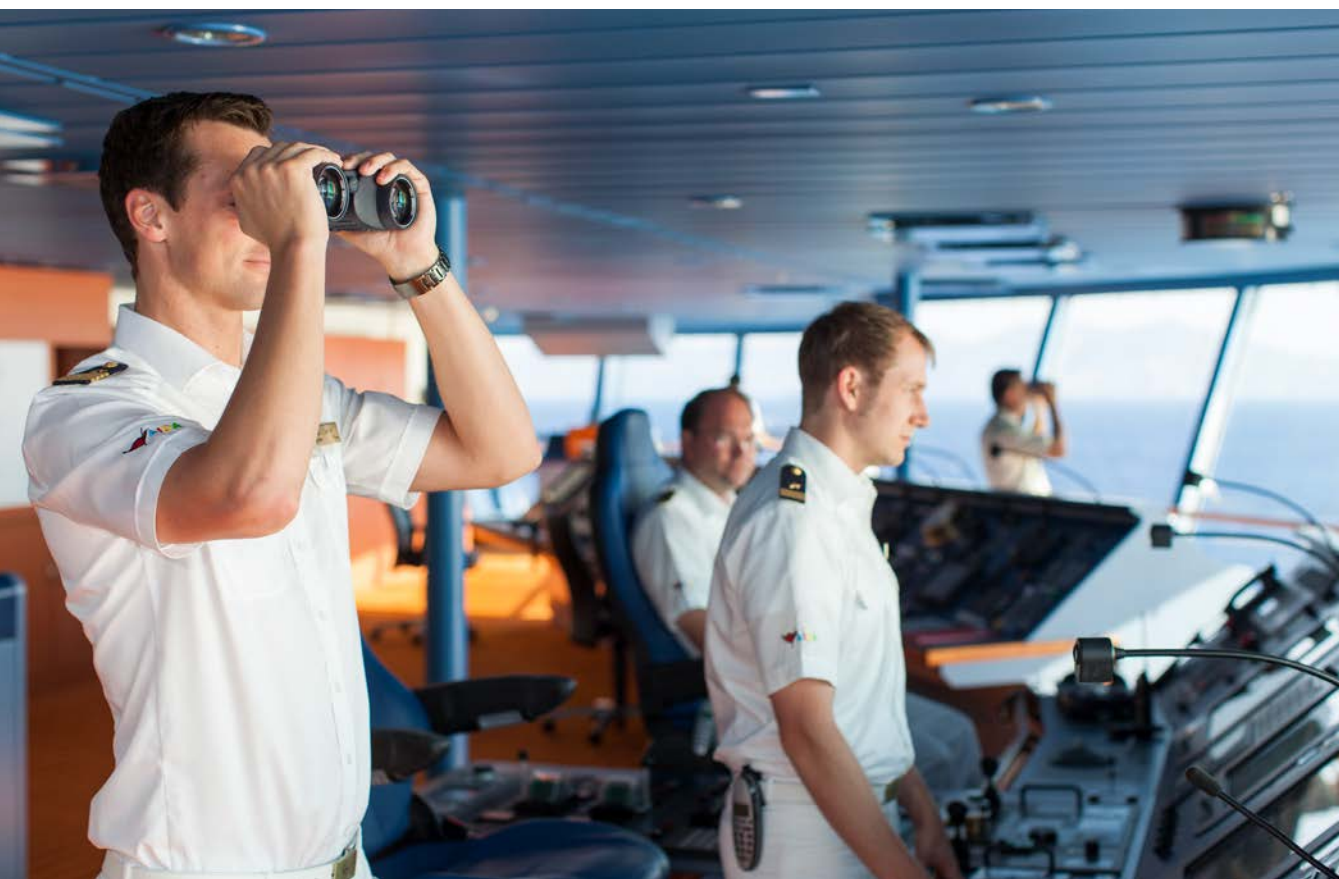
We provide our employees with support to help them develop their own potential and expertise on a regular basis with diverse basic and advanced training opportunities specific to working in cruise industry.

Service standards

We encourage our employees to act proactively enabling us to surpass our guests' expectations in regard to service, quality and the diversity of their experience. As part of an internal service initiative, we train all our employees and reward outstanding performance.

Performance and talent management

This system enables us to recognize the skills and accomplishments of our employees, to promote their strengths and to arrive at long-term target-oriented development measures. Various criteria for success and the employee's performance are discussed in annual performance reviews as part of an established, transparent process. Individual recommendations for development and support programs, such as taking part in training courses, derive from these discussions. Employees who demonstrate pronounced interdisciplinary skills and who excel at their work are supported through a company-wide talent management program, and we also offer individual development prospects to prepare selected employees for management roles.





SAFETY AND SECURITY AT ALL LEVELS

The health, safety and security of our guests and crew members, or of anybody who works with us for that matter, is our utmost priority. This is not just the management's task or that of the officers onboard - the entire crew accepts responsibility for it.

Our crew members are trained in accordance with our HESS standards (HESS = Health, Environment, Safety, Security). In many areas, these HESS standards go beyond the regulations that apply ashore. The internationally required safety exercises are mandatory for all guests and take place onboard before the ship leaves the port.

So that they are able to react appropriately in hazardous situations, we train every one of our employees in safety procedures even before their first day of work, and then at every stage of their career - before, during and between assignments onboard our ships.

All of our standards and procedures are part of an on-going process of development and compliance with those standards is checked both internally and externally by means of audits. The ADAC has certified that our ships are fitted with the latest technology, safety, rescue

and fire protection equipment, that they benefit from meticulous security checks of passengers and luggage upon embarkation, are staffed by a professional and helpful crew who are very aware of their responsibilities and of the safety of their passengers, and that evacuation exercises are conducted on a routine basis.

Simulations in case of an emergency

In 2012, we opened the Centre for Simulator Maritime Training (CSMART) Rostock at the AIDA Academy - the first of its kind in Germany - which is specifically oriented towards the quality requirements for providing our employees with basic and advanced training, and thus towards the safety requirements onboard cruise ships. By the end of 2016, our nautical and technical managers and recruits were regularly taking part in training courses focusing on methods of safe ship management and technical ship operation.

As of 1st January 2017, AIDA Cruises has been

benefiting from the pooled expertise of the new Arison Maritime Center opened by the Carnival Corporation & plc in Almere in the Netherlands, and now offers the nautical and technical managers of the AIDA fleet all of the advanced training courses available at the world's leading maritime training center, which opened in June 2016. The centerpiece of the 10,000 square meters facility, in which the Carnival Group invested around 75 million euro, is the CSMART Academy. This facility pools the international expertise and experience of the 10 cruise lines operated by the Carnival Group, and boasts the most up to date maritime simulator technology in the world in addition to an international research and development center.

The innovative training opportunities for around 6,500 nautical and technical officers each year are based on the highest international standards of quality and safety, which are oriented towards, among others, the airline industry. The training courses extend far beyond the requirements of the international STCW (Standards for Training, Certification and Watchkeeping).

More information can be found [here](#).

Emergency Medical Care just like on Land

Onboard AIDA ships, we offer both our guests and crew members access to professional medical care. The well-equipped hospital is comparable with an emergency ward in a conventional hospital. Beside outpatient care, it is also equipped with beds for in-patients and certain cases is able to provide intensive medical care.

In July 2016, for example, we started a groundbreaking cooperation with Rostock University Medicine in the field of telemedicine. Our on-call doctors, depending on where they are, are in contact with the radiologists of the university medicine via a satellite connection. They can send radiographs over long distances, convene telephone conferences and exchange experiences - around the clock, seven days a week.

Our on-board medical personnel consists of two ship's doctors and two or three qualified nurses with experience in providing acute medical care. Furthermore, every crew member receives regular training in first-aid to ensure excellent initial treatment is provided to both guests and crew.

Should it not be possible to treat an illness adequately on board, further care will be provided in a medical practice or hospital ashore. Our cooperation partners also provide support for patients there. Should it be necessary, we arrange for an interpreter and carer to be found in the local area.

We recommend that guests undergoing medical treatment or who have particular requests address important points such as obtaining medication or the possibility of needing medical treatment on board in advance of the trip or when making the booking. For journeys to distant countries, we provide our guests with detailed information regarding vaccinations and preventative health measures recommended for the particular destination.



RISK MANAGEMENT

Risk management is anchored firmly in our corporate culture.

Effective risk management strategies allow us to identify potential risks and their consequences, and gives us the chance proactively to minimize risks while implementing our corporate strategy.

Like every company, we are faced with a range of challenges which at the same time present opportunities in relation to modifications to global regulatory requirements, ever-changing political and socio-economic frameworks and ongoing developments in science and technology.

Our risk prevention and management policy is based on a model developed by the Carnival Corporation and takes into account the international standards of Enterprise Risk Management (ERM). It is incorporated in every department of the company, and comprises such segments as organizational structure, review processes, standards and codes of conduct. Potential risks are examined on every level of the organization and openly discussed with the company management. This also guarantees compliance with our demanding health, environment, safety and sustainability standards (HESS).

To this end, the Risk Advisory & Assurance Services Department (RAAS) works closely with the management in the conduct of regular audits, identification of potential risks and checking control mechanisms. This means we can examine and ensure compliance with corporate policy and processes as well as laws and regulations, on a regular basis.

The overall aim of this process is to minimize the impact of both foreseeable and unexpected events.



More information about company and market can be found [here](#).





ENVIRONMENTAL MANAGEMENT



ENERGY AND EMISSIONS MANAGEMENT

It is only by constantly monitoring and optimizing energy usage that consumption is consistently reduced and resources are conserved.

Optimum energy consumption conserves resources

Since 2015, we have been using the innovative Energy Monitoring and Management System 'EMMA', created by ABB, onboard all the ships in our fleet. It provides comprehensive operational and technical information, as well as decision-making support that promotes the efficient running of the ship and its systems, in order to for example optimize the propulsion of the ship, the hotel and auxiliary power supply, air conditioning per person as well as the overall fuel consumption.

One further possibility for making fuel savings is to create optimal speed profiles corresponding to the various legs of the voyage. By implementing this technique, and through effective route management and optimized timetables and layovers, significant savings are possible for our fuel consumption. An improved hull and propeller design likewise helps us to optimize the hydrodynamic characteristics of AIDAprima and AIDAprima. Thus, the striking new torso lines of the AIDAprima and AIDAprima lead to a hydrodynamic optimization, saving a significant portion of the ship's propulsion.

AIDAprima and AIDAprima are the first cruise ships in the world equipped with the innovative MALS technology (MALS = Mitsubishi Air Lubrication System). This allows the ship to

glide along on a carpet of air bubbles, which considerably reduces friction and conserves propulsion.

The standard electric motors onboard of AIDAprima are the first to be classified in the IE3 Premium Efficiency energy efficiency class. Braking energy generated by the on board lifts is fed back into the electrical system. Frequency-controlled engines and speed-controlled pumps and fans ensure that only the power that is genuinely needed is retrieved.

In order to prevent emissions even more effectively, we are committed to developing alternative options for electricity generation and usage in ship operations, and we also invest in new kinds of technology. We believe that the best ton of fuel is the one that was never used in the first place. The key question is therefore not what kind of fuel we use but how to achieve the greatest possible reduction in emissions.

Liquefied natural gas (LNG) lowers emissions

We aim to reduce emissions as much as possible wherever they are produced. Using liquefied natural gas (LNG), which is currently the fossil fuel that releases the least emissions, makes a significant contribution to reducing emissions.



CHANGE FROM MARINE GAS OIL TO LNG:

Particulate matter & SOx
up to -100 %

NOx up to -80 % & CO₂
up to -20 %

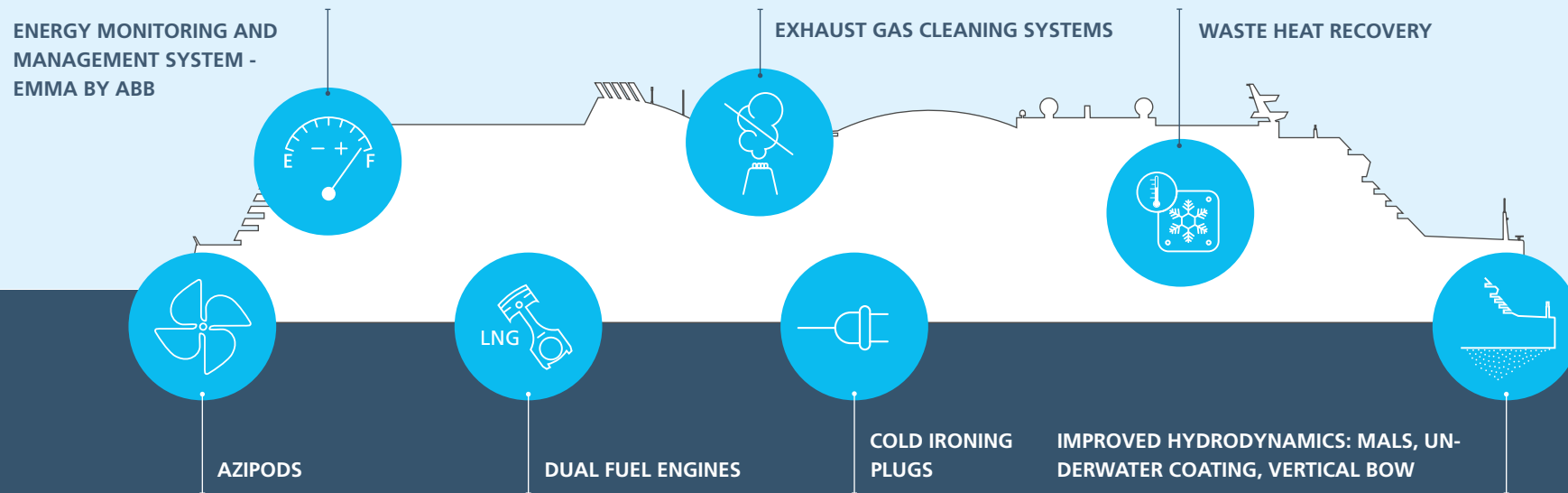
WORLD PREMIER WITH AIDAprima

Since May 2016 AIDAprima uses LNG in Hamburg, Le Havre, Rotterdam, Zeebrugge and Southampton.

AIDAprima and AIDAprima are the first cruise ships in the world that are able to produce their energy from LNG during port layovers and for around 40 percent of their overall operating time, which is made possible by a dual fuel engine. LNG needs to be available in the respective port for this to be possible. AIDA Cruises will moreover be the first cruise line in the world to be able to run a new generation of ships on up to 100 percent LNG. The newly-built LNG ships will join the AIDA fleet in the autumn of 2018 and the spring of 2021.



MOST MODERN ENVIRONMENTAL TECHNOLOGY ONBOARD OF AIDAprima & AIDAprera



ADDITIONAL MEASURES FOR MANAGING ENERGY AND EMISSIONS

ONBOARD:

Optimized route management

- Reduced speeds on many of our routes
- Route optimization, adjustments to schedules and layovers

Optimized light management system

- Energy requirement for lighting is thus reduced by approx. 30 % by use of energy-saving LED lights and by hotel card, which controls lights and air conditioning in the cabins

ASHORE:

Environmentally-friendly fleet of vehicles

- Company vehicles with CO₂ emissions of 125g per km, vehicle pool and company bicycles for all employees, which can also be used in their free time

AIDA Home - an eco-friendly office building

- Certified with the gold quality seal by the
- German Society for Sustainable Construction (DGNB) for full accessibility, heat and sound insulation, geothermal power, hybrid facade and much more.



Nachhaltiges Gebäude
DGNB Zertifikat in Gold



SAVING ENERGY & REDUCE EMISSIONS

Recovering waste heat

AIDAprima and AIDAprila are fitted with the latest technology, which raises the overall efficiency of energy production, for example through extensive energy recovery systems and intelligent distribution and usage of waste heat from machinery. The entire waste heat, including that given off by the engine coolant, is fed into a centralized waste heat distributing system and forwarded to the individual consumer parts that have the highest energy requirements at any given moment.

Absorption refrigerating machines are also used, which transform excess waste heat into cold air for air conditioning units. This lowers the demand for electrical energy and means that onboard air conditioning compressors need only be switched on when temperatures reach their peak in mid-summer. The air conditioning units in the cabins and communal spaces are controlled locally and intelligently via fan coils.

Since 2010, all ship cabins have been fitted with a modern, air recirculation and waste heat utilization system (HVAC Control System) so that the temperature of each cabin can be individually regulated. This modern technology reduces the energy consumption of each cabin by up to 20 percent.

Voluntary carbon offsets

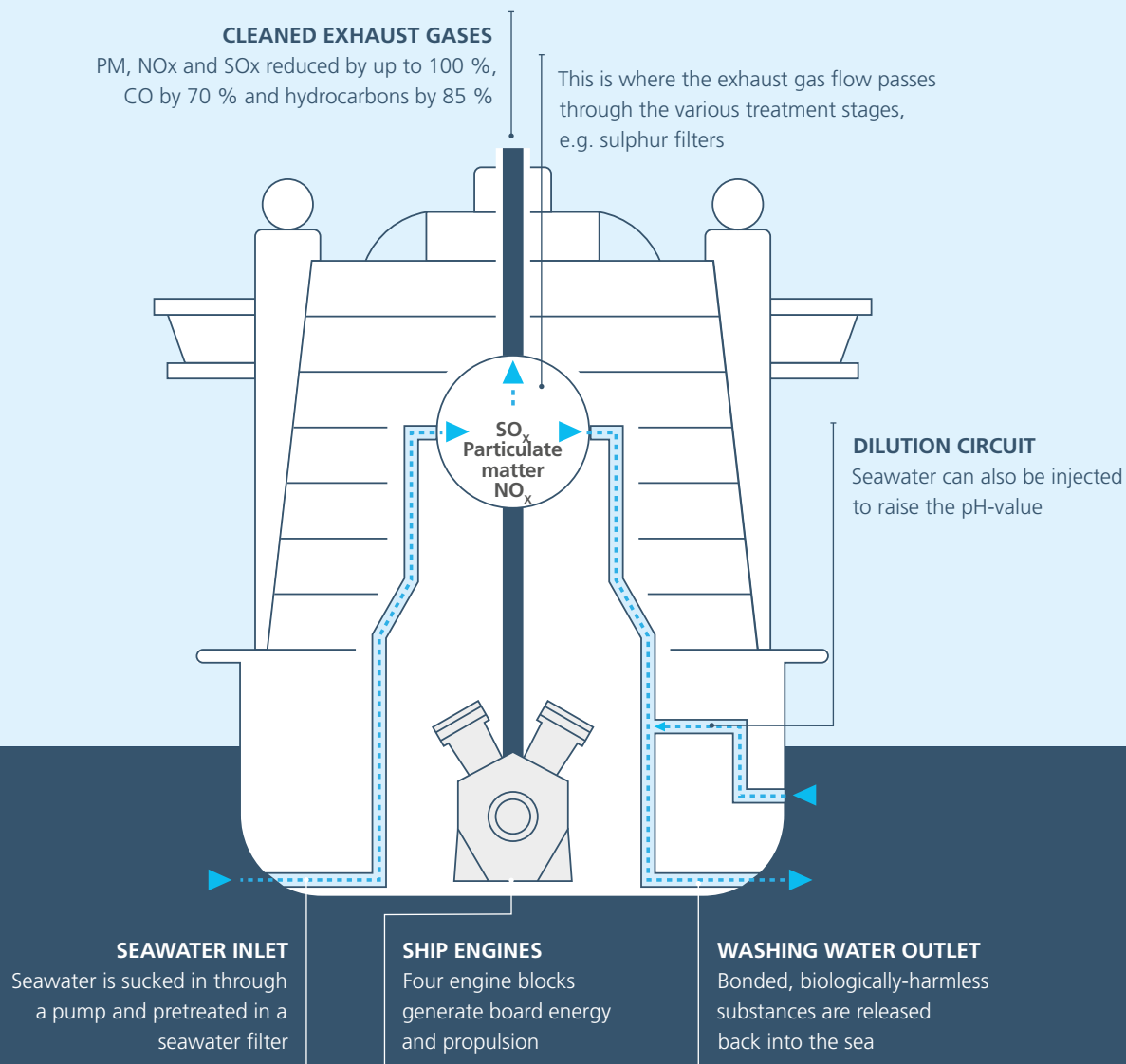
In March 2015, AIDA Cruises and the climate protection organization atmosfair began a joint climate protection program. It covers, among other aspects, the direct reduction of CO₂ emissions on ships and the encouragement of voluntary carbon offsets to be paid for both the cruise and, since 2016, inbound and outbound flights. The option to make a carbon offset payment, the amounts of which are defined by the payer for each respective cruise, is available to all AIDA guests at www.aida.de in the MyAIDA section. We moreover offset the CO₂ emissions of all business-related journeys made by its employees on land by plane or rented vehicle via atmosfair climate protection projects. In 2016 we compensated 3,923 tons of CO₂ this way.

Cold ironing

Of the 12 ships currently in the AIDA fleet, AIDAprima, AIDAprila and AIDAsol are already fitted with cold ironing connectors and a further six ships are equipped to use cold ironing. Following completion of the test phase in 2016, together with our partners in Hamburg, AIDA Cruises has taken a further step in 2017 towards conserving the environment and improving air quality in the city of Hamburg. As of late April 2017, while moored in Hamburg Altona, AIDAsol can now be supplied with 100 percent green electricity by means of a cold ironing system.



EXHAUST GAS CLEANING* ONBOARD AIDAPRIMA & AIDAPERLA



*highly simplified description

Exhaust gas treatment

It is the stated aim of AIDA Cruises to reduce the emissions produced by its fleet as much as possible, and in particular the emissions of soot particles and nitrogen and sulphur oxide. A comprehensive program with the aim of fitting ships with exhaust gas cleaning systems has been underway for many years within the Carnival Group, to which AIDA Cruises belongs. 6 out of 12 ships of the AIDA fleet have already been equipped with this technology over the last years.

AIDAprima and AIDAprila are fitted with a multistage exhaust gas cleaning system (EGCS). Nitrogen oxide is bound to a catalyst filtering out soot and fuel residues. Sulphur dioxide (SO₂) is converted into sulphite through the addition of sea water and then released back into the sea with the washing water. It is sulphate that is formed from sulphite through this process, which is one of the most common and natural compounds in the earth's oceans.

As with other new technologies this transition is a very complex process which is also dependent on dry dock periods and available planning and manufacturing capacities of vendors. The technical approvals of the exhaust aftertreatment systems have been carried out on all six ships. Where the approval has been granted for operation of these systems in our global areas of travel or ports, we are putting it to use.

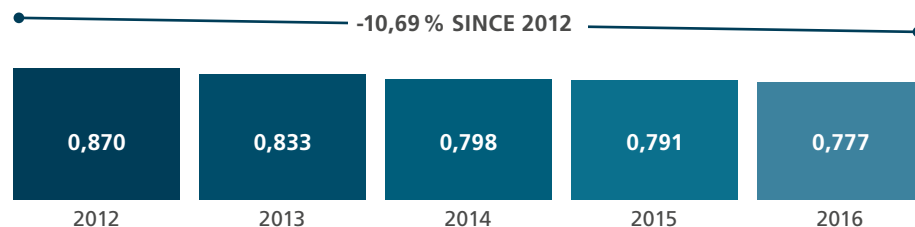




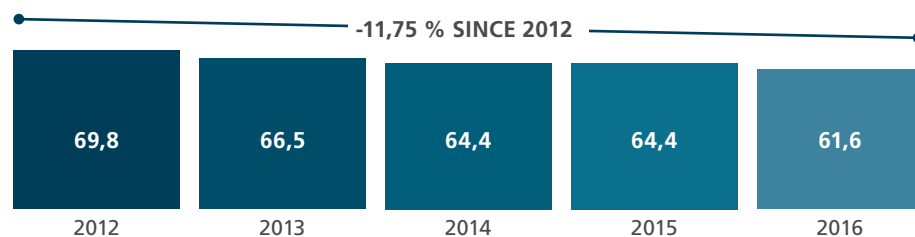
WHAT WE HAVE ACHIEVED

- Since May 2016 AIDAprima can be supplied with liquefied natural gas (LNG) in five European ports
- First successful test of shore power on AIDAsol completed on 17 May 2016 in Hamburg Altona
- AIDAsol was supplied 16 times in 2016 by the LNG hybrid barge 'Hummel' with energy generated using eco-friendly LNG.
- 6 out of 12 ships have been fitted with exhaust gas cleaning systems (2017)
- The energy monitoring and management system 'EMMA' by ABB was successfully installed on all AIDA ships (2016)
- Introducing the option for AIDA guests to make CO₂ offsets for inbound and outbound flights (2016)
- AIDA Cruises was distinguished with the 'Venice Blue Flag Award' (2017)
- Energy consumption per person onboard was reduced by 1.87 % in 2016 vs. LY
- CO₂ emissions per person onboard were reduced by 4.22 % in 2016 vs. LY

TOTAL ENERGY CONSUMPTION ONBOARD PER PERSON PER DAY (GJ/P × Day)



CO₂ EMISSIONS ONBOARD PER PERSON & DAY (kg/P × Day)



REDUCING WASTE

Systematic waste management

It is our aim in the long-term to create an almost complete closed-loop recycling solution, which would produce almost no waste. Where this is not possible, we put great emphasis on using reused and recycle resources and on strict waste separation. Metal is compressed to save space and glass is crushed. Food waste is likewise compressed and drained. The by-product of the system is a biologically degradable substance, which is delivered to certified waste disposal companies on shore (outside the 12-mile zone it is permitted to discharge food waste smaller than 25 mm into the sea).

As part of a pilot project, since early 2016, aluminium has been collected separately from other metals onboard some of our ships. After checks to ensure the separation was successful, the aluminium is sent ashore separately and recycled. Since 2016, as part of another pilot project PET bottles are also collected separately from other plastic waste on AIDAprima, are compacted and handed over to certified waste disposal companies for recycling.

Certified waste disposal companies

AIDA Cruises works with well reputed waste disposal companies at all of its destinations. Wherever possible, we make use of the services of certified disposal companies. This is certainly the case in every European port. For other destinations which have not yet developed the equivalent

standards, we choose the best available alternative in each case. In order to ensure that waste is disposed of appropriately, our environmental officers visit the waste disposal company in person and carry out audits and inspections at the port itself.

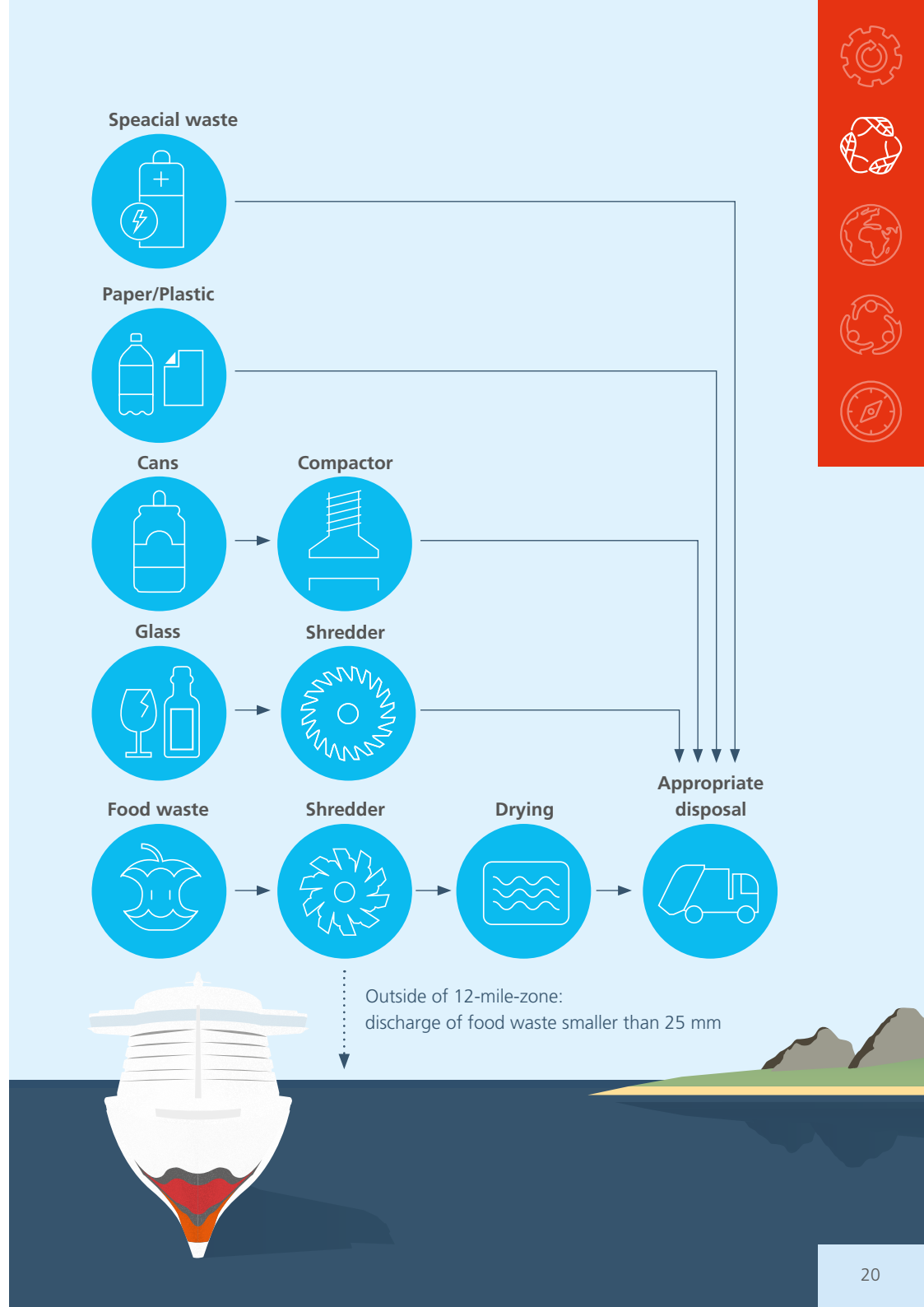
Reduction of waste produced

We work consistently to reduce our waste accumulation per person and per day. Between 2012 and 2016, we were able to reduce the amount of waste produced per person per day from 4.6 to 4.0 kilograms. This success is based on a wide range of measures. Many drinks onboard are, for example, no longer sold in bottles, but instead in special drinks containers with a large volume. This allows us to cut down our usage by the equivalent of 4.2 million 750 milliliters wine bottles, six million 330 milliliters soft drink cans, 5.75 million 330 milliliters beer bottles and 800,000 one-liter fruit juice tetra packs.

An optimized re-order system has been introduced in the buffets onboard AIDAperla and AIDAprima. In the buffet restaurants food waste is additionally spared due to the fact that members of staff send orders to the kitchen using a mobile hand-held device via a so-called 'runner system', on the basis of which only the dishes that are actually required are prepared. The re-order system accesses comparative data, interprets inventory data by means of an automatic stock management and provides the on board kitchens with suitable menu suggestions.

PRINTER PAPER

0 % fresh wood - the printer paper in our offices both on land and onboard our ships consists of 100 % recycled paper. Our paper has been awarded the Silver Cradle to Cradle certificate.



WATER MANAGEMENT: EVERY DROP COUNTS

Over the last year, we have intensified our measures aimed at economizing on our usage of this most important of resources for our company.

Through water-saving devices, such as special shower heads, flow limiters in wash basins and showers, as well as timer switches and infrared controls in bathrooms, we have continually reduced the consumption of fresh water onboard our ships. Our vacuum toilets just need one liter of water per flush. Vacuum technology is also utilized in the hotel and restaurant industries. Instead of waste being flushed away with water through pipes, we route the water to the designated storage tank via a vacuum suction system.

Hand towels, bed sheets, tablecloths, clothes and much more are laundered onboard every day. AIDAprima is the first ship to have an onboard 'tunnel washer' installed. This machine uses just 2.5 liters of water per kilogram of washing. Commercially available household eco-washing machines require on average 9.9 liters of water for the same amount of laundry.

In comparison with the previous year, we were able to reduce our fresh water consumption considerably - from 168.6 liters per person per day to 163.3 liters.

This saving corresponds to a reduction in overall consumption of 45 million liters of water. Since 2012, we have reduced our consumption by around 10 percent. On average, we now consume only half as much of water per guest onboard as an eco-nomical hotel in the Mediterranean.



TOILET FLUSHES

Vacuum system with 1 liter of water per flush



PUBLIC BATHROOMS

Timer switches and infra-red controls



SHOWERS

Flow limiter on wash basins and showers



LAUNDRY

Tunnel washers that consume 2.5 liters of water per kilo instead of 9.9 liters



VACUUM PACKED FOOD

Vacuum technology in the hotel and restaurant areas



CLEANING MEASURES

'Advanced Waste Water Purification System' for purifying the various kinds of waste water onboard, for example by using reverse osmosis systems/membrane treatment systems and oil separators.



BILGE WATER TREATMENT

Separators isolate oil residues in the water collected in the engine room



FRESH WATER PRODUCTION

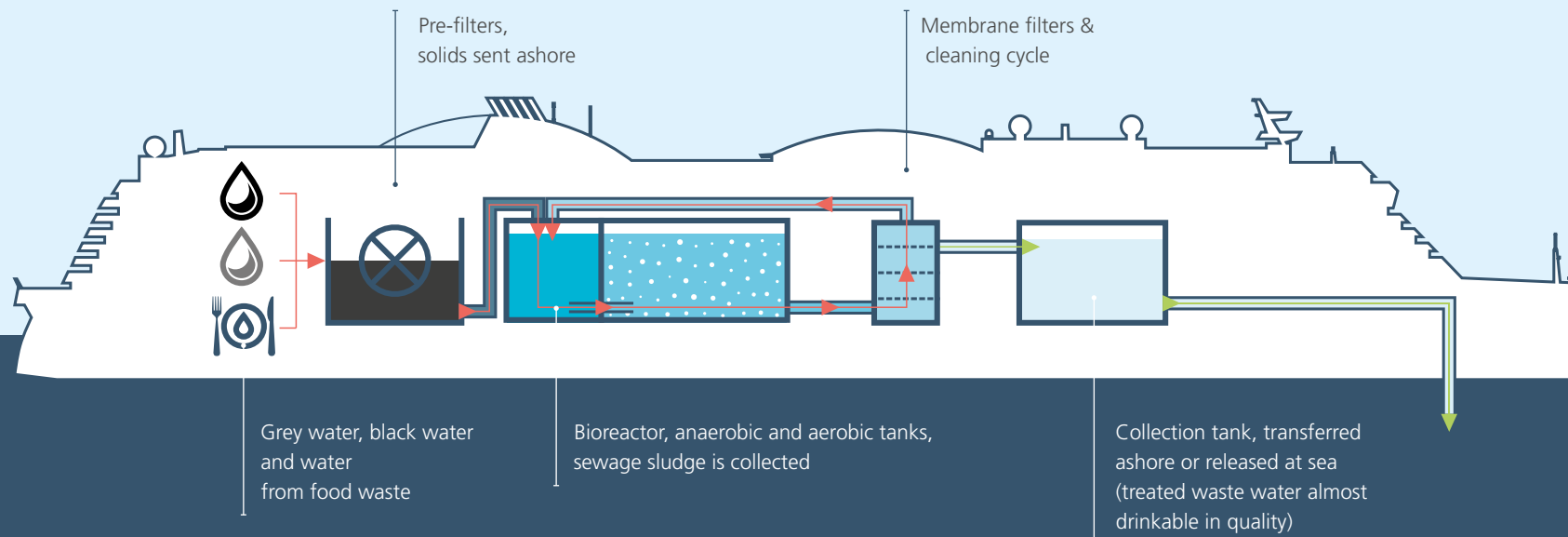
We produce the vast majority of the drinking water for our guests and crew onboard our ships from seawater through the use of our own reverse osmosis systems. If this is not possible, we fill the onboard tanks with clean drinking water while docked in a port. We optimize the production of fresh water on all of our ships. By adjusting our consumption to the amount of water actually required, we save the energy required to produce the fresh water and consequently also save fuel.

WASTE WATER TREATMENT

AIDA Cruises strictly fulfills the high international environmental standards for the treatment and disposal of sewage water in the maritime industry and even partially goes beyond it. For example, onboard our ships which have been brought into service since 2007, we process our waste water in biological membrane purification plants up to almost drinking water quality. With these "Advanced Waste Water Purification Systems" (AWWPS), we reach a degree of water purity which is not achieved by many of treatment and cleaning plants on land. Furthermore, as early as the itinerary planning stage we take into account where it will be possible forward waste water to licensed disposal specialists and certified suppliers.



WASTE WATER MANAGEMENT



BILGE WATER

Bilge water refers to water that gathers in the bilge from a variety of sources. All of our ships are already equipped with two oil separators, which separate the bilge water from any potential oil residues by means of separators. We moreover examine the oil content of the waste water in addition to using a second sensor system called a 'white box'. Before the international threshold value of 15 parts per million is reached, the white box issues a warning and the discharge of the bilge water is suspended. We hand over the filtered-out oily residues to licensed disposal companies on land or, if this is not possible, to the best available alternative.



WHAT WE HAVE ACHIEVED

- Water consumption per person per day onboard was reduced by 3.17 % on the previous year
- Water consumption per person per day onboard stood at 163.3 liters in 2016, equating to half the amount of water used in an economical hotel in the Mediterranean¹
- Reduction of water demand in the laundries, e.g. through the use of tunnel washers, as a result of which we can save 23 million liters of water annually.

¹ source: Water Consumption and Demand - Federal Ministry for Agriculture, Forestry, Environment and Water Management, Section VII Water, 1030 Vienna, Marxergasse 2; Vienna, January 2012



BIODIVERSITY

AIDA Cruises is committed to animal and species conservation, and also raises its guests' awareness of the issue, in the interest of preserving fauna and flora around the world.

For the diversity of species and ecosystems

We aspire to use our offerings to motivate our guests to travel in a more conscientious manner. We therefore do not offer opportunities to swim with dolphins or ride elephants, as in most establishments the animals are not kept in suitable conditions. A few selected theme parks that can demonstrate their commitment to preserving animal species and promoting conservation through their educational and research work and which provide the animals with living conditions that exceed the defined minimum requirements and which are appropriate to the particular species are the exception to the rule.



AIDA Cruises is a member of the sustainability initiative Futouris e.V., which is working together with environmental organizations and researchers, checks and further develops the regulation of and compliance with animal welfare standards in the tourism sector. We encourage those of our guests who are interested in whales and dolphins to observe them in the wild, for example by going on a whale watching excursion.

We promote sustainable tourism and continually expand our range of excursions - as a result, for the last several years we have also been offering our guests excursions where whales, dolphins and other species are observed in their natural habitat. In offering these trips, we work together with selected providers who ensure that the animals are not disturbed by the tourists. During excursions into natural environments, trained rangers also inform our guests about protection of species.

Treatment of ballast water

Ballast water serves to stabilize a ship. However, this water also plays host to various organisms, including plankton and other microorganisms which are released at a different location when the ballast water is drained. With the help of a modern ballast water management system we prevent these organisms from being deposited into other ecosystems and suppressing local species there. Where necessary we use so-called permeate (purified waste water) in addition to fresh water as ballast water on board our AIDA ships. In addition, all ships brought into service since 2013 have a modern ballast water treatment system for sea water onboard, which is operated without the use of UV lamps and chemicals.

More information about environmental management can be found [here](#)



UNDERWATER COATING

Various species of organisms grow on ships hulls. All AIDA ships are therefore painted with a special underwater coating, which minimizes the fouling. Additionally, all ship hulls were cleaned regularly. All of this reduces friction while the ship is in motion, thus not only reducing fuel consumption and hence emissions, but also preventing that foreign organisms get into other seas.





COMMITMENT TO SOCIETY



AIDA IN DIALOGUE

Our sustainability program is centrally controlled and decentral implemented. It is anchored at all levels of the company. Our integrated management system supports the optimization in the sense of our goals.

Open culture of dialogue

Our sustainability program is centrally controlled and decentral implemented. It is anchored at all levels of the company. Our integrated management system supports the optimization in the sense of our goals. An open dialogue culture is essential for successful implementation. It has always been part of AIDA's corporate philosophy. We are convinced that the intensive exchange of knowledge, ideas and different perspectives is indispensable in order to develop ourselves and make the right decisions. We therefore appreciate and seek the dialogue with different stakeholders.

As a company, we benefit directly from this dialogue: it enables us to exchange experiences on the topics that not only affect our company, but also our employees, guests and partners. The decisive factor for us is that every communication is transparent and fair, guaranteeing making sure a benefit for everyone involved.

At AIDA Cruises, employees always have the opportunity to ask questions, make suggestions and express their concerns. Through personal conversations, at Town Hall meetings of all employees, via e-mail correspondence, using our intranet or through other internal networks as well as at round tables on sustainability, this important exchange can be ensured.

An example of the external dialogue is our participation in research projects on the development of new technologies for cruise shipping. Together with our partners, we examine how we can further develop sustainable action for example in our destinations. We also speak regularly with representatives of German, European and international policies in order to be able to form/create the basic conditions of sustainable cruise shipping in the first row/in a leading position/role.

AIDA Cruises takes up the challenges of environmental protection and presents its critics at the same time. We are always open to a constructive dialogue and focus on the development of joint solutions.



Dr Monika Griefahn

Dr Monika Griefahn, the former Environment Minister of Lower Saxony and co-founder of Greenpeace, has been our Director for Environment and Society since May 2012. She is responsible for managing AIDA Cruises' commitment to sustainability. Dr Monika Griefahn and her team work closely with the various departments within the company. Together, they drive forward the implementation of our sustainability strategy.



SUSTAINABLE GUEST EXPERIENCES

At AIDA Cruises, we strive every day to ensure our guests feel at ease and competently cared for both onboard and ashore at all times - whether before, during or after their voyage.

We are passionate hosts

Customer management is our most important and most effective method of implementing the requests of our guests and encompasses the areas of Customer Dialogue & Loyalty, Customer Relations, Quality Management and Market Research.

We conduct a dialogue with our guests on various topics, for example travel information and our loyalty program AIDA Club. Customer management additionally compiles all the information required for quality assurance. Customer Experience Management covers the areas of Customer Relation Management (CRM), Customer Intelligence and Customer Management in all matters relating to the satisfaction of our guests. Furthermore, customer management represents the interests of our guests in the company and actively incorporates proposals and requests in the development of new products.

Guests satisfaction

The satisfaction of our guests is recorded using a detailed guest questionnaire, amongst other methods. They provide valuable indications with regard to how we can improve our services even further. We are happy to follow up on suggestions and requests, but we also value criticisms that our guests make too.

Should a guest ever have cause for complaint, a contact person will always be available onboard or on land who will be glad to address their concerns. Our shore-based department can be contacted via all the normal channels of communication, e.g. telephone, email or the social networks. Processing complaints may take a maximum of five working days, depending on the means of communication.

We not only aspire to provide all our guests at all times with the best possible service, but also to put ourselves to the test: experts from the hotel and gastronomy industry regularly travel incognito onboard our vessels and as such experience an authentic vacation day onboard an AIDA ship. The testers make their assessments on every component part of the journey based on clearly defined quality and service standards and provide to us their valuable feedback helping us to further increase guest satisfaction.





In 2016 the number of our Facebook fans rose from 950,000 to 1.1 million.

The number of AIDA Weblounge members grew to 108,000 in 2016.



Number 1 in the cruise industry in most extensive service ranking

Besides the many positive responses from our guests, the title 'Service Champion' provides us with extra special satisfaction. In 2016 AIDA Cruises ranked fifth from 2,615 companies analyzed in Germany's well-known service ranking and even improve its position once again. AIDA Cruises was thus awarded the Golden Seal for service quality. In the cruise industry, we prevailed against eight other shipping lines by achieving the highest value for customer service. In addition AIDA Cruises was the industry winner last year, achieving gold status as a family-friendly company.

The German Institute for Service Quality conducted a survey of over 400 companies from 61 industries in partnership with the newspaper Welt am Sonntag and the Goethe University Frankfurt/Main.

AIDA Club

The AIDA Club enables us to offer special benefits to our guests - for example, from the moment their first voyage with AIDA Cruises begins, our guests can obtain credit vouchers and internet packages as well as offers from the AIDA online shop. Our members collect valuable 'sea miles' with every AIDA holiday, which are credited to them after the journey. The range of exclusive club meetings according to the club category range from free offers through to onboard credits or culinary highlights.

Our onboard club meetings offer members the opportunity to converse with the crew outside the normal daily business. Club members are also actively included in AIDA events as part of the club's program. Furthermore, we incorporate our guests' special requests when designing our products.

Individual online cruise planning

We continue to work on improving the ease of use of our internet page to ensure searches and bookings for the next journey are as clear and uncomplicated as possible. We can thus offer our guests a convenient method of booking their AIDA vacation online - and at the same time protect the environment by saving paper.

The AIDA smartphone app provides our guests with much more than an interactive catalogue: Our guests are able to download details of each ship and journey in advance onto their smartphone as a bridge between their personal cruising experience and travel arrangements.

Social Media Channels

Our presence in social media, i.e. Facebook, Twitter, YouTube and Google+ as well as the AIDA Weblounge offer our guests an interactive opportunity to exchange views with and on AIDA Cruises. This benefits not only the dialogue between communities, but we as a company as well, too. We receive open feedback through these channels on a daily basis, which means we can contact our guests as easily and straightforwardly as they can contact us.





Guests with particular requirements

We strive to ensure that our guests with specific impairments are able to enjoy their holiday as independently and with as much accessibility as possible. In our opinion every guest should be able to experience an AIDA journey without difficulties or additional costs. We therefore assume, for example, any additional costs incurred for special transfer arrangements (on booking an AIDA inbound and outbound package). Naturally we provide support for our guests and their accompanying persons whenever needed.

We indicate the tours that are best suited for persons with individual impairments in our excursion brochures. We always take into account the local circumstances while planning onshore excursions and actively incorporate our partners at the destination into the process in order to provide suitable barrier-free conditions.

Our specially trained staff can moreover offer assistance at any time:

- Competent consultation with the accessibility team in the AIDA customer center before booking the cruise
- Special check-in for guests with specific impairments
- Providing the guests with preliminary information and assistance with regard to questions concerning orientation and assistance onboard
- Installation, explanation and maintenance of technical devices
- Invitation to the Accessibility Meeting, providing individual advice on suitable excursions and how to plan a holiday onboard
- Contact persons for all questions relating to orientation and assistance onboard
- Assistance in reading food and beverage menus as well as other printed material

At AIDA Cruises, we cater to the needs of our guests with food allergies or intolerances. Our buffet restaurants, for example, always offer gluten and lactose free dishes. Furthermore, any guests who suffer from specific food intolerances can inform the AIDA Customer Center of any such requirements before setting out on their voyage. Our AIDA ships also feature a 'light diet bar'. Should our guests have any queries, our trained staff is happy to assist. Our onboard chefs are receiving regular training on land concerning healthy and palatable food.



RESPONSIBILITY AND COMMITMENT TO SOCIETY

‘AIDA cares’ is not only the name of the sustainability program but also an expression of our corporate culture.

We accept responsibility through our social commitment and contribute to sustainable development both locally and internationally. We naturally want to share our achievements and to give some of the benefits that they bring back to society in the form of donations and sponsoring activities. The distribution of these funds is carried out in accordance with our donation guidelines. These determine the principles we stand for and the activities we support. This means that decisions made in accordance with the established criteria are always transparent.

AIDA Cruises has been supporting the work of SOS Children’s Villages e.V. since 2005 in projects all over the world for disadvantaged children. To date, the company has donated more than 1 million euros to children’s relief organizations. The proceeds of this year’s tombola, which is traditionally held on 31 December onboard the AIDA fleet, amounted to 102,450 euros, from which the SOS Aid Project in Iloilo in the Philippines and a SOS Children’s Village in Los Mina/Santo Domingo in the Dominican Republic were able to benefit.

In 2016, AIDA Cruises was also active in promoting sporting activities. We not only supported athletes from TEAM HAMBURG 2016, i.e. the Stiftung Leistungssport Hamburg (athletic institute), in their preparations for the Olympic Games in Rio de Janeiro, but also the Rostock Segelverein Cityboots-hafen e.V. (sailing club) in organizing the Rostock Senatoren-regatta as well as other sports clubs in the region. Sport campaigns run by AIDA employee teams were also supported. These activities include amongst others beach volleyball, the Stadtradeln campaign (city cycling) and dragon boat races.

Cultural diversity is a vital component of the AIDA Cruises corporate culture as the company employs staff from over 40 nations. Open-mindedness, respect and teamwork between people of diverse nationalities are deep-seated principles in our company. This is why in 2016 we also supported the democratic initiative ‘WIR. Erfolg braucht Vielfalt’ (‘US. Success needs diversity’), run by the state of Mecklenburg-West

Pomerania, and the refugee relief program ‘Rostock hilft’ (Rostock is helping).

AIDA Cruises is also a committed supporter of cultural activities. We have been the main sponsor of the Mecklenburg-West Pomerania Festival for more than 14 years, which is the most important classic music festival in Germany. AIDA Cruises promoted young musical talent by sponsoring the Teens Concert at the Rostock People’s Theatre during the 2015/2016 season. We also provided support in 2016 to the ‘Sustainable reading days’ run by the ‘Kultur für Alle e.V.’ association (culture for everyone).

We are moreover a long-term partner for diverse social and cultural establishments in the region. These include, among others, the Deutsche Seemannsmission (German Seaman’s Mission), DRV Hilfe ohne Grenzen e.V. (the German Travel Association’s subsidiary ‘Help without borders’), Rostock University, the ‘Kleine Strolche’ and ‘Auf der Tenne’ children’s daycare centers, Rostocker Tierschutzverein e.V. (animal welfare organization) and Rostock Zoo.

In 2016, AIDA Cruises created a student sponsorship scheme as part of the GAME project run by the GEOMAR Helmholtz Centre for Ocean Research in Kiel. The international team of students researches subjects concerning ocean protection and climate change.



DONATION RECIPIENTS*



More information about the commitment to the society can be found [here](#).

*Selection of recipients





OUR EMPLOYEES

OUR EMPLOYEES - THE BASIS OF OUR SUCCESS

Our employees convey AIDA's esprit to the outside world, and delight our guests with their well-honed skills, excellent service and warm hospitality.

We are convinced that only a satisfied employee can greet our guests with the legendary AIDA smile. Ensuring this contentment involves providing attractive work surroundings on the one hand, and generating confidence in their own abilities on the other.

We promote the dedication and satisfaction of our employees by offering comprehensive basic and advanced training opportunities, individual development opportunities, diverse staff benefits and attractive work surroundings with excellent prospects for the future.



AIDA AS AN EMPLOYER

Our working environment is diverse and international.

In 2016, we employed around 8,000 members of staff from more than 40 countries, 7,000 of which work aboard our 11 ships and 1,000 of which were based at our onshore offices in Rostock and Hamburg.

All of our employees work towards achieving a common goal: preparing our guests for the most enjoyable part of the year - their holiday.

As Germany's leading cruise company we offer a diverse and exciting work environment on board. We offer an exceptionally broad range of roles, ranging from navigation and marine engineering to hotel work, gastronomy, entertainment and guest hospitality on board the AIDA ships, as well as IT, personnel management, sales, marketing or finance and controlling at our onshore facilities.

Both for jobs at sea and on land, we offer potential applicants an insight into the life and workings onboard and on land through events such as open days at AIDA Cruises, the exclusive AIDA Career Days on our ships and job and industry fairs.

Working for our company offers the opportunity to develop potential on the job, assume responsibility, carve out a career and even travel the world. Switching between the various AIDA ships has an additional advan-

tage: it offers the opportunity to work in new, international teams, to make new friends quickly and to accumulate precious life experiences. Young people can carve out a career at AIDA Cruises exceptionally quickly - provided the necessary qualifications, ambition and dedication are there.

We offer our employees an attractive working environment in an atmosphere of mutual trust and respect. In addition, we strive to ensure an even work-life balance. Our employees are able to benefit from the diverse leisure options that we provide, both on land and at sea.

We have also put together the AIDA 4me package with offerings ranging from voyages to employee rates, onboard discounts and preferential rates for sport, wellness, health and leisure activities, which also apply in companies linked to AIDA Cruises. Among the other benefits of the AIDA 4me package are an occupational employer-funded pension scheme and employee bonuses.



Employer awards

We continually invest in practical basic and advanced training for our employees, and support the most motivated and promising of our colleagues with their personal career management. It was for this dedication that AIDA Cruises was once again distinguished by the international research company, Top Employers Institute, with the "Top Employer in Germany 2016" award. This annual review analyses leading employers all over the world. We also set standards in training over the course of recent years.

This commitment was recognized for the eighth time in a row by the Chamber of Industry and Commerce (IHK) in Rostock with the 'Top Training Organization 2016' award. The IHK awards this hallmark of quality to companies which stand out due to special initiatives for apprentices, continuity and creativity in vocational training. Further awards such as 'Career Maker', 'Fair Company' and 'Parents - Best Company for Families' attest to our dedication to our employees.



BALANCED WORK-LIFE

The work our employees do is interesting and varied, and requires considerable dedication, concentration and passion.

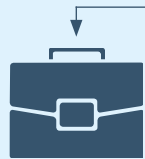
The work our employees do is interesting and varied, and requires considerable dedication, concentration and passion.

Motivated and committed employees are the bedrock of our success. This is why we offer them a modern and diverse working environment and pay heed to their needs.

AIDA Cruises offers its crew members more opportunities to

enjoy balanced and eventful leisure activities than any other cruise line. A healthy work-life balance is vital in promoting and maintaining high levels of motivation and good health among our employees. We therefore provide our employees with targeted support in the form of wide-ranging offers that aim to balance an employee's job with their family and leisure time.

Our employees can make use of a large number of offerings by AIDA Cruises both on land and at sea in order to strike a balance in their everyday working life. Our 'Wellbeing' work-life balance program covers four areas: work, health, benefits and family.



WORK – A MOTIVATING JOB

Our employees onboard and on land have access to, among others, the following benefits:

- Working in international teams
- Personal mentoring during the familiarization period
- Extensive range of options for advanced training, free access to E-Learning system
- High compulsory occupational safety and social standards
- Online business trip service
- Staff restaurant
- Invitations to corporate events
- Company and private pension schemes
- Work clothes provided free of charge onboard the ships



BENEFITS – ENJOYING THE REWARDS

Our employees have access to, among others, the following benefits:

- Bonuses for outstanding achievements, e.g. 'Employee of the Month', or for long-serving employees e.g. 'Seniority Awards' onboard our ships
- Discounts for private holiday trips
- Reductions with various partner companies
- Company bicycles and vehicles for private use
- Discounts on crew excursions and for purchases made in the guest area



HEALTH – MAINTAINING THE BALANCE

Our employees can benefit from:

- Free medical care onboard our ships
- Reductions on offerings in various fitness clubs
- Company health care, preventative courses
- Opportunities for sporting activities in leisure time, e.g. a fitness studio just for the crew and access to the onboard guest fitness area
- Various team sports activities (e.g. AIDA volleyball team, AIDA dragon boat team etc.)
- We provide information on the advantages of an active, healthy lifestyle and provide incentives for regeneration and exercise. This also includes the annual health daym, examinations performed by company doctors and flu vaccinations



FAMILY & FRIENDS UNDERSTANDING NEEDS

Among other things, we offer our on-shore employees:

- Support with helpful information on starting a family
- Partnerships with nurseries and daycare centers
- Family events
- Child care for professional and private occasions
- Holiday offers for children
- Ship visits for family & friends





AIDA VALUES – OUR KEY VALUES

‘We are AIDA’ and ‘Smiling is second nature to us’. These are the central ideas that underline the day-to-day work aboard our ships and on land. Our employees experience unique moments every day with both guests and colleagues.

Our business culture is based on four deeply rooted values - the AIDA values. These are **mutual trust, a passion for AIDA, respect for each other and diversity among our employees.**

Our AIDA values are the expression of what we stand for, how AIDA employees live and work with one another and how we put our

vision and our strategy into a successful action. We have extrapolated a code of conduct based on the four AIDA values, which is binding for all AIDA employees. Our managers act as role models in this code of conduct and are also responsible for creating an atmosphere in which these norms become established.



*United –
for a safe and
successful future.*

I love diversity, because I...

- ... enjoy working with various colleagues from all over the world
- ... am open-minded and sociable
- ... am curious and cosmopolitan

I show respect, while I...

- ... am appreciating and valuing everyone
- ... am treating everyone equally and cordially
- ... am taking time to listen

I build trust, while I...

- ... put top priority on safety
- ... am communicating openly
- ... am working responsible, reliable and professional
- ... am constantly learning something new and give others the possibility to develop themselves

I am passionate, because I...

- ... am proactive and producing new ideas
- ... am determinedly working for success
- ... am committed to providing optimal quality and the best possible service
- ... am contributing to the good atmosphere with my excitement and energy

I LOVE TO SEE YOU SMILE

We began to develop our values further in 2016 when we launched our new service and quality offensive ‘I LOVE TO SEE YOU SMILE’, which is run under the patronage of AIDA President, Felix Eichhorn.

Our employees experience unique moments every day with both guests and colleagues, and there are many situations that light up their faces with a smile. With the ‘I LOVE TO SEE YOU SMILE’ initiative, they can share these beautiful experiences and guests’ motivating praise with one another.

The aim of the initiative is to strengthen leadership skills among the crew and to spur on their sense of individual responsibility with positive incentives. Good role models embolden an individual, thus helping them to surpass the expectations of our guests and even making them feel satisfied and valuable in their working environment.

We invite our guests and employees to share their SMILING MOMENTS with us by nominating an employee. The employees with the most nominations or the most

moving SMILING MOMENTS will then be recognized with a Smiling Star Award. The engagement of the staff who win these awards is further rewarded through a special leisure activity or an extra day of holiday.

Special SMILING MOMENTS are published in our Intranet. Employees also look to their colleagues for tips on how to remain calm and cheerful in tricky situations so that we are always able to say: ‘Smiling is second nature to us’.

**I LOVE TO SEE
YOU SMILE**

I ♥ 2CU:)

SMILING STAR



TOGETHER ON A SUCCESSFUL COURSE

At AIDA Cruises, every employee has the chance to develop their potential in accordance with their abilities and to grow as an individual. We support our employees in their professional development with a range of basic and advanced training options.

AIDA Academy

The AIDA Academy is our own center for basic and advanced training in Rostock. Here the industry's most modern know how and innovations are passed on. Experiences from everyday life onboard flow into the education process. The subject areas in the education and training area include, among other things, specialist training, basic training courses, language courses, soft skill teaching and management training. In 2016, 29,013 participants took advantage of 4,258 training offerings and courses (not including online courses). 2,767 courses were taught on shore and 1,491 took place onboard.

In order to recruit the best talent and prepare them effectively for a job on board or on land, through our collaboration with Wismar University of Applied Sciences we currently offer three bachelor degrees in Navigation, Marine Engineering and Marine Electronics, so we are sure of being able to recruit highly skilled personnel for our growing fleet in the future.

In 2016, ten students embarked on a course with AIDA Cruises in Navigation, a further ten in Marine Engineering and five in Marine Electronics, five of these students were young women. An internship aboard the training sailing ship 'Großherzogin Elisabeth', lasting several weeks, is more than just an experience

- it also provides young sailors with the basic skills of seafaring and strengthens team spirit. As a subsidiary of Carnival Corporation & plc, we harness synergies within our group. As a result and already for the 3rd time, in 2016 20 cadets from Carnival UK and 28 AIDA cadets completed their nautical training onboard the 'Lissi'. In 2017, this successful program is to be expanded further.

High-performing and dedicated students receive financial support in the form of the Deutschlandstipendium (Germany Scholarship), allowing them to concentrate solely on their

university education. AIDA Cruises was involved in the project for the fifth time in 2016 and sponsored two students at the University of Rostock.

Since 2012, AIDA Cruises has successfully offered a trainee scheme in hotel management. We are delighted to say that in 2016 we were able to recruit two more candidates for this career path onboard the AIDA fleet.

Furthermore, each year we educate young men and women to be dialogue marketing specialists in our Customer Centre. Since 2005, we have

enabled 20 young adults to launch their careers successfully. Some of these former trainees have since taken up positions in the AIDA Customer Centre or at AIDA Cruises.

The best trainees are recognized by the IHK (Chamber of Industry and Commerce) in Rostock each year. In recent years, our trainees have ranked among the best.

In 2016, AIDA Cruises continued its prosperous cooperation with the Hamburg School of Business Administration. We offer high-performing school leavers the opportunity to take a sandwich course in the form of its 3-year bachelor degree in Business Administration, with a particular focus on sales and marketing. One student began a sandwich course in October 2016 and two students are due to begin their studies in October 2017. With their theoretical knowledge and practical experience from various departments of the company, a wide range of career possibilities at AIDA Cruises are open to these students once they graduate.

Two apprentices began their training for the role of Tourism and Leisure Advisor in August 2016. Three apprenticeships are planned for 2017.



Maritime Simulation and Training Center

On July 14th 2016, the Carnival Corporation & plc opened with the Arison Maritime Center in Almere (Netherlands). The world's leading maritime training center, which is and is specifically oriented towards the high quality requirements of basic and advanced training, and thus towards the safety requirements of the cruise industry.

Since January 1st 2017, AIDA Cruises is benefiting even more from the pooled expertise of this new Center of Excellence and now offers to the nautical and technical managers of the AIDA fleet the opportunity to take advanced training courses in Almere, which previously took place in the Centre for Maritime Simulator Training at the AIDA Academy in Rostock.

The centerpiece of the 10,000 square meters facility, in which the Carnival Group invested around 75 million Euro, is the new CSMART

Academy. This facility pools the international expertise and experience of the 10 cruise lines within the Carnival Group, and boasts the most up to date maritime simulator technology in the world in addition to an international research and development center.

The innovative training opportunities for around 6,500 nautical and technical officers each year are based on the highest international standards of quality and safety, which are oriented towards, among others, the airline industry. It is our aspiration to offer our captains and nautical and technical officers the best possible education and training conditions. In the Arison Maritime Centre, they have the opportunity to share their know-how and experience with the best in their field as part of an international community.

Training is offered for AIDA Cruises destinations all over the world, including up to 60 ports and



well-travelled sea areas. The operation of machinery and emergency scenarios are simulated in the Engine Room Simulator and trained in both team and individual practice.

E-learning and training courses

The 'AIDA Expert' e-learning management system has also been developed further over the last year. More than 7,000 employees completed 40 different computer-based training courses. In 2016, 'AIDA Expert' also opened up more opportunities to us to improve standards of training before staff begin to work on our ships.

Individual performance reviews

A good conversation is the basis for open, trustworthy and goal-oriented cooperation. Therefore, it is important that our employees and managers exchange information on strategies, goals and individual performance and development on a regular basis. AIDA Cruises offers a transparent flow of employee interviews.

In 2016, 1,056 individual performance reviews were conducted on land and 10,468 onboard.

Suggestions for development are derived on the basis of an employee's individual performance and key players are identified within a talent pool. Human resource (HR) roundtables are regular meetings between senior management and HR managers. Within this board, the various managers exchange information. Recognizing and promoting talent goes hand in hand with developing promising young talents. Mentoring is another key component of our approach to talent management. New managers, as well as key players and employees with high potential, are supervised and supported by experienced managers over a fixed period as part of mentoring programs at AIDA Cruises. Working as a mentor at AIDA Cruises is a voluntary commitment and offers both the company and our employees a number of benefits.





ENTREPRENEURIAL THINKING

The employee,
or more specifically the manager...
... thinks strategically
... employs a broad and
forward-thinking approach
... bears financial results in mind

RESULT ORIENTATION

The employee,
or more specifically the manager...
... feels responsible for results
... thinks and acts proactively
... makes his/her own
autonomous decisions
... plans his/her work and ensures
that the best possible results
are achieved

EMPLOYEE MANAGEMENT AND DEVELOPMENT

The employee,
or more specifically the manager...
... leads his/her employees
in a target-oriented manner
... motivates and strengthens
their commitment
... recognizes talents,
promotes their development

HESS

The employee,
or more specifically the manager...
... is responsible for his/her own actions
... thinks and acts
in a safety-conscious manner
... respects regulations
... promotes sustainability

OUR COMPETENCY MODEL

The most important requirements that we ask our employees and specifically our managers to meet are defined in our competence model. It describes which skills, characteristics and attitudes we require. At the same time, the model also functions as a guiding principle for assessment and development measures.

INNOVATION

The employee,
or more specifically the manager...
... shows initiative
and poses questions
... is engaged
... contributes ideas
and implements them

ETHICS

The employee,
or more specifically the manager...
... abides by and follows our code
of ethics and the AIDA values

SERVICE AND QUALITY

The employee,
or more specifically the manager...
... focusses on our guests
and internal clients
... thinks and acts in a service
and quality-oriented manner
... ensures that expectations
are not only met but exceeded

WILLINGNESS TO CHANGE

The employee,
or more specifically the manager...
... is open to new things
... supports changes that are
important for the company
... reacts positively
to new developments
... makes the most of the
associated opportunities

COOPERATION

The employee,
or more specifically the manager...
... communicates openly and effectively
... establishes networks
... works to promote integration
... upholds and respects diversity
when interacting with others

FURTHER OFFERS FOR OUR EMPLOYEES

Management workshops

When it comes to sharing our values, our managers act as role models. In special management workshops, they learn how to behave and lead in accordance with our values in their everyday work and in stressful situations.

Seniority Awards onboard AIDA's ships

Seniority Awards are our way of showing our respect and appreciation for the performance of long-serving employees at AIDA Cruises and of thanking them for their loyalty and dedication.

Equality program

As part of our Equality Program, we develop training courses focusing on issues such as intercultural cooperation, diversity and respectful interaction with each other and these are put into practice by Training Managers onboard our ships.

Training Managers onboard the fleet

Our Training Managers expand the opportunities for advanced training accessible to employees while at sea. They provide language training in English and German. The Training Manager also provides instruction in guest hospitality, sales and personnel management. The introduction of this new position was in response to the crew's wishes, who had expressed a desire to improve their language skills and other abilities in a structured approach.

AIDA intranet

Our platform for internal communication, the AIDA Intranet, is organized like a website with its own news streams and background information. The wide range of tools make our day-to-day work at AIDA Cruises that much easier. All employees have access to the intranet at any time, both on land and at sea, even via private mobile devices. It is also possible to post your own content and exciting news available for colleagues and other departments to see.

Business training courses

The AIDA Expert tool gives all of our staff access to an extensive catalogue of basic and advanced training options. This skills-based training catalogue offers a wide spectrum of subjects aimed at acquiring valuable knowledge. All of these training courses are developed especially for the AIDA world of work and the needs of our colleagues fully accordance with its guiding principle of 'Gather new input, interact with colleagues and incorporate what you have learned into your daily work'

More information about our employees can be found [here](#).





ACHIEVEMENTS & OUTLOOK



OBJECTIVES ACHIEVED IN 2016*



REDUCING EMISSIONS

Reduction of CO₂ emissions

- 61.6 kg per person per day onboard (down -4.22 % on the previous year)

Reduction of energy consumption

- 0.777 GJ per person per day onboard (down -1.87 % on the previous year)

Dual fuel engines: Low-emission power supply with LNG

- Start of operation of dual-fuel engines on AIDAprima
- AIDAprima can be supplied with LNG in all of the five ports on its route
- Installation of dual-fuel engines on AIDAperla
- AIDASol supplied with electricity using LNG hybrid barge in Hamburg a total of 16 times

Reduction of fuel consumption by means of energy-efficient technologies

- Initialization of MALS technology on AIDAprima
- Successful setup of EMMA system on all ships
- Optimization of heat recovery systems onboard, e.g. for reuse in fresh water production on AIDAvita and AIDAaura as well as in cabin air conditioning units (HVAC) and operation of absorption refrigeration machines on AIDAprima

CO₂ offsets

- Offsetting of 3,923 t CO₂ of AIDA business trips and business flights
- Possibility for guests to offset the CO₂ emissions of their cruise
- Possibility since 2016 for guests to offset the CO₂ emissions of connecting flights

Using cold ironing

- Trial operation with AIDASol in Hamburg Altona



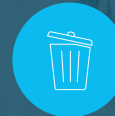
WASTE WATER TREATMENT

- 8 of 11 ships fitted with AWWPS, the latest operational system onboard AIDAprima



CONSERVING WATER

- Reduction of water consumption onboard by 3.17 % compared to the previous year



REDUCING WASTE

Decrease in waste generation

- 4.0 kg per person per day onboard (down -12.13 % since 2012)

Increased use of sustainable products

- New: Organic tea, organic coffee, fair-trade pork and fair-trade chocolate



HEALTH & SAFETY

Optimum medical care

- Introduction of telemedicine, supporting medical diagnoses

* selected examples, also look at [sustainability goals of Carnival Corporation & plc](#)



OBJECTIVES ACHIEVED IN 2016*



AIDA AS AN ATTRACTIVE EMPLOYER

Positioning and strengthening as an employer to boost employee recruitment

- Five prestigious awards, incl. Top Employer, Fair Company and Top Training Organization
- Start of the 'I LOVE TO SEE YOU SMILE' initiative
- Introduction of AIDA 4me with 'Well-being' work-life balance program

Creating new job opportunities

- 2016: +1,039 employees on board and on land



RESPONSIBLE BUSINESS RELATIONS

Incorporation of new destinations

- 44 new destinations in five countries
- Launch of the new 'AIDA Selection' tour program

Consolidation of sustainable excursions

- 155 sustainable excursions and 250 excursions by bicycle and pedelec

Expansion of partner networks and strengthening existing business relationships

- 13,857 partners, 224 ports in 76 countries
- Auditing of new business partners

Adherence with code of ethics and conduct

- No major breaches in 2016



COMMITMENT TO SOCIETY

Supporting cultural, social and environmental protection projects and promoting research

- A total of 510,000 euros were donated to, for example, SOS Children's Villages e.V., charities helping migrants, democratic initiatives, animal and environmental protection organizations as well as sporting and cultural associations.



DIALOGUE & NETWORKS

Extensive presence on wide-ranging platforms strengthens the engagement of guests and other stakeholders

- Continual expansion of network of dialogue partners from the most varied sectors of society
- More than 1 million Facebook fans and 108,000 members in the AIDA Weblounge

* selected examples, also look at sustainability goals of [Carnival Corporation & plc](#)



OUTLOOK



REDUCING EMISSIONS

Reduction of CO₂ emissions

- Further reductions through the commissioning of AIDAperla (2017) and the next AIDA generation (2018/2021)

Reduction of energy consumption

- Further reduction thanks to various measures to improve energy efficiency

Dual fuel engines: Low-emission power supply with LNG

- Supplying AIDAperla with LNG in Mediterranean ports
- Beginning of construction of the first cruise ship in the world (AIDAnova) that, as of autumn 2018, will be capable of operating solely using LNG, as well as its sister ship (spring 2021)

Reduction of fuel consumption by means of energy-efficient technologies

- Initialization of MALS technology on AIDAperla
- Successful launch of EMMA system on AIDAperla
- Optimization of onboard heat recovery systems across the fleet, e.g. for reuse in fresh water production, further optimization of heat recovery in cabin air conditioning units (HVAC) and installation of absorption refrigeration machines on AIDAperla

CO₂ offsets

- Offsets for all AIDA business trips and flights
- Expanding the options for guests to offset their CO₂ emissions

Exhaust gas cleaning systems

- Further installations of exhaust gas cleaning systems

Using shore power

- Start of regular operations for supplying AIDA Sol with electricity via shore power in Hamburg Altona with eco-energy



WASTE WATER TREATMENT

- Setup of most modern AWWPS system on AIDAperla



CONSERVING WATER

- Further reductions in water consumption



REDUCING WASTE

Decrease in waste generation

- Continuous process

Increased use of sustainable products

- Continuous process, use of new sustainable materials for new ships due for launch in 2018/2021



HEALTH & SAFETY

Optimum medical care

- Continuous development



OUTLOOK



AIDA AS AN ATTRACTIVE EMPLOYER

Positioning and strengthening as an employer to boost employee recruitment

- Expanding the range of offers within the Well-being program
- Intensifying the 'I LOVE TO SEE YOU SMILE' initiative
- Increasing cooperation with universities

Creating new job opportunities

- Requirement for more than 1,000 new employees with commissioning of each new ship
- Creation of indirect jobs in the maritime supplier industry and with regional partners



RESPONSIBLE BUSINESS RELATIONS

Incorporation of new destinations

- Continuous process

Consolidation of sustainable excursions

- Expanding the range of sustainable excursions on offer
- Audit of selected tour attractions for compliance with animal welfare

Expansion of partner networks and strengthening existing business relationships

- Continuous process
- Auditing new business partners

Adherence with code of ethics and conduct

- Continuous process



COMMITMENT TO SOCIETY

Supporting cultural, social and environmental protection projects and promoting research

- Continued and enhanced commitment e.g. with Mercy Ships (hospital ships for Africa)



DIALOGUE & NETWORKS

Extensive presence on wide range of platforms strengthens the engagement of guests and other stakeholders

- Consolidation and expansion of networks with dialogue partners from various sectors of society



AIDA IN FIGURES

The reporting period for AIDA cares 2017 is the year 2016.

More information about our achievements and outlook can be found [here](#).

ENERGY [G4-EN3 & G4-EN5]				
		2014	2015	2016
Total energy consumption	[GJ]	7,287,030	7,182,770	7,914,218
Energy consumption onboard	[GJ]	7,280,346	7,175,680	7,906,504
Heavy fuel oil	[GJ]*	4,394,400	4,307,840	4,070,400
Low sulphur fuel oil	[GJ]*	2,166,360	62,400	808,240
Marine gas oil	[GJ]**	719,586	2,805,440	3,027,864
Cold ironing	[GJ]			1,390
Liquefied natural gas (LNG)	[GJ]***			14,268
Car pool energy consumption	[GJ]	6,684	7,090	7,714

Energy consumption onboard per person & day	[GJ/P x Day]	0.798	0.791	0.777
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Calculation of energy from fuel according to internal standards; 1 GJ = 277.78 kWh,
* 40 Gigajoule per ton fuel; ** 42 Gigajoule per ton fuel; *** 48 Gigajoule per ton fuel

INDIRECT PRIMARY ENERGY CONSUMPTION [G4-EN3 & G4-EN5]				
		2014	2015	2016
Total energy procurement*	[kWh]	2,996,493	2,932,642	3,004,224
Natural gas**	[kWh]	472,125	383,494	318,897
Renewable energy	[kWh]	2,524,368	2,549,148	2,685,327
Energieverbrauch pro Person und Tag	[kWh/P x Day]	8.50	7.05	6.70

* Relates to AIDA facilities in Rostock and Hamburg. No indirect energy consumption takes place onboard.
These figures are based on information provided by the electricity provider.
** Outbound electricity mix

WASTE [G4-EN23]				
		2014	2015	2016
Total waste	[t]	35,156	35,806	41,257
Residue landfill	[t]	10,324	11,835	14,605
Incinerated waste	[t]	2,908	2,553	2,890
Shredded food waste	[t]	5,686	5,031	6,630
Special waste	[t]	7,110	6,191	7,272
Preparation for recycling	[t]	9,128	10,196	9,860
Materials actually recycled	[t]			4,733
Waste per person & day onboard	[kg/P x Day]	3.85	3.95	4.05

WATER [G4-EN8]				
		2014	2015	2016
Total energy consumption for the fleet*	[t]	1,575,772	1,528,738	1,662,161
Water purchased (from shore)	[t]	396,004	323,243	445,416
Water purchased (from sea)	[t]	1,179,768	1,205,495	1,216,745
Total water consumption onboard per person & day	[l/P x Tag]	172.80	168.60	163.30

* Water consumption detected by flow meter.

WASTE WATER [G4-EN22]							
		2014		2015		2016	
		At sea	On land	At sea	On land	At sea	On land
Total waste water	[t]	1,342,711	36,914	1,427,028	16,883	1,573,039	50,050
Untreated Black Water	[t]	0	0	0	50	0	1,144
Treated Black water	[t]	47,772	737	48,200	1,840	48,600	5,670
Permeate (treated waste water of almost drinkable quality)	[t]	978,437	17,868	1,054,264	10,422	1,201,030	11,570
Untreated grey water (incl. pool water)	[t]	283,230	16,620	294,247	775	271,957	28,990
Biomass and sewage sludge (extracted solids from the sewage process)	[t]	33,272	1,689	30,317	3,796	51,452	2,676
Total waste water onboard per person & day	[l/P x Day]	151.28		159.26		159.44	

EMISSIONS [G4-EN15 & G4-EN16 & G4-EN17]*				
		2014	2015	2016
Total direct CO ₂ emissions	[t]	588,126	583,956	627,132
Fuel on board		565,682	565,078	610,929
Refrigerant on board	[t]	21,958	18,441	15,730
Company car fleet	[t]	486	437	473
Direct CO ₂ emissions onboard per person & day	[kg/P x Day]	64.4	64.4	61.6
Total indirect CO ₂ emissions	[t]	313	219	1,071
By consumption of shore side offices	[t]	313	219	171
By consumption of LNG Hybrid Barge	[t]			900

* The greenhouse gas emissions of AIDA Cruises are calculated according to the IMO Guidelines (MEPC.1 / Circ.684), the CRC Handbook of Chemistry and Physics, supplier information and internal standards and summarized for this report. In addition, Carnival Corporation & plc collects all greenhouse gas emissions across the Group according to the international Greenhouse Gas Protocol.



NOx, SOx, PARTICULATE MATTER [G4-EN21]

		2014	2015	2016
NOx*	[kg/P x day]	1.291	1.286	1.240
SOx**	[kg/P x day]	0.635	0.569	0.551
Particulate matter***	[kg/P x day]	0.024	0.024	0.023

* 1 t fuel equates to 65 kg NOx

** calculation based on the sulfur content of the fuel

*** 1 t fuel equates to 1.2 kg particulate matter

EMPLOYEES [G4-10]

	2015			2016		
	Total	Men	Women	Total	Men	Women
Total employees*	7,303	5,334	1,969	8,342	6,176	2,166
Onboard	6,147	4,860	1,287	7,177	5,734	1,443
Shoreside	1,156	474	682	1,165	442	723
Full-time sea/land	7,201	5,329	1,872	8,123	6,169	1,954
Full-time land	1,054	469	585	946	435	511
Part-time land	102	5	97	219	7	212

* fixed-term employment contracts 4.7% (ashore, of which 90% as parental leave) and 82% (on board)

EMPLOYEES BY REGION IN % [G4-10]

	2015	2016
EU	39.6	36.6
Philippines	36.1	37.2
India	11.7	11.8
Indonesia	8.8	8.8
Other	3.8	5.6

INJURIES AND ACCIDENTS AT WORK [G4-LA6]

	2015		2016	
	Onboard	Shoreside	Onboard	Shoreside
Sick leave (in %)	2.8	5.2	3.0	5.3
Accidents at work**	126	5	189	17

* Workdays from point when sick leave is taken

** Includes all accidents including minor ones, there were no fatal accidents at work during the reporting period.

BASIC AND ADVANCED TRAINING OF EMPLOYEES [G4-LA9]

	2015		2016	
	Number*	Days**	Number*	Days**
Onboard employees	31.815	46.316	27.080	59.407
Shoreside employees	2.268	3.978	1.933	4.359

Includes employees of Carnival Maritime GmbH and the AIDA Customer Center in training measures (online courses are excluded).

* Participation includes repeat participation

** A training day is calculated as 8 hours

DISTRIBUTION OF EMPLOYEES AND MANAGEMENT BODIES BY SEX AND AGE GROUP [G4-LA12]*

	2015									
	Ship's board		Devison heads		Department heads		Officers		Ratings	
	By age									
	Abso-lute	in %	Absolut	in %	Abso-lute	in %	Absolut	in %	Abso-lute	in %
< 30	2	2	6	13	50	17	160	27	2,442	48
30-50	72	71	36	80	194	67	386	64	2,530	50
> 50	27	27	3	7	45	16	57	9	137	3
	By sex									
Female	12	12	16	36	71	25	172	29	1,016	20
Male	89	88	29	64	218	75	431	71	4,093	80
Total	101	100	45	100	289	100	603	100	5,109	100

	2016									
	Ship's board		Devison heads		Department heads		Officers		Ratings	
	By age									
	Absolut	in %	Absolut	in %	Absolut	in %	Absolut	in %	Absolut	in %
< 30	1	1	6	13	41	14	243	27	2,601	45
30-50	60	72	36	77	217	72	561	62	3,089	53
> 50	22	27	5	11	42	14	103	11	147	3
	By sex									
Female	16	19	20	29	69	23	212	23	1,126	19
Male	67	81	50	71	231	77	695	77	4,711	81
Total	83	100	70	100	300	100	907	100	5,837	100

* Onboard of AIDA fleet

EMPLOYEE TURNOVER [G4-LA1]

	2015		2016	
	Absolute	in %	Absolute	in %
Turnover *	733	10.0	606	7.3
New recruits	3,067	42.0	3,014	36.1

* Does not include end of temporary periods

GUEST SATISFACTION [G4-PR5]

	2016
Overall satisfaction*	8.28

* Interpretation of the rating system: 0 = completely unsatisfied, 10 = very satisfied; calculation of overall satisfaction takes into consideration all of the weighted partial satisfaction ratings from legs of voyages.





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