

2018 SUSTAINABILITY REPORT



Holland America Line®
SAVOR THE JOURNEY





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LEADERSHIP MEMO

At Holland America Line, we are firm believers in the power of travel to open minds, build connections and inspire shared humanity. Those three ideas are the pillars of everything we do, including planning our sustainability efforts.

For nearly 150 years, our top responsibilities have been to safeguard the well-being of our guests, our employees and the oceans upon which we sail. We have an uncompromising commitment to the environment and responsible business practices, and we hold ourselves to a high standard.

I'm pleased to say we've made great gains in sustainability since our 2015 report. For example, we committed to eliminating or significantly reducing all non-essential single-use plastics and other items by the end of 2021. We also moved into a new headquarters in Seattle, strengthening our roots in the area and reaping the benefits of a more environmentally friendly building. We recently introduced a new ship, *Nieuw Statendam*, and began construction on another, *Ryndam*; these moves allow us to continue driving sustainability

improvements with the latest fuel efficiency and waste management technologies. We've also kicked off new safety culture training on our ships, aimed at creating an environment that's safe, welcoming and inclusive for everyone on board.

While these are among our latest sustainability efforts, they are by no means the last. We'll continue identifying more ways to make Holland America Line a stronger company and better corporate citizen. I'd like to thank our employees, guests and partners for their support on these initiatives, and I look forward to sharing more of them with you in the future.

Best,

GUSTAVO ANTORCHA,
PRESIDENT,
HOLLAND AMERICA LINE



INTRODUCTION

HISTORY

Holland America Line's story began more than 145 years ago, when we first raised anchor as a cargo and passenger carrier under the name Netherlands-American Steamship Company. Our company's first ocean liner was the *ss Rotterdam*, which sailed its maiden 15-day voyage from Rotterdam to New York City on October 15, 1872. The *ss Rotterdam* was an iron ship of nearly 1,700 tons gross, brig-rigged with a single screw driven by a 1,300 horse power (h.p.) compound steam engine, giving her a service speed of 10.5 knots. She could carry eight first class and 380 steerage guests with 1,500 tons of cargo. The *ms Rotterdam* currently in operation weighs 61,849 tons gross, twin screw-driven by five engines with a total of 78,000 h.p., giving her a service speed of 25 knots.

In November 2013 Holland America Line president and CEO [Stein Kruse](#) was named CEO of Holland America Group, an expanded role that includes the oversight of Holland America - Princess Alaska, Seabourn, Princess Cruises and P&O Cruises. Orlando Ashford was president of Holland America Line during Fiscal years

2015-2019. Starting July 8, 2020, Gustavo Antorcha has been appointed president of Holland America Line.

The company's fleet of 14 ships annually offers more than 500 cruises to 415 ports of call in 98 countries, territories or dependencies. New ships include the *Koningsdam* in 2016 and the *Nieuw Statendam* in 2018. We expect to see the *Ryndam* in 2021.

MISSION

Our [mission](#) is to create once-in-a-lifetime experiences by achieving excellence across our operations, and our commitment to doing business responsibly is critical to our success. Shaped by our values, this commitment guides both our actions and our long-term vision, enabling us to deliver the highest level of quality and service today while ensuring our company and our industry can continue to thrive tomorrow.

COMMITMENT TO SUSTAINABILITY

We continue to provide world-class travel experiences that prioritize the well-being of our employees and guests—as well as the environment and the hundreds of port communities we visit. Our commitment to these priorities has helped us evolve into a global leader in the

vacation cruise industry, providing guests with unique access to natural beauty and cultural richness.

In collaboration with our parent company, [Carnival Corporation & plc](#), we established a working performance tracking framework for critical measurements and sought material areas for improvement. All our sustainability reports detail our efforts to strengthen management systems and performance in alignment with a multiyear corporate restructuring which will increase operational efficiency.

ORGANIZATIONAL CHANGES

In 2017 we moved into a new Seattle headquarters. The new building is an open-office environment encouraging collaboration in a space resembling the inside of a cruise ship. The most unique feature of the new space is the five story atrium, featuring abstracted portholes that frame views of Elliott Bay, nautical light fixtures, and a video display showing the locations of our ships. Water cascades from a pool on the second floor down to the lobby, and the Lido cafe and rooftop deck afford a prime view of Elliott Bay and the Space Needle.

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INTRODUCTION *Continued from page 4*

OPPORTUNITIES

In 2013 an engineer reported an environmental crime on one of Carnival Corporation's ships. Following an investigation by the Department of Justice, we learned that the misconduct involved multiple ships over several years. We took responsibility and signed a plea agreement in 2016. Our probation includes a five-year Environmental Compliance Plan (ECP) that began on April 19, 2017. The ECP requires independent audits as well as oversight by a court-appointed monitor. In 2019, the company agreed to revised terms of probation to resolve a petition for revocation of probation.

In July 2015 Carnival Corporation & plc and the United States Department of Justice (DOJ) reached an agreement about requirements aboard cruise ships for Americans with disabilities. The agreement ensures the protection of civil rights of persons with disabilities in public accommodations, which addresses requirements of Title III of the Americans with Disabilities Act (ADA). This eight-year agreement requires us to reasonably modify policies, practices and procedures to accommodate individuals with disabilities, properly provide and reserve accessible staterooms for individuals with mobility disabilities, allow individuals with disabilities the same opportunities to participate in programs and services, and provide effective means of communication for persons with disabilities. We are dedicated to exceeding the expectations of all guests, with a particularly strong focus on accessibility.

Additionally, we have a longstanding track record of making cruising accessible, and we are increasing that commitment even further with these enhancements in staff training, accessibility policies and communications, and additional accessible shipboard design features.

As our company has grown, we've made operational adjustments to accommodate the shifting business climate. The fluctuating global economy and fuel prices, political volatility in some of the regions where we operate, and regulatory changes continued to pose challenges during this reporting period. We're proud to have addressed these challenges while continuing to drive improvement. Namely, we maintained our already excellent track record for safety and continued improving in critical indicators like fuel efficiency, greenhouse gas emissions and waste recycling. In addition, we've found new ways to expand the impact of our employee development, community giving and volunteering.

Over the next year we will focus on our [2020 Corporate Sustainability goals](#) as well as selecting and developing the next set of targets.

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



OPRAH

Holland America Line partnered with *O, The Oprah Magazine*, to combine the eye-opening, life-changing wonder of travel with The Oprah Magazine's deep commitment to connection and personal growth. "We are deeply honored that *O, The Oprah Magazine* chose Holland America Line as its first cruise line partner to further our shared belief that travel and wellness have the power to open minds, build connections and inspire shared humanity," said Orlando Ashford.

Building on the magazine partnership, we have honored Oprah—philanthropist, global media leader and founder and editorial director of the magazine—as the official godmother of *Nieuw Statendam*.

Holland America Line also bestowed the Shared Humanity Award to Oprah Winfrey for her commitment over the last three decades to bringing people together, breaking down barriers and inspiring greater understanding among people from all backgrounds, belief systems and walks of life. To commemorate the award Holland America Line presented a \$40,000 donation to Oprah Winfrey's Leadership Academy for Girls.

REGULATORY LANDSCAPE

Holland America Line dutifully follows a stringent network of regulations. Our vessels are governed by international treaties as well as flag state, port state, local laws and regulations regarding environmental protection and pollution prevention.

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

IMO also introduced the Convention for the Prevention of Pollution from Ships, more commonly known as MARPOL, to protect the maritime environment from pollution that is either accidental or the result of routine operations. IMO amended MARPOL in 2010, designating the North American Emission Control Area (ECA) to reduce emissions from ships. In compliance with ECA guidelines, we've invested in new initiatives that will help minimize our air quality impacts.

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

In addition to IMO requirements, every ship operates under the maritime laws of a specific country, referred to as the ship's flag state. The Netherlands is Holland America Line's flag state, and we adhere to standards established by that country for its vessels. To ensure that both IMO and flag state rules are complied with, every ship is also required to be registered with one of the internationally recognized classification societies. The classification society has its own rules and regulations and carries out surveys of important safety and other ship equipment on a set schedule that ensures this equipment is regularly examined and tested.

Additionally, as a ship approaches a port, it becomes subject to "port state," or local requirements. Governments in all of the port locations we visit have the authority to inspect our ships, including the U.S. Coast Guard when our ships call at U.S. ports.

As a long-standing member of the Cruise Lines International Association (CLIA), we adhere to a corresponding set of stringent standards that are designed to keep our guests and employees safe, secure and healthy while protecting the environment and providing an industry-leading workplace. CLIA exists to promote all measures that foster a safe, secure and healthy cruise ship environment; educate and trains its travel agent members; and promotes and explains the value, desirability and affordability of the cruise vacation experience.

All ships that carry more than 250 passengers, have onboard sleeping facilities and embark or disembark in the United States are also subject to the Cruise Vessel Security and Safety Act (CVSSA). The Act promotes the safety and security of cruise vessel passengers and crew.

Further information about the maritime regulatory landscape can be found in the [Carnival Corporation & plc 2018 Annual Sustainability Report](#) on pages 115-129.

SOLAS contains safety requirements for design, construction, equipment, operations, safety management and security. It includes 12 chapters, seven of which apply to Holland America Line operations:

- Chapter I – General Provisions
- Chapter II-1 – Construction – Subdivision and stability, machinery and electrical installations
- Chapter II-2 – Fire protection, fire detection and fire extinction
- Chapter III – Life-saving appliances and arrangements
- Chapter IV – Radio communications
- Chapter V – Safety of navigation
- Chapter IX – Management for the safe operation of ships
- Chapter XI-1 – Special measures to enhance maritime safety
- Chapter XI-2 – Special measures to enhance maritime security

Holland America Line meets or exceeds SOLAS Regulations

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

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

Holland America Line meets or exceeds ISM requirements

The **ISPS Code**:

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

Holland America Line meets ISPS requirements

STCW requirements include:

- standards for the training, qualification and certification of seafarers;
- specific standards of competency of crew members; and
- methods for demonstrating competency. All eight chapters of STCW apply to Carnival Corporation & plc's operations:
- Chapter I: General provisions
- Chapter II: Master and Deck Department
- Chapter III: Engine Department
- Chapter IV: Radio-communication and radio personnel
- Chapter V: Special training requirements for personnel on certain types of ships
- Chapter VI: Emergency, occupational safety, medical care and survival functions
- Chapter VII: Alternative certification
- Chapter VIII: Watchkeeping

Holland America Line meets STCW requirements

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

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

The MLC establishes standards regarding the working conditions of seafarers including:

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

Holland America Line meets MLC 2006 requirements

EMPLOYEES

Holland America Line recognizes that the core of all our successes lies with the dedicated employees we recruit, train, develop and retain. To that end, our competitive pay and benefits package and abundant programs for development and advancement contribute to an attractive workplace second to none.

WORKFORCE SNAPSHOT¹

We have more than 10,000 skilled employees around the world who are dedicated to providing once-in-a-lifetime experiences for our guests. We're committed to working together toward our common mission. We conduct regular town hall sessions where employees have the chance to hear top executives discuss the state of the business and plans for the future. These sessions are intended to keep all informed and provide employees an opportunity to connect with our executives. We hold small-scale Coffee Connection sessions with executives that allow shoreside employees to talk directly with one or more of our company's leaders in a casual setting. A majority of our employees work aboard our ships, and approximately 11 percent are based in our shoreside offices.

Each of our shipboard employees' works in one of three departments under the supervision of the ship's Captain:

- Our Deck department consists of 878 officers and crew who ensure our ships' safety, provide security, respond to health needs and manage exterior maintenance.
- Our Engine department employs 1,608 officers and crew responsible for the Engine Room as well as the technical and interior maintenance of our ships – from power, propulsion, and environmental systems to heating, ventilation, and air-conditioning.
- Our Hotel department includes 6,945 employees who manage guest accommodations, restaurants, and entertainment.

Of our more than 1,150 shoreside employees who work in our offices in Seattle, Washington, Santa Clarita, California, and Rotterdam, Netherlands, a majority are full-time, while approximately 1.3 percent are part-time or seasonal. Many of our shoreside employees sell cruises and tours, take reservations, and complete the financial and accounting transactions internal and external controls require. While others support our crew directly

through Learning and Development or Fleet Human Resources. We also have dedicated staff in the United Kingdom and Australia who provide reservations and sales assistance to support our expanding international presence.

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

Approximately 84 percent of our shipboard employees are from Asia, specifically Indonesia and the Philippines, where we have long-term relationships with our Global Talent Partners. The majority of our shoreside employees are from North America, which aligns with the location of our Seattle, Washington, headquarters.

RECRUITMENT & RETENTION

We maintain high standards for recruitment of our shipboard and shoreside employees and often partner with intermediaries to help us find the best talent.

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¹Employee related data is based on the "Average Number" which was calculated by adding the number of employees at the end of each month divided by 12. The 2018 Sustainability Report data was determined using employee data from September 1, 2017 through August 31, 2018.

EMPLOYEES *continued from page 7*

Shipboard Recruitment

The recruitment of officers for our shipboard positions is particularly challenging due to intense competition for skilled labor in the maritime industry. To recruit strong candidates, we've built relationships with top naval schools and merchant marine academies in the United Kingdom, the Philippines, and the Netherlands. We recruit our hotel officers and our top-level hotel and restaurant employees from hospitality schools in Europe, North America, and Asia.

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

Detailed crew employment records are maintained in local recruiting offices and at our Seattle headquarters. Cadets and hotel trainees are eligible for hire after reaching age 18. Seafarers who have completed the company's cadetship or training program successfully may be eligible for hire before reaching age 21. All other applicants are eligible for hire after turning 21 years old.

Shoreside Recruitment

The recruitment of shoreside team members has been impacted by the historically low unemployment rates in the Seattle marketplace as well as in many of the states where we find candidates. Efforts to source candidates

for our higher-volume positions have led to evaluating states with higher unemployment levels to secure the necessary staff for those entry-level career positions. Careers in hospitality and tourism are attractive choices for high school, travel school students and university graduates. We support development programs at the high school and travel school levels, while actively recruiting at universities for internships and full-time positions.

Retention

We strive to promote from within and offer opportunities for advancement to retain our best performers. Many of our employees stay with us for more than 15 years, and we proudly celebrate multi-decade employment anniversaries regularly.

Among shipboard employees, our turnover rate has decreased for the past four years to 10.9 percent. Our turnover rate for shoreside employees was 15.1 percent in 2018.

We improve our employees' experience and contribute to employee retention with strong communication, recognition, our commitment to an ethical corporate culture, opportunities to give back, and reduced-rate continuing education. We conduct employee engagement surveys of all crew members and shoreside employees every two years. The data we collect helps identify and prioritize where to direct funding and resources to improve the employee experience. We designed our employee orientation program to help guide our newest team members throughout their career with us. Additionally, we connect with newly hired crew after 30 days onboard to ensure they are receiving the tools, training, and resources to succeed.

One way we recognize exemplary service is with our Presidents' Leadership Award. It includes a monetary bonus and is granted to one shipboard employee and one shoreside employee each year. One shoreside

employee will be given The Presidents' Team Work Award on an annual basis. Both the Presidents' Leadership and Teamwork award winners are nominated by their peers. Employees can also show appreciation for their co-workers or celebrate a birthday or anniversary by sending eCards.

Training & Development

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

As graduates of merchant marine academies, our deck and engine officers are knowledgeable about all aspects of maritime safety and crisis management. They participate in our training programs at approved vendors to stay up-to-date on internationally required competencies and take part in annual training at CSMART, the Carnival Corporation & plc training facility in Almere, Netherlands. Our company trainers work with hotel employees regularly at approved onboard facilities globally to stay current with our policies and procedures, which we regularly update based on enhancements to our vessels and changes in regulatory requirements.

Our training efforts leverage classroom sessions, supervisory guidance, e-learning programming and toolbox discussions to ensure we inform and prepare our employees. We augment training with frequent drills that enhance skills and assess readiness according to requirements from flag states and our company.

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EMPLOYEES *continued from page 8*

We operate training centers in Jakarta, Indonesia and Manila, Philippines – the locations from which we hire a majority of our shipboard employees. Courses at these centers simulate cruise ship facilities so employees are job-ready when they report to their first postings. New employees must graduate from our training courses before joining a vessel.

Our learning management systems help ensure training consistency across our large, mobile workforce for both shipboard and shoreside employees. Leveraging scenarios, games, and visuals, the systems provide standardized training courses in personal and professional development for every employee at every location and skill level. Education assistance is available for shipboard and shoreside employees.

From the first day on board our ships, we introduce officers and crew members to a variety of opportunities to enhance their careers. This includes skills training, a performance appraisal and a management program – all designed to shape career direction and elevate job performance. For entry-level officers, we emphasize hard skills. Tangible skills are specific and teachable abilities that will be tested at the senior management level. Leadership skills involve personal attributes and character, such as being able to motivate and lead a team. The skill sets and the promotion criteria are a great way to practice and enhance communication skills. Whether mentor or mentee, open lines of effective communication create motivation resulting in the development and recognition of talents. Nevertheless, this is a two-way channel, and all parties are responsible for progressing, raising the level of experience and encouraging the development of personnel.

At the start of each employee's contract, the onboard Human Resources Manager proposes a customized training and development plan based on the employee's position. While on board, the employee works to accomplish specific skills and develop their capability. In the following months, they receive training, feedback, and coaching to meet career development goals. Employees have an informal conversation for their performance review. They also meet with their supervisor to discuss accomplishments and contributions, areas of strength, goals achieved and opportunities for growth.

Compensation, Benefits & Wellness

We are committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. Employees receive a competitive pay and benefits package. We focus on performance and results while providing a Total Rewards Package to all of our employees. For both our shoreside employees and some of our shipboard employees, merit pay increases are tied to performance discussions. Performance discussions for shoreside employees occur each November, and for shipboard employees, we conduct discussions at the end of each contract or year of service, respectively. Unions negotiate wages for most of our shipboard employees, and we strive to pay competitive wages that are often higher than many employees would otherwise earn in shoreside jobs abroad or in their home countries.

Our benefits program is designed to be an integral part of our employees' overall compensation. We offer a combination of company provided and voluntary benefits for all employees. Another important aspect of

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EMPLOYEES *continued from page 9*

our compensation package is the opportunity we offer employees to invest in their future. For eligible shoreside employees, we provide a company contribution equal to a percentage of participating base salaries made to the company profit-sharing plan. For eligible shoreside and shipboard employees, we also provide a 401(k) savings opportunity with a company match. Depending upon the employee's role and contract with the company, some employees also have the option of purchasing Carnival Corporation stock at a discounted price.

We believe employees should experience our cruise offerings from the guest's perspective, so we encourage all employees to take advantage of our Employee Space Available (ESA) program. ESA uses unsold cabins to provide a cost-reduced opportunity to promote learning and awareness of our ships' products and services. Employees qualify for different types of staterooms depending on the class of ship (upgrades may be available at a reduced cost; taxes and port fees apply). Employees may apply to sail anywhere when space is available for up to 14 days per year. Employees may also apply for a reduced-fare cruises program, called Friends & Family, where employees, their family or close friends may also receive a reduced price on select cruises. In addition, our Cruise Privilege program allows shipboard officers to bring family and friends on board as guests at no charge. These guests stay with the officers in their rooms and enjoy all of the officers' privileges.

Shoreside employees are eligible to participate in our tuition assistance program, which offers opportunities to expand job-related knowledge and skills by providing reimbursement up to \$3,000 per year. Additionally, our shipboard officers are eligible to participate in our seagoing study leave program, which covers 100 percent of the cost of maritime courses to advance their licenses.

We have formal systems on board that track and record work and rest hours to ensure we provide adequate rest and ability for recreation. We also make every effort to help them strike a positive work-life balance by providing comfortable living quarters, nutritious meals, transportation, onboard recreation facilities, shore leave and shore excursion opportunities. We promote events and activities to cultivate personal development, sense of community, health, spirituality and other aspects of wellness.

LABOR RELATIONS & FAIR EMPLOYMENT

In keeping with our commitment to integrity, honesty, and high ethical standards, we follow the complex employment laws and regulations that apply to our global operations, including all of the provisions of the International Maritime Organization Conventions (IMO and ILO) and Flag Administration regulations in effect for seafarers. We also recognize our employees' rights to freedom of association and participation in collective bargaining. As of 2018 98 percent of our shipboard employees were covered by collective bargaining agreements.

Our longstanding policy is to afford equal opportunity for employment to all individuals regardless of race, creed, color, religion, national origin, gender, sexual orientation, gender identity or expression, age, marital status, veteran status, or mental, sensory or physical disability.

We provide a fair and ethical workplace to all employees. We require all of our employees to complete our Code of Business Conduct and Ethics training, which serves as a guide to ethical business conduct and covers a wide range of business practices and procedures including employee responsibilities, anticorruption, and conflict of interest. Our employees also receive training on how to recognize and report misconduct. We encourage all employees to report concerns immediately to their direct supervisor, the Human Resources department, or the Legal department. We follow a policy of "See something, Say something." Our policy safeguards employees from retaliation when they make a report in good faith. Employees may make a report anonymously online or by phone. We thoroughly investigate and resolve all reports of misconduct.

We occasionally receive grievances about labor practices, human rights, impacts on society (climate impacts), the environment, guest privacy and guest relations. We evaluate all grievances and try to complete their evaluation within a reasonable timeframe based on circumstances and legal complexity. However, a thorough investigation may require a substantial amount of time to close some complaints.

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ETHICS

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

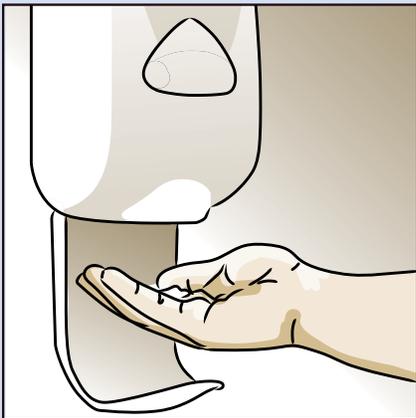
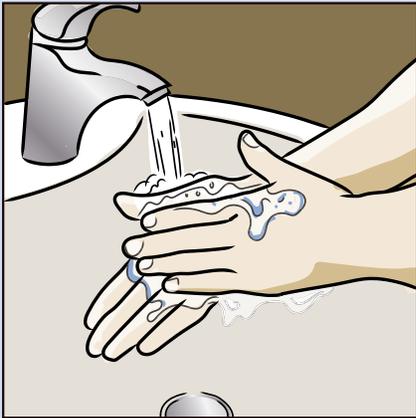
To continue fostering a company culture of integrity, honesty, and ethics, we formed an Ethics & Compliance Steering Committee. Comprised of mid-level management from all departments, the committee meets monthly to discuss current issues as well as the implementation of the committee's goals and objectives.

Additionally, each November we celebrate Ethics & Compliance Week across the organization to raise awareness of our Ethics & Compliance Program for

shoreside and shipboard employees. This offers them the opportunity to talk with each other and the leaders in the Ethics & Compliance department.

We are proud to hold the Ethisphere® Institute's Ethics Inside® Certification seal which is valid for two years. This highly regarded seal is the only independent verification of a company's ethics and compliance program and practices. The institute awards the seal exclusively to companies that can demonstrate a superior employee and leadership culture that promotes ethical business practices and that have adequate compliance systems and programs in place to reasonably prevent compliance failures.





HEALTH, SAFETY & SECURITY

We've internalized the maritime industry's sophisticated principles of safety and security and take great pride in our vital safety culture which thrives throughout our fleet and within company headquarters in Seattle, Washington. That's because for nearly 150 years, Holland America Line understands our highest priority remains with our guests, staff, and crew, and we ensure safety at every juncture – from ship design, preparedness, and technology to comprehensive monitoring and advisory programs.

The Corporate Health, Environment, Safety and Security 'HESS' Policy Statement was updated and approved by the Health, Environment, Safety and Security 'HESS' Committee in 2018. This policy describes Carnival Corporation & plc's commitments to Health, Environment, Safety and Security. The policy is signed by Carnival Corporation's chief executive officer and president, chairman of the board and chief maritime officer, demonstrating the company's accountability to safeguard the well-being of our guests and crew members.

Hiring the right people, providing and tracking completion of ongoing training and adhering to rigorous standards are vital components of our safety, security and health strategies. As is the case in all areas of our operations, we closely monitor our performance and continuously strive for improvement, aiming to exceed regulatory requirements. In collaboration with our parent company and sister companies, we update our

policies and procedures on an ongoing basis to leverage new insights and innovations. We encourage near-miss reporting and share best practices among our shipboard and shoreside employees, our peers and other stakeholders to strengthen the impact of our efforts.

Learn about our [Regulatory Landscape](#).

HEALTH

Our onboard medical facilities meet or surpass standards established by the American College of Emergency Physicians. We are inspected regularly by the U.S. Centers for Disease Control and Prevention as part of its Vessel Sanitation Program.

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

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

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HEALTH, SAFETY & SECURITY

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

With regard to public health, our certified and well-trained subject matter experts focus on continually improving disease surveillance, outbreak reporting and data analytics and promote high public health standards on board our vessels. This team responds to norovirus and influenza activity and is also prepared for other public health threats. The public health team has standardized across all ships all aspects of the public health services including disease prevention and control activities, internal public health inspections, and public health training. Continuous improvement is an ongoing effort.

Vessel Sanitation

All of our ships that call on U.S. ports voluntarily participate in unannounced, twice-yearly inspections by the [Centers for Disease Control and Prevention \(CDC\) Vessel Sanitation Program \(VSP\)](#), which aims to prevent and control the introduction, transmission and spread of illnesses on cruise ships. We proactively share our experience and expertise in this area by contributing to the CDC's periodic VSP operations manual updates. Areas of inspection include medical facilities, potable water systems, recreational water facilities, galleys and dining rooms, child activity centers,

hotel accommodations, ventilation systems and common spaces. To pass an inspection, ships must score a minimum of 86 out of 100 points.

CDC VSP Inspection Results

	FY2016	FY2017	FY2018
Number of inspections scoring 100%	5	5	4
Number of inspections scoring 99%	16	19	12
Number of inspections scoring less than 86%	0	0	0

In 2018, 16 inspections were conducted on our ships, with four scoring 100 points, 12 scoring 86-99 points and none scoring less than 86 points. In 2017, 24 inspections were conducted on our ships, with five scoring 100 points, 19 scoring 86-99 points and none scoring less than 86 points. If a ship receives a less-than-satisfactory score, we take immediate corrective action.

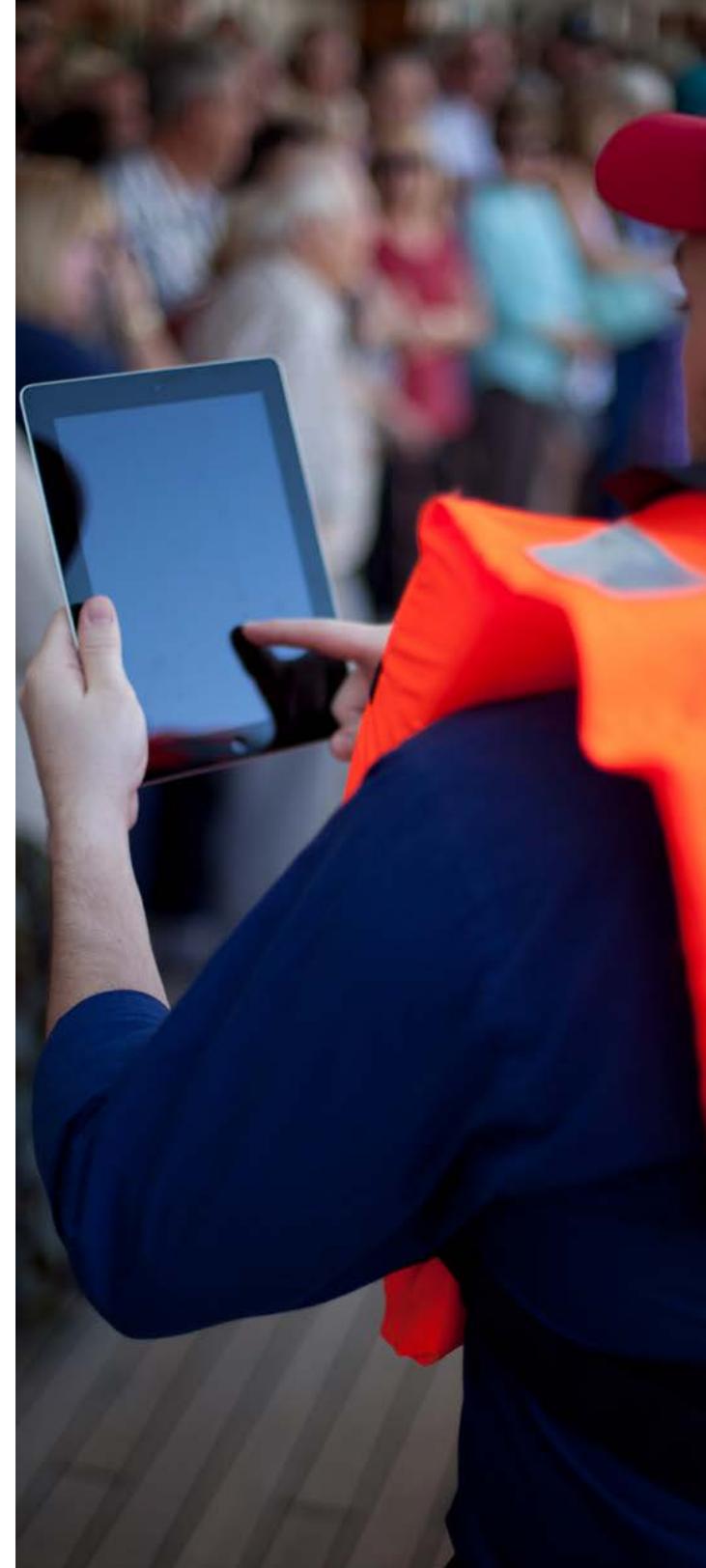
SAFETY

An uncompromising commitment to safety is core to our company values. It applies to all areas of our operations, from ship design and maintenance to employee training programs and emergency preparedness. We're proud to maintain an excellent safety record.

Management System

Our Safety Management System (SMS) is core to our company operations. It goes beyond the requirements of the International Safety Management (ISM) Code to address broader considerations such as compliance with the Maritime Labour Convention 2006 (MLC 2006), workplace safety, resource conservation and our

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HEALTH, SAFETY & SECURITY

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SHIP DESIGN

Lloyd's Register, our maritime Classification Society, establishes and maintains guidelines for the construction and maintenance of our ships. Adherence to these guidelines is monitored in part through the implementation of regulatory surveys such as the Passenger Ship Safety Survey, which is administered by Lloyd's Register or Flag State Representatives on an annual basis.

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

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

We conducted an initial focus of machinery space fire Prevention, Detection and Suppression (PDS) to prevent flammable liquids from leaking and/or spraying

and thereby prevent exposure to any potential ignition sources. We accomplished that by fitting standardized spray shields and tape on flanged flammable oil connections. Our second focus was to eliminate hot spots or potential ignition sources, and we achieved that by fitting hot boxes on all engines and continuously monitoring temperature by means of thermographic cameras and contact probes. Furthermore, enhanced CCTV cameras with advanced smoke detection systems were rolled out to the fleet in addition to a bilge foam flooding system that required a significant company investment. We are constantly researching and implementing further improvements to prevent machinery space fires.

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

Employees

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

Our commitment to safety is reflected throughout our training and development programs. Shaped in accordance with the Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW), these programs also address emergency

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HEALTH, SAFETY & SECURITY

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preparedness, security, health and sanitation, ethics, company policies and procedures, regulatory requirements and job-specific skills. In addition, our employee-led Safety Committee is focused on sharing best practices to drive continuous improvement. For more information, view the Employee Training & Development section.

A significant portion of our employee training program content is dedicated to the prevention of shipboard

accidents. Any injury sustained by a shipboard employee or contractor must be reported according to our guidelines, whether it occurs during working or rest hours, on board the ship or during shore excursions. We redesigned and implemented a new Workplace Safety Risk Assessment System to help our shipboard staff carry out tasks safely. In 2018 less than 3 percent of our shipboard workforce was impacted by incidents. We continue to strive for improvement in this area, and we won't be satisfied until incidents are reduced to zero.

Emergency Preparedness

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

We hold mandatory shipboard safety briefings for all of our guests prior to the start of each voyage. Upon boarding our ships, guests and crew members also receive written safety instructions in their preferred language. If a significant percentage of our guests primarily speaks a language other than English, we conduct the live safety briefings in multiple languages. We provide written safety information and a copy of the lifeboat drill safety speech to our guests and crew members who are deaf or hard of hearing.

We built a state-of-the-art emergency response center at our headquarters office in Seattle, Washington, that is available 24/7, 365 days a year. Periodic announced and unannounced drills are conducted at the center to ensure shoreside teams are fully prepared to assist ships in cases of severe weather or emergency. To continuously improve communication during an emergency, we invested in a system that is also used by U.S. government agencies, public utilities, universities, corporations and sister cruise lines. This system allows shipboard and shoreside users to communicate and have a common understanding during incidents.

SECURITY

As is the case with our safety programs, we've developed security standards that go beyond regulatory requirements to protect our guests and employees. We will not go to a port where our guests or crew would be presented with an unreasonable risk to their safety and security. Nonetheless, we are operating in a changing world which can at times present situations where we will be compelled to cancel a port call or re-route a ship. This is done only after careful consideration and in an abundance of caution to ensure the continued safety and security of our guests, crew and vessels.

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HEALTH, SAFETY & SECURITY

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Our security efforts focus both on protecting our guests and crew from external security threats as well as maintaining an orderly environment on board our ships. This is accomplished through planning, proper equipment and trained staff.

Every person on board, including guests and crew members, is placed on an official manifest and may leave or enter the ship only after passing through strict security measures such as

- All crew members must have photo identification badges.
- All guests are required to carry ship-issued identification cards which they must have scanned whenever they board or leave the ship.
- Visitors are not permitted on board unless they were previously placed on a visitors' list that has been submitted to regulatory authorities.
- All guests, crew and visitors and their belongings are screened before being allowed on the ship.

Shipboard Security Teams

Our ships are staffed with dedicated security teams responsible for managing systems and enforcing policies around the clock. Led by officers who have extensive experience in law enforcement and maritime security as well as specialized training in investigations and emergency planning, our shipboard security teams are fully certified in accordance with the provisions of the Convention on Standards of Training, Certification

and Watchkeeping for Seafarers (STCW), the Maritime Transportation Security Act (MTSA), the International Ship and Port Facility Security (ISPS) Code and the Cruise Vessel Security and Safety Act (CVSSA).

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

Technology & Tools

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

We also ensure all ships are equipped with the necessary tools for internal and external communication in the event of a security incident. Our ships are equipped with detection equipment similar to that used in airports so we are able to properly monitor both persons and property brought onto the ships. We also maintain special equipment for identifying explosives. Closed-circuit television cameras are located in various areas of the ships. Finally, those ships operating in certain parts of the world are equipped with appropriate equipment to enable the crew to respond to external threats.

Inspections and Reporting Requirements:

Our ships are subject to regular inspections by governmental and law enforcement authorities throughout the world, including the U.S. Coast Guard.

These inspections ensure that our ships fully comply with the International Ship and Port Facility Security (ISPS) Code and other applicable regulations. Furthermore, we conduct regular security audits on our ships to ensure that designated security systems and procedures are in place and being used effectively.

In the unlikely event that a crime does occur on one of our vessels, it is promptly reported to appropriate law enforcement authorities. This reporting is done in full compliance of applicable laws, including the Cruise Vessel Security and Safety Act (CVSSA) of 2010. Incidents that fall under the CVSSA include certain onboard felonies, tampering with the vessel and missing U.S. nationals and must be reported to the Federal Bureau of Investigation (FBI) and the U.S. Coast Guard.

Privacy

We respect the privacy of our guests and crew, and we have implemented policies and procedures designed to safeguard their personal information. We keep privacy matters top of mind by requiring employees to complete our data privacy training and communicating regularly about how to safeguard information.

We are compliant with U.S. and European Union requirements, including standards for protecting information related to the acceptance of credit and debit cards for payment. We also take steps to ensure the privacy of our hollandamerica.com website users. Our [online privacy policy](#) discloses how we collect, protect, use and share information gathered on our website.

CSMART

Carnival Corporation, Holland America Line's parent company, owns and operates the Arison Maritime Center, home of the Center for Simulator Maritime Training Academy (CSMART Academy). The CSMART Academy is a world-class training center for safety and excellence in maritime operations in Almere, Netherlands, outside Amsterdam. It features advanced simulator equipment, technology, instructional tools and curriculum, which provide participants with a superior maritime training experience that emphasizes team-based critical thinking, problem solving and decision-making.

CSMART also provides rigorous safety training for bridge and engineering officers responsible for the navigation and operation of the world's largest fleet of cruise ships. In 2017 CSMART launched an environmental officer training program and began offering additional environmental courses for bridge and engineering officers to further enhance our training on social responsibility and environmental protection. During 2018 Carnival Corporation provided CSMART training to nearly 6,800 bridge and engineering officers. For more information please visit <https://www.csmartalmere.com/>.



FLEET OPERATIONS CENTERS

Fleet Operations Centers (FOCs) are an essential component of our health, environment, safety and security (HESS) strategy. Of Carnival Corporation's three FOCs, one is in Holland America Group's Seattle headquarters. Since Carnival Corporation staffs its FOCs 24/7, this allows communications between ship and shore whenever we need, and provides immediate and continuous support to our ships.

The FOCs feature custom-built tools such as the proprietary software application Neptune. This state-of-the-art tracking and data analysis platform helps make cruising more safe, efficient and sustainable by providing real-time information sharing between ships and shoreside teams.

NAUTICAL SAFETY

- Neptune constantly monitors the ships and tracks their position, speed and direction. The platform also provides visual routing and information on the traffic and weather at the ships' location.
- As Neptune sends real-time notifications in case a vessel deviates from defined standards, the FOCs can provide immediate support.

ENVIRONMENT

- Neptune monitors the Advanced Air Quality Systems and their emissions, as well as the system usage in controlled areas. Neptune reports any deviation from targeted values.

ENERGY MANAGEMENT

- For each ship, Neptune collects and downloads almost two million data points daily. Immediate and subsequent data analyses identify trends and optimize forecast models. It supports operations to improve fleet engine performance and optimize resources.



ENVIRONMENT

At the core of our business mission and operations Holland America Line acts on its deep commitment to protect biodiversity and engenders new approaches to solve environmental issues. We believe the collective approach will help forward our goals to reduce waste and protect our seas and atmosphere.

MANAGEMENT SYSTEM

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

In 2018 our Environmental Management System was certified at the corporate level vs. at the individual brand level for the first time. Therefore, we have aligned our EMS with the comprehensive management system established by our parent company, Carnival Corporation & plc. This system, known internally as the Health, Environmental, Safety and Security (HESS) Management System, aims to ensure the consistent application of best practices across all corporate lines.

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

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

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

Our parent company, Carnival Corporation & plc., established the following environmental goals with a target date of 2020. Holland America Line set its own objectives and targets to help Carnival Corporation reach these environmental goals.

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Carnival Corporation & plc Sustainability Goals

Reduce the intensity of CO₂e (equivalent carbon dioxide) emissions from our operations by 25% by 2020 relative to our 2005 baseline, measured in grams of CO₂e per ALB-km.

Continue to reduce waste generated by our shipboard operations by 5% by 2020 relative to our 2016 baseline,* as measured by kilograms of non-recycled waste per person per day.

Continue to improve water use efficiency of our shipboard operations by 5% by 2020 relative to our 2010 baseline, as measured by liters per person per day.

Continue to improve the quality of our emissions into the air by developing, deploying and operating Advanced Air Quality Systems (AAQS) across the fleet capable of reducing sulfur compounds and particulate matter from our ship's engine exhaust.

Increase cold ironing coverage of our fleet wide capacity in relation to future port capabilities.

Increase Advance Waste Water Purification System (AWWPS) coverage of our fleet wide capacity by 10 percentage points by 2020 relative to our 2014 baseline.

*Based on the 2016 change to waste management accounting practices, the baseline has been revised from 2010 to 2016.

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OPERATION OCEANS ALIVE™

OUR HOME.  OUR FUTURE.

Operation Oceans Alive

In 2018 our parent company, Carnival Corporation & plc, launched Operation Oceans Alive, a new environmental compliance and stewardship call to action for all employees to care about and protect our oceans, seas, and waterways from environmental harm – ensuring their ecosystems, plant life, and aquatic animals thrive now and in the future.



Zuiderdam cake

In 2018 we celebrated Earth Day and World Oceans Day onboard and shoreside with events, activities and communications to promote ocean education and conservation. Crew held festivities such as baking eye-catching cakes, training on food waste and kids club activities.



Rotterdam bakers



Noordam celebration

SINGLE-USE PLASTICS

Our goal is to remove single-use plastics within our operations whenever feasible.

In 2018 we started an initiative to evaluate our collective use of single-use plastic items and alternative options available in the market. As part of this initiative, we have identified items we can replace with reusable non-plastic alternatives or biodegradable options.

Straws and cup lids are now available only when requested, and are paper-based. We now use wooden drink stirrers or reusable spoons, and paper bags whenever possible. Instead of sugar packets, we will provide bulk dispensers, and we will no longer serve butter in foil wrappers. By the end of 2019, we also plan to eliminate or replace with a recycle-friendly alternative the following items: plastic cutlery, cups, cocktail garnish picks, toothpicks, and balloons.



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ENERGY & EMISSIONS

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

Direct Energy - Fuel Use

We strive to save fuel – the primary source of energy our fleet uses – by purchasing new, more fuel-efficient ships; investing in fuel efficiency technology; traveling fewer miles; selecting itineraries that allow optimum ship speed; circulating monthly fuel use data to support awareness across ships; and sharing fuel conservation best practices.

Our ships are propelled by diesel electric generators

which are inherently more efficient than traditional marine propulsion systems because we can optimize the load between propulsion and other operational needs. A majority of the electricity we generate on board our ships operates our propulsion system, while the remainder powers our lighting, heating, ventilation, air conditioning and refrigeration systems.

In 2018 our 14-ship fleet used more than 379,000 metric tons of fuel, generating just under 16 million gigajoules of energy. As a result of our successful fuel efficiency initiatives, our 2018 ship fuel consumption rate – normalized for ship capacity and distance traveled – declined by 6.4 percent against 2015 performance. Between 2015 and 2018 we reduced the total amount of fuel used by the fleet by 2.8 percent.

We use high-sulfur fuel oil (HSFO) and marine gas oil (MGO) to power our ships. LSFO and MGO generate fewer sulfur oxide emissions, and we use these fuels or Advanced Air Quality Systems in emission control areas as required. In 2018 80 percent of the fuel we used was HFO while 20 percent of fuel used was MGO.

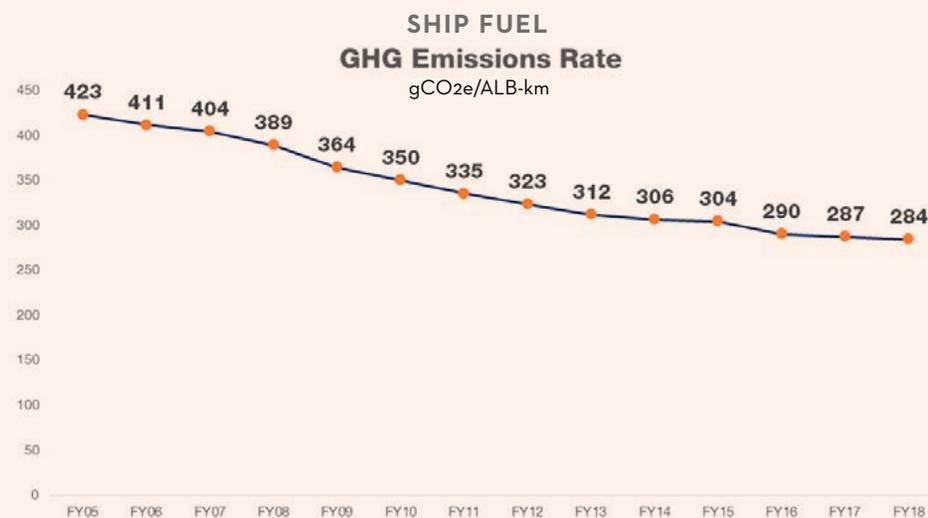
Greenhouse Gas (GHG) Emissions

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

Recognizing that managing GHG emissions is essential to the industry, Carnival Corporation & plc has set and surpassed its greenhouse gas emissions intensity goals. Carnival Corporation & plc has adopted the goal of the Cruise Lines International Association (CLIA) **to reduce by 40 percent the rate of carbon emissions across its fleet by 2030**. Progress toward the 40 percent target will be measured against a 2008 fleet baseline, and emissions rates will be calculated based on the fleet's total carbon emissions, total ship berths and total distance traveled.

In 2018 our operations generated emissions equivalent to more than 1.21 million metric tons of carbon dioxide. The vast majority were direct GHG emissions from our ships' fuel consumption. Our indirect emissions were

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generated by electricity purchased for our offices and our ships that have the capacity to use electrical power.

As a result of our ship fuel efficiency strategies, from 2011 to 2018 we successfully reduced our GHG emissions rate, which is normalized for ship capacity and distance travelled. Between 2015 and 2018, Holland America Line reduced the total quantity of GHGs emitted from our ship operations by about five percent. During the same period, we reduced our emissions of nitrogen oxides by three percent.

Indirect Energy – Electricity Purchases

We purchase electricity for our office use and for ships that have the capacity to use electrical power at ports, also known as cold ironing, in Juneau, Alaska; Seattle, Washington; Vancouver, British Columbia; San Francisco, Los Angeles, and San Diego, California; New York, New York; and Halifax, Nova Scotia. In Seattle and Vancouver electrical energy comes from renewable hydropower. We continue to support other ports by committing to the use of shore power. As we are relocating ships around the globe, we will assess and, when deemed appropriate, upgrade our ships and enable them to use electrical power at ports.

In 2018 we purchased 5,300 megawatt-hours of electricity for our offices and fleet.

We have updated our Scope 2, or GHG emissions from energy purchases, reporting to reflect the Greenhouse Gas Protocol's recently released amended Scope 2 guidance, which requires the reporting of location-based emissions and market-based emissions. We have

historically reported location-based emissions, which reflect grid-average emission factors. The market-based method requires an emission factor that characterizes the emission rate of untracked or unclaimed energy to prevent double counting of GHG emission rates among electricity consumers. We now also include market-based emissions, which reflect residual mix emissions or emissions from electricity purchases, where available.

Advanced Air Quality System

Advanced Air Quality Systems (AAQS) significantly reduce sulfur compounds and particulate matter, including black carbon, from our ship's engine exhaust. All Holland America Line ships were equipped with certified and operational AAQS. See [Carnival AAQS](#) for additional information.

WATER

We use water onboard to prepare food, wash the ships' exteriors and interiors, sanitize kitchen tools and surfaces, clean equipment and launder towels and linens. Fresh water is significantly important to our shipboard operations.

Sources & Use

We obtain our fresh water from three sources: produced water (seawater we either evaporate and re-condense or seawater that undergoes reverse osmosis, which we treat with minerals and chlorine); bunkered water (purchased from port communities and stored in designated potable water holding tanks); and condensate, which on some ships we collect from our air-conditioning units and use for technical cleaning. We bunker water from ports where we know water is

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USING ADVANCED AIR QUALITY SYSTEMS

Removes **99%** of Sulfur

Removes **>50%** of Particulate Matter

Reduces **10%** of Nitrogen Oxides



ENVIRONMENT *continued from page 23*

plentiful, high in quality and costs less than the fuel we need to produce water on board.

In 2018, our fleet consumed more than 2.9 million metric tons of water. Eighty-two percent we produced on board, and eighteen percent we bunkered or purchased from shore. Because we cannot measure the quantity of condensate for all ships in the fleet, data does not reflect that.

Our operations used 249 liters of water per person per day in 2018. This is less the range of 302-378 liters used per person per day in the average U.S. household.

In 2018 we reduced our water consumption rate (liters/person/day) by 3 percent compared to 2015. We continue to strive for future improvement by leveraging water-saving technologies and educating our guests and crew members how to conserve.

WASTEWATER FROM SHIPS

All water that we produce or load onto our ships we use for its intended purpose. Afterwards, we either discharge it in accordance with – or often exceeding – local, national and international laws and regulations or offload the water to a shoreside facility for disposal. The facility separates the wastewater into three broad categories of pollution levels; gray water, black water (permeate/treated black water, biomass/sewage sludge) and bilge water. In 2018 we generated more than 2.83 million metric tons of wastewater, of which approximately 2.7 million metric tons we discharged to sea.

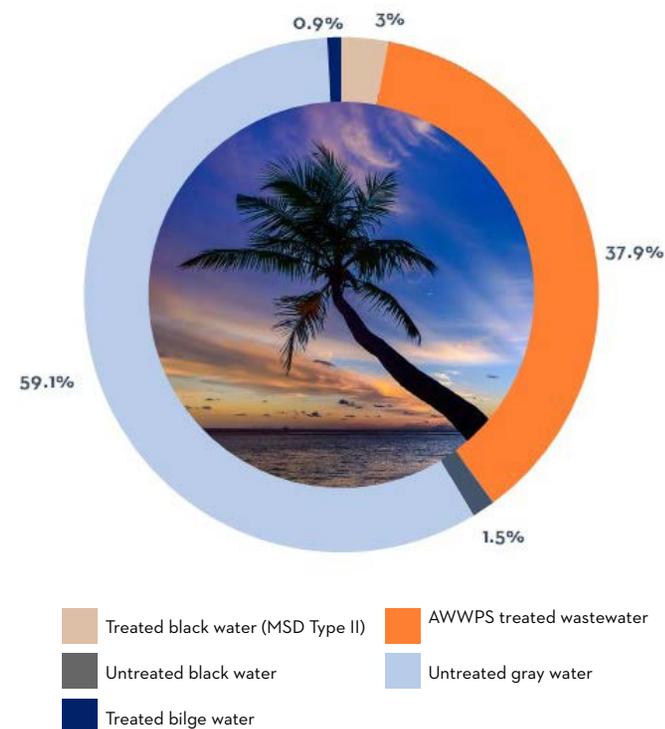
Gray water is wastewater drained from cabin sinks and showers, galleys, salons and laundry facilities. It represents the largest volume of wastewater our ships generate, and we may or may not treat the water prior to discharge, depending on ship capabilities. We always discharge the water in full compliance with applicable laws and regulations. In 2018 we discharged approximately 1.6 million metric tons of untreated gray water, which accounted for 59 percent of all wastewater discharged to sea.

Black water refers to waste from toilets and medical facility sinks. In 2018 we equipped 11 of our ships with advanced wastewater purification systems that treat black water, and some of these systems treat gray water as well. They use primary filtration, bio digestion, ultrafiltration and ultraviolet light technology to produce a discharge – called permeate – superior in quality to effluent most municipal wastewater treatment plants discharge in most communities. In 2018 we discharged more than one million metric tons of permeate, which accounted for 38 percent of our wastewater discharges to sea.

On our three ships that we did not equip with advanced wastewater purification systems, we treat black water with marine sanitation devices which macerate and chlorinate the wastewater prior to discharge. In 2018 we discharged more than 73,000 metric tonnes of treated black water, accounting for approximately three percent of all wastewater our fleet discharged.

Bilge water is wastewater collected in the lower part of the ship, known as the bilge. This water contains oils equipment in engine compartments release. To treat bilge water we use a cascade treatment system, which

2018 Wastewater Discharged to Sea



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circulates and recirculates fluid through increasingly efficient oil-water separators until the oil content reduces to below 15 parts per million. In 2018 we discharged approximately 24,500 metric tons of treated bilge water, which accounted for less than one percent of all wastewater our fleet discharged. The total volume of bilge water discharges decreased by 28 percent between 2015 and 2018 as our employees improved maintenance practices systems and minimized leaks. All bilge treatment systems are installed to meet the latest pollution prevention requirements.

Accidental Releases

We work hard to protect water quality and prevent accidental spills. When they do occur, they most often contain water, fuel, hydraulic fluid or lubricating oil. These materials enable the operation of shipboard mechanical systems which our employees inspect, monitor and maintain. If leaks occur, they typically range from a few drops to a few pints. We require our crew to report all incidents in which they see a sheen on the water's surface.

For internal reporting purposes, corporate standards require us to report any release of any fluid discharged into the sea. A spill that causes oil sheen is also reported and included in the total number of spills recorded, even though the volume may be only a few drops.

Grievances

We occasionally receive grievances about labor practices, human rights, impacts on society, environment, guest privacy and guest relations, among others. We

evaluate and manage all grievances we receive within a reasonable timeframe.

WASTE

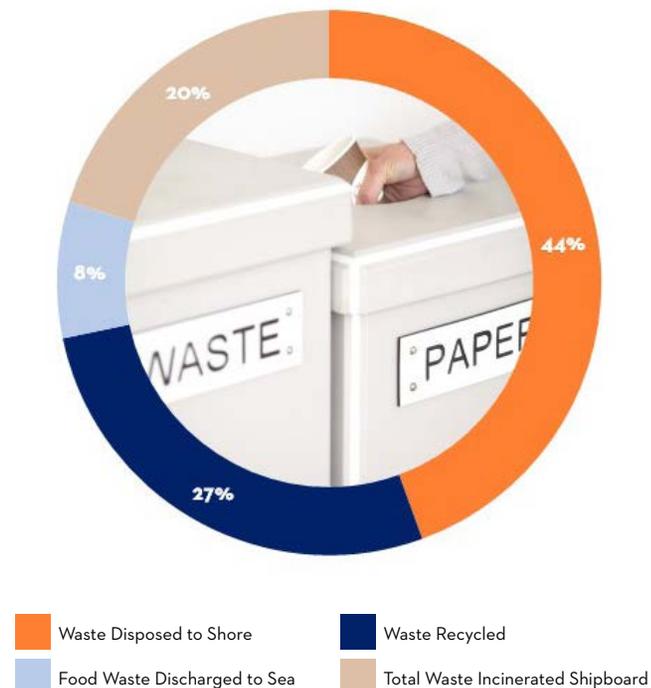
In 2018 our fleet generated approximately 29,653 metric tonnes of solid waste – the equivalent of 1.8 kilograms per person per day.

We conducted an evaluation of our waste in 2017 with our parent company, Carnival Corporation & plc. As a result we reclassified our categories for hazardous waste so that we use the most inclusive definition, which standardizes waste reporting quantities independent of how we classify the wastes when they land ashore. This potentially results in higher reported aggregate quantities of hazardous waste but allows for more consistent trend analysis.

Our oily waste offloads exemplify the largest change to our classification system. Under our old reporting framework through the Environmental Protection Agency's RCRA guidelines, we did not consider oily waste hazardous except in California. The new framework our parent company adopted in 2017, the EU Waste Classification, does consider oily waste hazardous. Because of this change, we deemed 30 percent of the solid waste our fleet generated in 2018 hazardous. However, U.S. Environmental Protection Agency guidelines still recognizes Holland America Line as a small-quantity hazardous waste generator.

Our waste management approach focuses on reducing the volume and toxicity of waste we generate. Whenever possible, we reuse existing materials and equipment, and strategically offload to recycle where our ports of call have a recycling infrastructure available. We collaborate

2018 Solid Waste Distribution



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ENVIRONMENT *continued from page 25*

with stakeholders on these efforts, donating reusable goods from our ships to nonprofit organizations in the communities we visit and working with port authorities to identify additional vendors who are capable of recycling, reusing or donating cruise ship waste themselves.

Solid waste our shipboard operations generate we hand-separate and either recycle, dispose of on shore or incinerate on board. All ships in our fleet collect and separate recyclable materials from trash.

When recycling services aren't available in port communities, we incinerate solid waste on board our ships, dispose of it at local landfills, or safely store it until we reach a port that does have recycling services. Shipboard incinerators and shredders substantially reduce the volume of materials such as paper and cardboard. With the introduction of shredders, we are incinerating less waste and creating a safer, more maintenance-free alternative to incineration.

Our efforts to increase recycling include an assessment of some of our most frequently visited port communities in Europe. By following Holland America Line waste from the pier to recycling facilities and landfills, we learned about local regulations and infrastructure challenges as well as opportunities to expand and optimize our recycling efforts in the future.

BIODIVERSITY

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

Biofouling:

Biofouling occurs when marine organisms such as mussels, barnacles, algae or other living organisms attach to ships. Preventing biofouling minimizes the potential of transporting non-native species to other locations where they could overwhelm native populations. Biofouling prevention thus preserves biodiversity in the places we sail.

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

Hull husbandry is another way that Holland America Line prevents biofouling. Hull husbandry includes application of antifouling hull coatings, hull cleaning, maintenance and the use of active Marine Growth Prevention Systems (MGPS). Special silicon-based underwater coatings maintain a smooth surface which inhibits marine growth attachment. Periodic hull cleaning removes the incidental growth that does occur, and periodic maintenance

of internal seawater pipes and systems removes any accumulated biofouling in our internal seawater systems.

Active MGPS employ cathodic or ultrasonic systems that also inhibit marine growth in those internal surfaces. These methods reduce the risk of introducing non-native species to sensitive marine areas and have the added benefit of reducing fuel consumption, with the subsequent reduction in engine emissions.

Ballast Water:

Ballast water is seawater pumped into dedicated tanks on a ship to provide weight – or ballast – at the bottom of the ship to enhance stability. It can impact biodiversity by introducing non-indigenous invasive species when the ship discharges that water.

We have ballast water treatment systems aboard the Volendam, the Rotterdam and the Zuiderdam that meet IMO requirements and US Coast Guard (USCG) requirements.

For those ships without ballast water treatment, our current practice holds ballast water while in port whenever possible. If we can anticipate a discharge, we'll exchange ballast water from one location in deep waters in transit prior to arriving in another location. This avoids the transfer of non-indigenous species between two different nearshore marine environments and has been shown to minimize potential impacts. We record and report all ballast water exchanges and discharges as local, national and international laws and regulations require.

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ENVIRONMENT *continued from page 26*

Marine Mammal Protection:

Because of our direct dependency on the health of the oceans, we have developed and implemented marine mammal protection programs and training. In particular, we have developed a comprehensive whale strike prevention training program and follow reporting requirements prior to entering the right whale sensitive and protected areas for North Atlantic and North Pacific right whales. The IUCN (International Union for Conservation of Nature) Red List, the Global Reporting Initiative's designated list for threatened species, includes those species.

Holland America Line has clear guidelines to avoid marine mammal strikes, and we follow established procedures if we sight marine mammals nearby, including altering course, reducing speed, using additional bridge lookouts and notifying appropriate authorities

and shoreside personnel. Our nautical officers also participate in whale protection training in conjunction with the U.S. National Oceanic and Atmospheric Administration (NOAA).

To protect particularly sensitive species, we require designated personnel to know the operational and reporting requirements of potentially sensitive and protected areas prior to entering, especially those in the northern and southern Atlantic and Pacific oceans.

Seal protection presents an excellent example. During seal-pupping season (early May to mid-June) our ships will not approach closer than 500 yards from ice flows where seals reside. At all other times our ships do not approach closer than 100 yards.

Alaska:

Each season Holland America reviews its operations in sensitive areas. As one of the largest cruise operators in Alaska, we are committed to a wide range of programs that help protect this pristine environment.

Prior to each Alaska season, Shore Operations reviews each ship's operational plan. In addition, at the start of each season the technical teams on board our ships check the engines to make sure they are operating at the highest level of efficiency to reduce air emissions during the season.

We take active measures to prevent or remove marine species (mosses, barnacles and other marine species) attached to the hull of the ship before arriving in Alaska. We clean ships from stem to stern every year, sometimes twice. We polish propellers to remove growth. Each ship uses active Marine Growth Prevention Systems to prevent biofouling in the numerous cooling water and cross-over systems. These may include anodic water treatment or ultrasonic systems which prevent attachment to the internal pipe surfaces through which engine cooling or HVAC (Heating, Ventilation and Air Conditioning) process water must flow.



COMMUNITY

For us, community includes home offices and every port of call our ships visit around the world. That means we stay vigilant and deeply aware of our responsibility to those individuals, organizations, and nations that work for and with us to improve our operations so we can better serve those communities and their social, economic, and environmental well being. We support nonprofit efforts, a code of conduct for our business partners, employee volunteerism, and we won the 2018 Most Eco-Friendly Line award by *Porthole Cruise Magazine* readers.

OUR COMMUNITIES

Port Communities

In 2018 our ships visited more than 400 ports across six continents. We explore potential new ports of call on an ongoing basis as we strive to create once-in-a-lifetime experiences for our guests. Each year we receive dozens of requests from potential ports which are then subject to a rigorous review process. We typically select up to 10 new ports per year based on a set of criteria that includes geography, infrastructure, guest appeal and other factors. When new ports are selected, we work closely with port authorities, tour operators and other community stakeholders to ensure alignment and build lasting relationships.

One of the most significant ways our business can make a positive impact in port communities is by creating jobs in the tourism industry. In 2018 we carried just over 880,000 guests to developed and emerging destinations, supporting demand for hotels, taxicabs, restaurants, shopping and entertainment.

As per Cruise Lines International Association (CLIA), the cruise industry generated \$134 billion in global economic impact in 2017. This economic activity generated over 1 million jobs around the world, paying \$45.6 billion in global wages in 2017. For additional details please refer to [CLIA, 2017 Cruise Industry Outlook](#).

In 2017 we received the Green Gateway Award from the Port of Seattle for the seventh year in a row. We were recognized for exceeding regulations and industry standards, including the use of shore power while at the Port of Seattle; using biodegradable cleaners wherever possible; and employing electronic log books for environmental entries on board that improve data quality, analysis and efficiency.

In 2018 Holland America Line was chosen as the Most Eco-friendly Line by *Porthole Cruise Magazine* readers. Readers recognized the line's commitment to safeguarding the oceans and environment; its use of shore power; and responsible management of energy, water and waste. See our [full list of awards and accolades](#).

Antarctica

Antarctica is unique because it is a pristine ecosystem and it is not regulated by a country. The United States is signatory to the Antarctic Treaty, an international agreement that regulates all activity in Antarctica. The treaty sets aside Antarctica as a scientific preserve and states that no nation can claim the territory as its own. Further, the treaty requires that any private activity in Antarctica be vetted for potential damage to the wildlife, fragile ecosystems and historic structures and locations found there. This vetting is done by each signatory nation; in the United States the evaluation is led by the U.S. Environmental Protection Agency (EPA).



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COMMUNITY *continued from page 28*

Rotterdam successfully undertook the first large cruise ship visit to Antarctica, and our ships sail there annually. Preparation for the Antarctic cruises begins with the environmental permitting process.

A key element of our successful Antarctic voyages is our relationship with IAATO, the International Association of Antarctic Tour Operators. IAATO is an international member organization that promotes the practice of safe and environmentally responsible private-sector travel to the Antarctic. It publishes extensive guidelines for Antarctic tour operations including emergency response, safe operation, guidelines for visits to specific sites (to ensure environmental protection and preservation of historic objects) and wildlife-watching guidelines. We were the first major cruise ship operator to become a full member of the IAATO. We put significant planning effort into ensuring the safe and successful completion of our Antarctic voyages.

Half Moon Cay

One of the most unique and memorable experiences we offer our guests is the opportunity to visit Half Moon Cay, a 1,700-acre private island and international bird sanctuary in the Bahamas. We have developed only 4 percent of the island. Over the years we've worked to carefully maintain the natural environment while allowing adequate capacity for our guests and making a significant contribution to the Bahamian tourism industry. Half Moon Cay has been rated the "Best Private Island" by *Porthole Cruise Magazine* every year for the last 18 years.

SUPPLY CHAIN

Our Business Partner Code of Conduct and Ethics is intended to help our business partners within our supply chain more fully understand and comply with our expectations for legal compliance and ethical behavior, as this is a fundamental aspect of our core values.

We interact with thousands of suppliers every year globally. Before we engage with vendors, we complete all documentation, perform reputational research and complete a vetting process.

At Holland America Line we employ two procurement streams: technical purchasing (parts and services) and consumable purchasing (food and beverage items and housekeeping supplies). Whenever feasible, competitive bidding is undertaken at the Corporate, HA Group or Brand level. We achieve competitive pricing while ensuring quality and product safety by actively identifying key vendors that we acquire through a vigorous vetting process. HA Group, a group of sister cruise lines, actively participates in all global bids through AllBrands Global Sourcing, a department within Carnival Corporation & plc. By consolidating information through AllBrands Global Sourcing, we are better able to manage and control our supply chain processes since we are collectively working together with our sister brands. AllBrands Global Sourcing identifies key vendors through a vigorous vetting process.



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COMMUNITY *continued from page 29*

We require a 100 percent commitment to improving the quality and accuracy of the deliveries from our vendors. We continuously work with our vendors to improve the use of carton and pallet manifesting and documentation to reduce the use of virgin materials. As a group we consolidate department shipments to reduce our impact on the environment rather than utilizing individual transports for each department.

GIVING & VOLUNTEERISM

We are proud to give back to the communities where we live, work and sail by supporting nonprofits in various ways through cruise donations, disaster giving and engaging employees in helping others. Working in tandem, **Holland America Line and Seabourn collectively contributed more than \$4.9 million in cash and in-kind gifts to charitable organizations around the globe in 2018.**

Reduced-fare Cruise Donations

We're able to play a meaningful role in nonprofit fundraising efforts by offering reduced-fare cruise certificates for charity events such as auctions and raffles. In 2018 Holland America Line offered 770 reduced-fare or free cruises at a total value of \$3,203,734.

In-kind Shipboard Events

Our in-kind shipboard event program is another unique initiative that enables nonprofit groups to utilize our ships as venues for fundraising, donor cultivation and volunteer recognition activities for our key partners. In 2018 Holland America hosted 25 shipboard charity luncheons for over 3,500 guests in its North American home port cities and in Sydney, Australia.

Reusable Goods

As part of our Ship-to-Shelter community giving program, we collect reusable goods such as furniture, kitchenware, toiletries and other items from our ships and donate them to nonprofit organizations that assist people in need in the communities we visit.

When Holland America Line moved to its new headquarters office in Seattle, the company donated its old furniture to local nonprofits including the American Cancer Society, Komen Puget Sound, the Seattle School District, the Ethiopian Community Computer School and the American Red Cross. Donations included chairs, tables, book shelves, white boards, refrigerators, art work and more.

On Deck for a Cause®

On Deck for a Cause is our signature shipboard giving program that benefits five international cancer organizations located in the United States, Canada, Australia, the Netherlands and the United Kingdom. Since 2006 more than 395,000 participants have joined in more than 5,600 walks aboard Holland America Line cruises. Guests are invited to participate in a noncompetitive 5k walk on every sailing aboard all ships. The minimum donation is \$20, and 75 percent (\$15) is distributed to the organizations. Participants receive a T-shirt and wristband and are invited to a reception following the walk. Depending on the ship, the distance to reach 5k ranges from nine to 12 laps around the ships' decks.

Proceeds are distributed across the international cancer organizations based on the number of guests sailing from those countries. Beneficiaries reflect our major business markets and are as follows: the American Cancer Society, Canadian Cancer Society, Cancer

Council Australia, Cancer Research UK and KWF Kankerbestrijding (Dutch Cancer Society).

In 2018, \$467,956 was raised through the shipboard walks. Holland America Line reached the \$6 million mark in contributions for cancer research through our On Deck program in early 2019.



On Deck for a Cause® participants during the recent Girls' Getaway cruise aboard *Nieuw Statendam* in partnership with O, The Oprah Magazine PHOTO: Holland America Line

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COMMUNITY *continued from page 30*

Pacific Northwest Efforts

Holland America Line ranked No. 23 on the Puget Sound Business Journal's list of Top 26 Corporate Philanthropists in the Large Company category in 2017.

In 2018 Holland America Line President Orlando Ashford participated in the first-ever ESPN|Special Olympics Unified Sports Challenge, held July 1 at the University of Washington's Husky Ballpark. Orlando was among an exclusive group of executives who competed with employees, celebrities and Special Olympics athletes in multiple sports contests, all to raise money for Special Olympics and the Seattle community. We were also a presenting sponsor for the Seattle Art Mural project of the Special Olympics USA Games. Under the guidance of Seattle-based artist Catherine Mayer, 20 Special Olympics Washington athletes participated in three workshops to create art murals for the 2018 USA Games. Mayer assembled the 26-foot-long murals that were displayed around Seattle and at the Healthy Athletes venue at the USA Games. HAL also donated a seven-day cruise for a photo contest in the "I'm a Game Changer" campaign, which recognized unsung heroes working on behalf of people with intellectual disabilities.

Holland America Line formed a partnership with [FareStart](#), an organization that transforms lives by empowering homeless and disadvantaged men, women and youth to achieve self-sufficiency through job training, life skills and employment in the food service industry. Our commitment included support for FareStart's Guest Chef Night, FareStart's gala, and opportunities for employees to engage with FareStart students. Holland America Line sponsored Guest Chef Night with Ethan Stowell on April 19, 2018 at FareStart Restaurant



in Seattle. President Orlando Ashford and a team of HA Group executives put their serving skills to the test to support Ethan, a member of our Culinary Council®. The three-course dinner was a fundraiser to support FareStart's food-service job training and job placement programs. The revenue for the evening totaled \$10,000.

Disaster Relief

Aided by the generous contributions of our guests and employees, we help support relief efforts in communities affected by natural disasters.

Holland America Line collected \$26,000 in donations for the 2017 hurricane season relief effort. As part of the donations, Holland America supported K1 Britannia Foundation's Maritime Training & Boat Building Program for Youth on St. Maarten. We sponsored 10 local youth to take the maritime training course. The course ran from August through November 2018 and gave the youth the skills, knowledge and international certifications needed to create a long-term career in the maritime industry. All 10 students from the course were offered jobs by local companies. Holland America Line will be sponsoring a second project focused on programs for youth job creation.

Employee-driven Efforts

We gratefully acknowledge the contributions of our employees, who play a significant role in our philanthropic efforts.

Crew members from Holland America Line's *Rotterdam* volunteered with the Mahogany Bay Cruise Center and a local NGO on the island of Roatán, Honduras, during the 2018/2019 winter season to complete several sustainability projects including collecting approximately 1,491 bags containing waste and debris. Mahogany Bay Cruise Center also planted 65 mangrove trees (25 within the port facilities and 40 in a school area close to the port). Environmental Officer Juliana Coffey organized the effort. She and Environmental Officer Peter Tukker have been the driving forces behind the ship's sustainability volunteer projects in Roatán, Honduras.



PERFORMANCE SUMMARY

ENVIRONMENTAL DATA – TOTAL SHIPS		14	14	14
	Units	2016	2017	2018
Greenhouse Gas Emissions (GHGs)¹				
Total GHG Emissions - Location Based	Metric Tonnes CO2e	1,186,520	1,242,849	1,214,276
Total GHG Emissions - Market Based	Metric Tonnes CO2e	1,186,839	1,243,387	1,214,705
Direct GHG Emissions	Metric Tonnes CO2e	1,176,897	1,241,075	1,212,765
> Ship Direct GHG Emissions	Metric Tonnes CO2e	1,173,498	1,237,890	1,209,331
>> Ship Fuel GHG Emissions	Metric Tonnes CO2e	1,159,582	1,223,948	1,198,856
> Ship Refrigerant GHG Emissions ²	Metric Tonnes CO2e	13,916	13,942	10,475
> Shore Direct GHG Emissions	Metric Tonnes CO2e	3,399	3,185	3,434
Indirect GHG Emissions - Location Based	Metric Tonnes CO2e	9,623	1,774	1,511
> Shore Indirect GHG Emissions - Location Based	Metric Tonnes CO2e	8,794	1,094	878
> Ship Indirect GHG Emissions - Location Based	Metric Tonnes CO2e	829	680	633
Indirect GHG Emissions - Market Based	Metric Tonnes CO2e	9,942	2,312	1,940
> Shore Indirect GHG Emissions - Market Based	Metric Tonnes CO2e	8,794	1,355	1,047
> Ship Indirect GHG Emissions - Market Based	Metric Tonnes CO2e	1,148	957	893
Ship Fuel Greenhouse Gas Emission Rate	Grams CO2e/ ALB-Km	290	287	284
Air Emissions				
Ship Fugitive Refrigerant Releases	Kilograms	7,780	7,083	5,708
Ship Ozone Depleting Substances (ODS) Emissions ²	Kg CFC-11e	0	1	6
Total SOx Emissions ³	Metric Tonnes	9,852	11,467	12,676
SOx Emissions Rate	Kg SOx/NM	7.6	8.5	9.5
Total NOx Emissions ⁴	Metric Tonnes	28,742	30,345	29,725
NOx Emissions Rate	Kg NOx/NM	22.2	22.6	22.3
Total Particulate Matter (PM _{2.5}) Emissions ⁵	Metric Tonnes	228	259	260
Particulate Matter (PM _{2.5}) Emission Rate	Kg PM/NM	0.18	0.19	0.19
Energy & Electricity				
Total Energy Consumption	Gigajoules	15,291,881	16,083,571	15,747,221
> Ship Energy Consumption	Gigajoules	15,245,557	16,040,218	15,693,583
> Shore Energy Consumption	Gigajoules	46,324	43,353	53,637
Total Direct Energy Consumption Rate	Kilojoules/ ALB-Km	3,818	3,774	3,735
Total Ship Fuel Consumption	Metric Tonnes	365,739	386,807	379,141
Ship Fuel Consumption Rate	Grams Fuel/ ALB-Km	91.3	90.8	89.9
Total Purchased Electricity	MWh	15,148	5,775	5,332
> Shore Purchased Electricity	MWh	11,944	2,923	2,694
> Ship Purchased Electricity	MWh	3,204	2,851	2,638

PERFORMANCE SUMMARY

ENVIRONMENTAL DATA – TOTAL SHIPS		14	14	14
	Units	2016	2017	2018
Ship Fuel				
High Sulfur Fuel Oil (HSFO)	Percent	70.7	77.6	80.0
Low Sulfur Fuel Oil (LSFO)	Percent	0.0	0.0	0.0
Marine Diesel Oil/Marine Gas Oil (MDO/MGO)	Percent	29.3	22.4	20.0
Wastewater				
Bilge Water Discharge to Sea	Metric Tonnes	26,251	27,168	24,462
Bilge Water Sea Discharge Rate	Liters/NM	20.30	20.19	18.33
Gray Water Discharged to Sea	Metric Tonnes	1,289,928	1,550,566	1,590,949
Gray Water Sea Discharge Rate	Liters/Person-Day	116.69	135.70	138.46
Black Water Discharged to Sea ⁶	Metric Tonnes	1,287,565	1,204,056	1,135,019
Black Water Sea Discharge Rate ⁶	Liters/Person-Day	116.4	104.3	98.0
Waste Disposal				
Total Waste	Metric Tonnes	28,287	29,024	29,653
> Hazardous Waste ⁷	Metric Tonnes	11,974	12,776	12,974
> Non-Hazardous Waste	Metric Tonnes	16,313	16,247	16,679
Waste Rate (Excluding Recycling)	Kilograms/Person-Day	2.0	1.9	1.8
Waste Recycled	Percent	23.1	22.9	27.5

1) FY2017 and FY2018 emission factors are in accordance with The Climate Registry Intergovernmental Panel on Climate Change (IPCC) Fourth Assessment Report (AR4).

2) The conversion factors to obtain the amount of CFC-equivalent from the various types of refrigerant gasses are those given in the Montreal Technical Papers. FY2016 high value was due to accidental releases of a gas which a high ODS value into the environment.

3) The SOx weight calculations take into account the weighted-average sulfur content of the fuel consumed and the default emission factors. The default emission factor used for calculating SOx value is %S x 20 x 0.96, where S is the fuel sulfur content.

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

5) PM_{2.5} refers to particles with diameters between 2.5 and 10 micrometers. The PM_{2.5} weight is calculated based on default emission factors. The default emission factor used for calculating PM_{2.5} value for HFO is 0.82 kg, LFO is 0.75 kg, MGO is 0.15 kg, and LNG negligible kilograms of PM_{2.5} per tonne of fuel consumed. This calculation has not been adjusted to account for EGCS use.

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

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

PERFORMANCE SUMMARY

SOCIAL DATA (SHIPBOARD)				
	Units	2016	2017	2018
Workforce¹				
Average Crew	Number	9,008	9,304	9,431
Diversity				
Labor Sourcing Region:				
> Africa	Percent	0.3	0.7	0.5
> Asia	Percent	83.0	84.4	84.3
> Australia	Percent	0.5	0.6	0.6
> Europe	Percent	9.2	9.8	9.9
> North & Central America	Percent	6.5	3.9	3.9
> South America	Percent	0.5	0.6	0.9
Gender Distribution - Female	Percent	11.7	12.7	13.2
Gender Distribution - Male	Percent	88.3	87.3	86.8
Injuries & Fatalities				
Total Injuries	Number	148.0	184.0	272
> Minor Injuries	Number	92.0	110.0	177
> Serious Injuries	Number	26.0	34.0	22
> Major Injuries	Number	30.0	40.0	73
Accidental Deaths	Number	0.0	0.0	0
Health & Safety				
Total CDC VSP Inspections	Number	21	24	16
> CDC VSP Inspections - Ships scoring 100%	Number	5	5	4
> CDC VSP Inspections - Ships scoring 86-99%	Number	16	19	12
> CDC VSP Inspections - Ships scoring <86%	Number	0	0	0
Other Statistics				
Employee Turnover	Percent	32.1	18.0	10.9
Employees Covered by Collective Bargaining Agreements (CBA)	Percent	83.9	81.0	78.9
Employees Represented by Health and Safety (H&S) Committees	Percent	100.0	100.0	100

1) Data as of August 31 for the trailing 12 months is calculated by adding the number of employees at the end of each month divided by 12.

PERFORMANCE SUMMARY

SOCIAL DATA (SHORESIDE)				
	Units	2016	2017	2018
Workforce¹				
Average Number of Full Time Employees	Number	1,160	1,158	1,161
Average Number of Part Time/Seasonal Employees	Number	3	8	15
Shoreside Employee Status - Full Time	Percent	-	99.31	98.72
Shoreside Employee Status - Part Time	Percent	-	0.69	1.28
Diversity	Percent	-	99.31	98.72
Gender Distribution - Female	Percent	59.3	60.4	61.9
Gender Distribution - Male	Percent	40.2	39.6	38.1
Employees by Brand Headquarter Region²				
Australia	Percent	0	0	0
Europe	Percent	0	0	0
North America	Percent	100	100	100
Other Statistics				
Employee Turnover ^{3,4}	Percent	15.6	22.7	15.1
Employees Covered by Collective Bargaining Agreements (CBA) ⁴	Percent	0	0	0
Employees Represented by Health and Safety (H&S) Committees ⁴	Percent	-	83.5	83.2

1) Data as of August 31 for the trailing 12 months is calculated by adding the number of employees at the end of each month divided by 12.

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

3) This number does not include shoreside employees on unpaid leave.

4) Represents data from Holland America Line and Seabourn.

REPORT PARAMETERS

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

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

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

This report is part of our initiative to better understand our impacts, to improve our performance wherever possible and to maximize the benefits of our activities where appropriate, with the aim of managing our company for long-term sustainability. It specifically focuses on fiscal year (FY) 2018 (December 1, 2017– November 30, 2018), unless otherwise noted.

All references to currency are in USD unless otherwise noted.

This report was developed in accordance with the core level of the Global Reporting Initiative's (GRI) standards. We've shared performance information related to

indicators that we selected in collaboration with our parent company, Carnival Corporation & plc.

Reporting History & Cadence

This report is our fifth Sustainability Report, focusing on fiscal year (FY) 2018 (December 1, 2017– November 30, 2018).

Beginning with 2018, our goal is to report on our sustainability performance on a biennial basis.

Information Integrity

Information provided in this report was compiled in management systems, extracted from databases and verified by our management for accuracy. We believe this information fairly represents our corporate responsibility activities and performance results for the reporting period. Lloyd's Register Quality Assurance, Inc. (LRQA), an affiliate of Lloyd's Register North America, Inc., was commissioned by Carnival Corporation & plc to assure its Greenhouse Gas (GHG) Emissions Inventory and GHG Assertion for the fiscal year 2018 (December 1, 2017– November 30, 2018). Holland America Line's data

was verified as part of this process. [Carnival Corporation & plc 2018 Annual Sustainability Report](#).

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

Terminology

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

Materiality Assessment & Matrix

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

		Current or Potential Impact on the Company		
		Low	Medium	High
Relative Concern to our Stakeholders	High			Local Communities, Ethics & Compliance, Occupational Health & Safety, Emissions, Economic Performance, Energy, Customer Health & Safety, Guest Satisfaction, Grievances, Human Capital, Security Practices, Customer Privacy, Anti-Corruption, and Innovation
	Medium		Indirect Economic Impacts, Supplier Assessments, Human Rights, Products & Services, Public Policy, and Investment	Labor Rights, Product & Service Labeling, Training and Education, Biodiversity, Stakeholder Engagement, Animal Welfare, Risk Management, Diversity & Inclusion, and Water
	Low	Marketing Communications, Market Presence, Indigenous Rights, Materials, and Transport	Anti-Competitive Behavior, Equal Remuneration, and Economic	Environmental, Social, and Economic, Environmental & Social

GLOSSARY

Audit

Systematic, documented, periodic and objective assessment of an organization's performance, management systems and processes.

Available Lower Berth (ALB)

Guest beds available on a cruise ship, assuming two people occupy a stateroom.

Ballast Water

Seawater that is taken on board a ship and stored in tanks to control draft, list, trim and stability.

Bilge Water

Water from equipment maintenance and minor leaks that collects in the lowest part of the ship.

Bionomics

The science of the relationships between organisms and their environments.

Black Water

Wastewater from toilets, urinals and medical sinks.

Bunkered Water

Potable water that is purchased from a municipal or private system at a port and stored on board in tanks.

CFC-11 Equivalent

A measure used to compare various substances based on their relative ozone depletion potential. The reference level of 1 is the potential of CFC-11 and CFC-12 to cause ozone depletion.

Chlorofluorocarbons (CFCs)

Commonly known by the trade name "freon," used primarily as a refrigerant in air-conditioning and refrigeration systems and equipment. CFCs are known to have destructive effects on the ozone layer. For this reason their use has now been banned by legislation.

CO₂ (Carbon Dioxide)

A naturally occurring chemical compound composed of two oxygen atoms covalently bonded to a single carbon atom. It is a gas at standard temperature and pressure, and it exists in Earth's atmosphere in this state, as a trace gas at a concentration of 0.39 percent by volume.

CO₂e (Carbon Dioxide Equivalent)

A measure used to compare the emissions from various greenhouse gases based on their global warming potential (GWP). The CO₂ equivalent for a gas is derived by multiplying the tonnes of the gas by the associated GWP.

Direct Emissions (Scope 1 Emissions)

Emissions from sources that are owned or controlled by the reporting organization. For example, direct emissions related to combustion would arise from burning fuel for energy within the reporting organization's boundaries.

Energy Saved

The reduced amount of energy needed to carry out the same processes or tasks. The term does not include overall reduction in energy consumption from reduced organizational activities.

Environmental Aspect

Element of Company activities that may have a significant impact on the environment directly and/or indirectly.

Environmental Impact

How an environmental aspect may affect the environment.

Environmental Management System (EMS)

An EMS refers to the management of an organization's environmental programs in a comprehensive, systematic, planned and documented manner. It includes the organizational structure, planning and resources for developing, implementing and maintaining policy for environmental protection.

Exhaust Gas Cleaning System (EGCS)

Abatement technology used to reduce the concentration of air pollutants in engine exhaust gauges.

Footprint

The amount of environmental impact related to a specific resource.

Global Reporting Initiative (GRI)

A network-based organization that produces a comprehensive sustainability reporting framework that is widely used around the world. GRI is committed to the framework's continuous improvement and application worldwide. GRI's core goals include the mainstreaming of disclosure on environmental, social and governance performance.

Global Warming Potential (GWP)

A relative measure of how much heat a greenhouse gas traps in the atmosphere. It compares the amount of heat trapped by a certain mass of the gas in question to the amount of heat trapped by a similar mass of carbon dioxide. A GWP is calculated over a specific time interval, commonly 20, 100 or 500 years.

Governance

The set of rules (laws and corporate regulations), organizational structures, processes and relationships that affect the way a company is directed and administered. The concept of governance also embraces the structure used to decide corporate objectives and the means to achieve and measure results.

Gray Water

Wastewater that is generated from activities such as laundry, bathing, cooking and dishwashing.

Marine Sanitation Devices (MSD)

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

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GLOSSARY *Continued from page 37*

Maritime Labour Convention 2006 (MLC 2006)

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

MARPOL

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

Metric Tonne

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

NO_x

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

Ozone-Depleting Potential (ODP)

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

Ozone-Depleting Substance (ODS)

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

Primary Source

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

Protected Area

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

Refrigerants

Gases that are used in Heating, Ventilation and Air Conditioning systems on board the ships.

Renewable Energy

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

Safety Management System (SMS)

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

Safety of Life at Sea (SOLAS) Convention

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

Significant Air Emissions

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

Significant Spills

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

Solid Waste

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

SO_x

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

Stakeholder

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

STCW

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

Total Water Withdrawal

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

Turnover

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

GRI Standard Disclosure		Holland America Line Sustainability Report Reference Page	Carnival Corporation Sustainability Report Reference Page	Additional Detail & Omissions	SDG
GRI-102: General Disclosure					
Organizational Profile					
102-1	Name of the organization	3	16	Form 10-K (Page 4) Carnival Corporation & PLC 2019 Notice of Annual Meetings and Proxy Statement (Page 2)	
102-2	Activities, brands, products, and services	4	17, 26-29	Form 10-K (Page 10 - 15) Carnival Corporation & PLC 2019 Notice of Annual Meetings and Proxy Statement (Annex A - A8)	
102-3	Location of headquarters	4	150	Form 10-K (Cover page) Carnival Corporation & PLC 2019 Notice of Annual Meetings and Proxy Statement (Page 3)	
102-4	Location of operations	4	26-27	Form 10-K (Page 10 - 15)	
102-5	Ownership and legal form	4	16	Form 10-K (Cover page) Carnival Corporation & PLC 2019 Notice of Annual Meetings and Proxy Statement (Page 32-35)	
102-6	Markets served	4	17, 26-27	Carnival Corporation & PLC - Our Brands Form 10-K (Page 10 - 15)	
102-7	Scale of the organization	4	16-29	Form 10-K (Page 4 - 15)	
102-8	Information on employees and other workers	34-35	104-105	Form 10-K (Page 19) Carnival Corporation & PLC 2019 Notice of Annual Meetings and Proxy Statement (Annex A - A8)	
102-9	Supply chain	29-30	59, 84	Carnival Corporation & PLC - Business Partner Code of Conduct and Ethics	SDG 16
102-10	Significant changes to the organization and its supply chain	4-5	17	Form 10-K (Page 33 & F-30)	
102-11	Precautionary principle or approach	20	41		
102-12	External initiatives	20	13, 34, 116-130	Carnival Corporation & PLC - Community Relations	SDG 3, SDG 6, SDG 10, SDG 11, SDG 12, SDG 13, SDG 16
102-13	Membership of associations	28-31	133-135	Carnival Corporation & PLC - Community Relations	
Strategy					
102-14	Statement from senior decision-maker	3	6-7		
102-15	Key impacts, risks, and opportunities	3-5	39-42	Form 10-K (Page 31 - 33)	
Ethics and Integrity					
102-16	Values, principles, standards, and norms of behavior	11	30-35, 90-93	Carnival Corporation & PLC - Statement Pursuant to Modern Slavery Act 2015 Carnival Corporation & PLC - Governance - Executive Bios	SDG 16
Governance					
102-18	Governance structure	4	30-35	Form 10-K (Page 38) Carnival Corporation & PLC 2019 Notice of Annual Meetings and Proxy Statement (Page 13 - 30) Carnival Corporation & PLC - Governance - Executive Bios	SDG 16
102-21	Consulting stakeholders on economic, environmental, and social topics	36	33		
102-22	Composition of the highest governance body and its committees		33	Carnival Corporation & PLC - Governance - Committee Composition	
102-23	Chair of the highest governance body		33	Carnival Corporation & PLC - Governance - Committee Composition	SDG 16
102-24	Nominating and selecting the highest governance body		33	Carnival Corporation & PLC - Nominating & Governance Committees Charter	
102-25	Conflicts of interest		33	Carnival Corporation & PLC - Business Partner Code of Conduct and Ethics	SDG 16
102-28	Evaluating the highest governance body's performance		33	Carnival & PLC - Corporate Governance Guidelines	
102-29	Identifying and managing economic, environmental, and social impacts		30-35, 41	Form 10-K (Page 18-19) Carnival Corporation & PLC 2019 Notice of Annual Meetings and Proxy Statement (Annex A - A5)	
102-31	Review of economic, environmental, and social topics		30-35, 41	Form 10-K (Page 18-19) Carnival Corporation & PLC 2019 Notice of Annual Meetings and Proxy Statement (Annex A - A5)	

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GRI Standard Disclosure		Holland America Line Sustainability Report Reference Page	Carnival Corporation Sustainability Report Reference Page	Additional Detail & Omissions	SDG
GRI-102: General Disclosure					
Stakeholder Engagement					
102-40	List of stakeholder groups		106		
102-41	Collective bargaining agreements	10, 34-35	104-105	Form 10-K (Page 19)	
102-42	Identifying and selecting stakeholders		106	Carnival Corporation & PLC - Stakeholder Engagement	
102-43	Approach to stakeholder engagement		106	Carnival Corporation & PLC - Stakeholder Engagement	
102-44	Key topics and concerns raised	36	106		
Reporting Practices					
102-45	Entities included in the consolidated financial statements		16-17	Form 10-K (Page 10-15)	
102-46	Defining report content and topic Boundaries	36	106-109		
102-47	List of material topics	36	106-109	Form 10-K (Page 18 - 19)	
102-48	Restatements of information		107		
102-49	Changes in reporting		107		
102-50	Reporting period	36	107		
102-51	Date of most recent report	36	107	Carnival Corporation & PLC - Transparency & Reporting	
102-52	Reporting cycle	36	107	Carnival Corporation & PLC - Transparency & Reporting	
102-53	Contact point for questions regarding the report	5	24,150		
102-54	Claims of reporting in accordance with the GRI Standards	36	107		
102-55	GRI Content Index	39-42	143-147		
102-56	External assurance	36	134	A selection of the data in this report has been independently assured by Lloyd's Register	
GRI-103: Management Approach					
103-1	Explanation of the material topic and its boundary	36	107-109		
103-2	The management approach and its components	13-14, 20	107-110		SDG 16
103-3	Evaluation of the management approach	13-14, 20	107-111		
GRI 201: Economic Performance					
201-1	Direct economic value generated and distributed	28-31	24-25	Form 10-K	
201-2	Financial implications and other risks and opportunities due to climate change	22-23	38-41	Form 10-K (Page 31) Carnival Corporation & PLC - Business Partner Code of Conduct and Ethics	
GRI 203: Indirect Economic Impacts					
203-1	Infrastructure investments and services supported	28-31	90-93		SDG 11
203-2	Significant indirect economic impacts	28-31	90-94		SDG 10
GRI 205: Anti-Corruption					
205-1	Operations assessed for risks related to corruption		32-33	Carnival Corporation & PLC - Business Partner Code of Conduct and Ethics	
205-2	Communication and training about anti-corruption policies and procedures	10	32-33	Carnival Corporation & PLC - Business Partner Code of Conduct and Ethics	
GRI 302: Energy					
302-1	Energy consumption within the organization	22-23, 32-33	62-70, 102	Form 10-K (Page 25-26) Carnival Corporation - CDP Climate Change 2018 (C7.3c; C8.2a)	SDG 12
302-2	Energy consumption outside of the organization	22-23, 32-33	62-70, 102	Carnival Corporation - CDP Climate Change 2018 (C7.5)	SDG 12, SDG 13
302-3	Energy intensity	22, 32	62-70, 102		SDG 12, SDG 13
302-4	Reduction of energy consumption	22-23, 32-33	62-70, 102, 115		SDG 12, SDG 13
302-5	Reductions in energy requirements of products and services	22-23, 32-33	62-70, 102, 115	Carnival Corporation - CDP Climate Change 2018 (C3.1c; C1.3a)	SDG 12, SDG 13
GRI 303: Water					
303-1	Water withdrawal by source	24-25, 33	72-73, 103	Carnival Corporation - CDP Water 2018 (W1.2h)	SDG 6
303-2	Water sources significantly affected by withdrawal of water	24-25, 33	72-73, 103	Carnival Corporation - CDP Water 2018 (W3.3b)	SDG 6
303-3	Water recycled and reused	24-25, 33	72-73, 103	Carnival Corporation - CDP Water 2018 (W1.1)	SDG 6

GRI Standard Disclosure		Holland America Line Sustainability Report Reference Page	Carnival Corporation Sustainability Report Reference Page	Additional Detail & Omissions	SDG
GRI 304: Biodiversity					
304-3	Habitats protected or restored	26-27	78-80		
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	27	80		
GRI 305: Emissions					
305-1	Direct (Scope 1) GHG emissions	22, 32	62-70, 102	Carnival Corporation - CDP Climate Change 2018 (C4.1b, C7.1a, C7.2, C7.3c)	SDG 3, SDG 12, SDG 13
305-2	Energy indirect (Scope 2) GHG emissions	23, 32	62-70, 102	Carnival Corporation - CDP Climate Change 2018 (C7.5, C7.6c)	SDG 3, SDG 12, SDG 13
305-3	Other indirect (Scope 3) GHG emissions	23, 32	64	Carnival Corporation - CDP Climate Change 2018 (C6.5)	SDG 3, SDG 12, SDG 13
305-4	GHG emissions intensity	22, 32	12-13, 62, 102		SDG 13
305-5	Reduction of GHG emissions	22-23, 32-33	12-13, 62-70, 102, 115	Carnival Corporation - CDP Climate Change 2018 (C10.2a)	SDG 3, SDG 13
305-6	Emissions of ozone-depleting substances (ODS)	32	64-65, 102		SDG 12
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	23-24, 32	62-70, 102	Carnival Corporation - CDP Climate Change 2018 (C4.2)	SDG 3, SDG 12, SDG 13
GRI 306: Effluents and Waste					
306-1	Water discharge by quality and destination	24-25	72-73, 103		SDG 3, SDG 6, SDG 12, SDG 13
306-2	Waste by type and disposal method	25-26	74-75, 103		SDG 3, SDG 6
306-3	Significant spills	5, 25	31, 57	Form 10-K Legal Proceedings (Page 34)	SDG 3
GRI 307: Environmental Compliance					
307-1	Non-compliance with environmental laws and regulations	5	31, 39	Form 10-K (Page F-25)	SDG 16
				Carnival Corporation & plc 2019 Notice of Annual Meetings and Proxy Statement (Annex C - C6)	
GRI 308: Supplier Environmental Assessment					
308-1	New suppliers that were screened using environmental criteria	29-30	30-34, 95		SDG 12, SDG 13
GRI 401: Employment					
401-1	New employee hires and employee turnover	34-35	104-105		
GRI 402: Labor/Management Relations					
402-1	Minimum notice periods regarding operational changes		92		
GRI 403: Occupational Health and Safety					
403-1	Workers representation in formal joint management – worker health and safety committees	34-35	104-105		SDG 3
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	34	104-105		
GRI 404: Training and Education					
404-1	Average hours of training per year per employee		90-97	Across our brands, shipboard and shoreside employees are required to complete dedicated training programs based on their position. We recognize that a key to our success is providing our employees with the learning tools to perform their jobs well and grow their career within our company.	
404-2	Programs for upgrading employee skills and transition assistance programs	8-9	91-93		
404-3	Percentage of employees receiving regular performance and career development reviews	9	93-95		
GRI 405: Diversity and equal opportunity					
405-1	Diversity of governance bodies and employees	34-35	31, 90-93, 104-105	Carnival Corporation & plc 2019 Notice of Annual Meetings and Proxy Statement (Page 15 - 23, A-8)	SDG 10
GRI 406: Non-discrimination					
406-1	Incidents of discrimination and corrective actions taken	10	30-34, 90-93		
GRI 407: Freedom of Association and Collective Bargaining					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	10	104-105		

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GRI Standard Disclosure		Holland America Line Sustainability Report Reference Page	Carnival Corporation Sustainability Report Reference Page	Additional Detail & Omissions	SDG
GRI 408: Child Labour					
408-1	Operations and suppliers at significant risk for incidents of child labor		30-34		SDG 16
GRI 409: Forced or Compulsory Labor					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor		122		
GRI 410: Security Practices					
410-1	Security personnel trained in human rights policies or procedures		30-34, 52-55, 90-93		
GRI 412: Human Rights Assessment					
412-2	Employee training on human rights policies or procedures		30-34, 90-93		
GRI 413: Local Communities					
413-1	Operations with local community engagement, impact assessments, and development programs	28-31	84-89		
413-2	Operations with significant actual and potential negative impacts on local communities		84-89		
GRI 416: Customer Health and Safety					
416-1	Assessment of the health and safety impacts of product and service categories	12-13	42-47		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		42-47		SDG 3, SDG 16
GRI 417: Marketing and Labeling Product and Service Labeling					
417-1	Requirements for product and service information and labeling		30-35, 98-101		SDG 12, SDG 16
417-2	Incidents of non-compliance concerning product and service information and labeling		30-35, 52-55, 116-130		SDG 16
GRI 418: Customer Privacy					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	17	98-101		SDG 16
GRI 419: Socioeconomic Compliance					
419-1	Non-compliance with laws and regulations in the social and economic area		31	Form 10-K (Page 31)	SDG 16

