



MEDICAL/PUBLIC HEALTH

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

Incident prevention is RCL's primary goal.

We work closely with our industry, leading health experts and U.S. Center for Disease Control to advance best practices and implement preventive measures to keep our guests and employees healthy.

All ships have Safety Committees led by Safety Officers that work with representatives from all departments aboard the ship to ensure the protection of our crew.

MAINTAINING OUR "FOCUS" ON SAFETY

As our guest and crew embark our ships, we never lose sight of our commitment to maritime safety. We chart our course through a strict, company-wide management program entitled FOCUS (Fleetwide Operations for Continual and Unequaled Safety). Dedicated teams work to continuously raise the bar for our five FOCUS areas: navigation, fire, evacuation, technical performance and behavioral factors. Before a ship begins carrying guests, an experienced member of our safety staff will visit the shipyard to participate in a detailed safety inspection of the spaces and safety features aboard the ship. We continue our focus on guest safety after a ship is delivered to our fleet by constantly monitoring the ship and making improvements and modifications where needed.

Shipboard safety committees also work to protect the safety of our crew. Led by Safety Officers, the committees meet monthly to develop plans of action aimed at preventing safety incidents from occurring or reoccurring. We have developed new training programs on ergonomics and material handling and saw a 9% decrease in severe crew injuries that required evacuation or advanced medical treatment.

PROTECTING OUR GUESTS AND EMPLOYEES FROM ILLNESSES AND DISEASES

In our globalized world, the spread of illness and infectious diseases, including noroviruses, is an unfortunate reality that requires that we take every known precaution within our control. To protect our guests and employees, a multi-faceted approach is necessary:

Outbreak Prevention Plan

Public Health Inspections

Water Safety

Infectious Disease Paradigm

Close Monitoring of Global Health Events

Pest Management

Sanitation and Cleaning

Food Safety

Crew Health

OUTBREAK PREVENTION PLAN: Our Outbreak Prevention Plan was developed with leading experts to prevent, respond and halt any outbreak of illness onboard our ships.

INFECTIOUS DISEASE PARADIGM: We follow an eight-step Infectious Disease Paradigm to address potentially communicable illnesses. As part of this paradigm, we screen guests and crew prior to boarding and keep transparent records of cases and symptoms, which allow us to identify the potential origin of an illness in the event of an outbreak.

SANITATION AND CLEANING: Sanitation is critical. Across our ships, we have invested in technology for sanitation, including electrostatic sprayers and steam cleaners .

PUBLIC HEALTH INSPECTIONS: We closely comply with the U.S. CDC's Vessel Sanitation Program (VSP) and U.S. Public Health (USPH) inspections: receiving average 2016 USPH-VSP scores of 96.5% for Royal Caribbean International, Celebrity Cruises and Azamara Club Cruise ships. In 2016, 11 of our ships achieved perfect scores of 100 on their USPH inspections.

CLOSE MONITORING OF GLOBAL EVENTS: We are constantly monitoring medical and geopolitical issues around the world, including the Zika virus, to engage in preventive measures. We also work closely with government officials and our industry's Norovirus Technology Working Group to tackle challenges, such as Noroviruses, which require the collaboration of our food and water safety programs.

FOOD SAFETY: To ensure the safety of the food we serve, we have adopted the food industry's Hazard Analysis Critical Control Point (HACCP) principles– the leading standard to protect our guests from foodborne illness and follow guidelines established by CDC's Vessel Sanitation Program.

WATER SAFETY: In keeping with our Above and Beyond Compliance principles, we exceed the regulatory standards of testing 4 potable water samples per month and instead we test 60 potable water samples in random locations throughout the vessel each month. All potable water, whether bunkered or produced, is chlorinated as an additional precautionary measure to eliminate any harmful bacteria that may be present. We also work with US National Swimming Pool Foundation certified instructors to train our crew members on the proper operation and management of Recreational Water Facilities onboard.

PEST MANAGEMENT: RCL ships have a third-party-reviewed Integrated Pest Management program designed to keep our ships pest-free and this includes training of our crew.

CREW HEALTH: We also ensure that our at sea employees maintain good health through mandatory Pre-Employment Medical Examinations, Re-Employment Medical Examinations, a comprehensive crew vaccination program and our dedicated Crew Medical Team.

CARE AND MEDICAL SERVICES IN TIMES OF NEED

Every ship in the RCL fleet has a dedicated medical facility – staffed with nurses and medical doctors – that both guests and employees can access if needed. RCL also maintains a land-based CareTeam of trained specialists who support our guests and employees should an illness, emergency or traumatic event occur onboard, at a destination or in their homes while they are away. Available 24 hours a day and seven days a week, RCL's CareTeam provided logistical and emotional support to 3,278 of our guests and crew in 2016. Aboard our ships, RCL's nearly 700 CareTeam Associates serve as a liaison with our CareTeam and provide immediate support to guests and employees.

We also have identified Centers of Medical Excellence throughout the world that have the capability to deliver high-quality medical care to our crew. We have identified Centers of Medical Excellence in Croatia, Panama, Dominican Republic, Spain, the United Kingdom and the United States.

DIALYSIS AND BLOOD TRANSFUSIONS AT SEA

Vacation travel has historically been challenging for the nearly 1 million Americans who require regular dialysis treatment. Over the past five years, Royal Caribbean has partnered with Dialysis at Sea, a company that specializes in onboard dialysis under the supervision of a specially trained physician and team of nurses. Through our blood transfusion program, we have administered blood to nearly 70 patients since the program's inception in 2011. The often-lifesaving program helps patients, who are at risk of death from severe bleeding, to sustain vital functions during the critical moments before they are evacuated from the ship to receive further treatment ashore.