

# SECURITY

Whether at sea or on land, our goal is to keep our guests and employees out of harm's way and ensure that they are prepared in the event of an emergency or security incident.

## AN EMPHASIS ON SECURITY

We closely monitor security on our ships to keep our people safe, but it is critical that we do so in a way that does not disrupt or distract from the guest experience:

OUR FOCUS AREAS	HOW WE EXECUTE
On Ship	<p>Controlling access to our ships is one of the most important elements of our incident prevention strategy. To control access, we identify, screen and account for guests, crewmembers and visitors entering and leaving each of our ships in every port of call during the voyage.</p> <p>Our Guest Conduct Policy, which can be found online, in guest ticket contracts and in staterooms, is expected to be followed by all guests. As part of the Policy, guests are asked to immediately report any cases of injury or of unsafe conditions and behavior during their cruise vacation to the ship's security staff or other ship management.</p>
On Land	<p>Before a port is added to an itinerary, we engage in a nearly two-year vetting process. Once added to an itinerary, we continue to monitor for indications that a selected port's security, political or social landscape has materially changed.</p> <p>All non-supervised third parties offering shore excursions to our guests must carry insurance and meet local licensing requirements, as well as the safety and security requirements of our Shore Excursion program.</p>

## TRAINED AND READY

Although we work hard to prevent incidents, they regrettably occur from time-to-time. Consequently, we have necessary preparations in place to effectively respond to incidents. We strive to minimize adverse impacts to guests and crew through training should incidents occur.

WHO WE TRAIN	HOW THEY ARE TRAINED
Ship Officers	All RCL officers maintain a professional maritime officer's license and must complete 24 days of training, which includes classroom work and simulation training, prior to operating a ship. Refresher training is also required.
Security Teams	Each ship's Chief Security Officer is independently certified by an outside organization as having met the knowledge requirements of our Company's security processes as well as federal standards. Annually, Chief Security Officers participate in a week-long security seminar on new measures and requirements.
Crew Members	Upon hiring, crew members are trained in emergency response procedures with specific training modules for each crew functional area. Crew members also participate in ongoing drills and pre-departure safety training.
Guests	On the first day of a cruise, all guests must participate in a safety drill to ensure they learn where to go and what to do in an emergency. Our drills ensure guests actually practice going to their "muster stations" (the safest gathering points) just as they would in an actual emergency.

## PREVENTING CRIME

Even one crime allegation is intolerable, and we strive to prevent them. In our pursuit toward security incident prevention, we have elevated shipboard visibility to the executive committee level, created shipboard focus groups, shared best practices, and developed and deployed a new training module that places strong emphasis on guest-facing crew positions.

Looking to identify opportunities for improving our Sexual Assault Prevention and Response initiatives, we engaged a third-party expert to conduct a review of our historical data, policies, procedures and all other related factors. We also screen prospective guests against the sexual offenders lists of the 50 United States and continue to partner with RAINN, the largest anti-sexual violence organization in the United States, to enhance our procedures and training.

RCL reports all allegations of crime to law enforcement, posts statistics relating to serious crimes on its brand websites and compares our rates to those published by the U.S. Federal Bureau Investigation (FBI). In 2016, our shipboard rates of rape allegations and aggravated assaults were 15.4 and 2.1 respectively, each of which are lower than published FBI shoreside rates<sup>1</sup>.

In 2016, there were also 3 missing persons (overboard) incidents on RCL ships. In all 3 incidents, it was determined through eyewitness reporting and/or by closed-circuit television that the guest or crewmember had intentionally gone overboard. From 2011 to 2015, the number of missing person overboard incidents have ranged between three and seven. In light of these figures, we continue to examine shoreside trends to identify information that might help explain increases in missing persons overboard. Recent statistical analysis from the U.S. Centers for Disease Control and Prevention, Department of Labor and Military indicate an upward trend in the country's suicide rates over the past decade.

<sup>1</sup>According to the FBI's most recent (2012) report, the U.S. experienced a shoreside rate of 26.9 forcible rape allegations per 100,000 population. The U.S. rate of aggravated assault was 242.3 per 100,000 population. (There is no FBI shoreside category to compare with RCL's rate of sexual assault allegations—other than rape—of 10.6 per 100,000 population.)