



GRI Content Index

To facilitate stakeholders in understanding and benchmarking our corporate responsibility performance, our reporting follows the Global Reporting Initiative disclosure framework, which is an internationally recognized set of indicators for economic, environmental and social aspects of business performance. GRI guidelines help companies in selecting material content and key performance indicators. For additional information, please visit www.globalreporting.org.

Please note that the GRI Content Index directs readers to sections within our 2019 Sustainability Report in addition to our 2019 Annual Report, CDP 2019 Climate Change Information Request response, Corporate Governance website and other relevant public documents and websites. We also provide direct answers to further assist the reader.

I. GENERAL STANDARD DISCLOSURES:

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INDICATOR	DESCRIPTION	LOCATION
Strategy and Analysis		
GRI 102-14	Statement from the most senior decision-maker about the relevance of sustainability and organization's strategy	Message from our CEO
Organizational Profile		
GRI 102-1	Name of the organization	Royal Caribbean Cruises Ltd.
GRI 102-2	Primary brands, products and services	2019 Annual Report
GRI 102-3	Location of the organization's headquarters	Our corporate headquarters are located at 1050 Caribbean Way; Miami, Florida 33132.
GRI 102-4	Number of countries where the organization operates	Our ships offer a wide selection of itineraries that call on approximately 535 destinations in 105 countries, spanning all seven continents.
GRI 102-5	Nature of ownership and legal form	Royal Caribbean Cruises Ltd. is a publicly-traded company.
GRI 102-6	Markets served, and types of customers and beneficiaries	2019 Annual Report ("Our Six Brands", p.7)
GRI 102-7	Scale of the organization	Who We Are
GRI 102-8	Total number of employees by employment contract and gender	2016-2019 Performance Tables
GRI 102-41	Percentage of total employees covered by collective bargaining agreements	As of December 31, 2017, approximately 85% of employees were covered under collective bargaining agreements.
GRI 102-9	Description of supply chain	Supply Chain
GRI 102-10	Significant changes during the reporting period regarding the organization's size, structure, ownership or its supply chain	There were no significant changes during the reporting period.
GRI 102-11	Whether and how the precautionary approach or principle is addressed by the organization	Risk Management Environment Oceans



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INDICATOR	DESCRIPTION	LOCATION
GRI 102-12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses	Our Employees
GRI 102-13	Memberships in associations and national/international advocacy organizations	Stakeholder Engagement Our Leadership
Identified Material Aspects and Boundaries		
GRI 102-45	All entities included in the organization's consolidated financial statements or equivalent documents	2019 Annual Report ("Our Six Brands", p. 1)
GRI 102-46	Process for defining the report content and the Aspect Boundaries; and how the organization has implemented the Reporting Principles for Defining Report Content	Materiality
GRI 102-47	All the material aspects identified in the process for defining report content	Material aspects and boundaries are disclosures in the Specific Standard Disclosures within the GRI Content Index. ("Materiality Matrix", p. 45)
GRI 103-1	The aspect boundary for each material aspect within the organization and whether the aspect is material for all entities within the organization. Our reporting boundaries only include entities for which we have financial control	Material aspects and boundaries are disclosures in the Specific Standard Disclosures within the GRI Content Index.
GRI 103-1	Whether the aspect boundary for each material aspect outside the organization	Material aspects and boundaries are disclosures in the Specific Standard Disclosures within the GRI Content Index.
GRI 102-48	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	There were no known, material restatements of information in our 2019 Sustainability Report.
GRI 102-49	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	There were no significant changes during the reporting period.
Stakeholder Engagement		
GRI 102-40	List of stakeholder groups engaged by the organization	Stakeholder Engagement
GRI 102-42	Basis for identification and selection of stakeholders with whom to engage	Stakeholder Engagement
GRI 102-43	Organization's approach to stakeholder engagement	Stakeholder Engagement
GRI 102-44	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns	Stakeholder Engagement Materiality
Report Profile		
GRI 102-50	Reporting period for information provided	Our reporting period is calendar year 2019.
GRI 102-51	Date of most recent previous report	2019 Sustainability Report
GRI 102-52	Reporting cycle	Annual
GRI 102-53	Contact point for questions regarding the report or its contents	sustainability@rccl.com
GRI 102-54	GRI Index with "in accordance" option chosen and references to External Assurance Reports	This report has been prepared in accordance with the GRI Standards: Core option.
GRI 102-56	Organization's policy and current practice with regard to seeking external assurance for the report	We received assurance for our greenhouse gas emissions during the reporting period for Scope 1 and 2 greenhouse gas emissions. (Additional information can be found in our CDP 2017 Climate Change Investor response , Questions CC8.6, 8.7 and 8.8)
Governance		
GRI 102-18	Governance structure of the organization, including committees of the highest governance body and those responsible for decision-making on economic, environmental and social impacts	Strategy and Governance Additional information on our Corporate Governance Website (" Committee Composition .")
Ethics and Integrity		
GRI 102-16	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Compliance and Ethics



II. SPECIFIC STANDARD DISCLOSURES:

A. DISCLOSURES ON MANAGEMENT APPROACH

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MATERIAL ASPECTS	LOCATION	MATERIAL WITHIN THE ORGANIZATION	MATERIAL OUTSIDE THE ORGANIZATION	RELEVANCE OUTSIDE THE ORGANIZATION
1. Economic Boundaries				
Economic Performance	2019 Annual Report	●	●	Our economic performance is relevant to our investors, employees, communities and suppliers.
Market Presence	Our Employees	●	●	Our presence as a local employer is relevant to our employees and communities of operation.
Indirect Economic Impacts	Introduction Where We Operate	●	●	Our indirect economic impacts are relevant to our guests and destination communities.
Procurement Practices	Supply Chain	●	●	Our procurement practices are relevant to our guests, suppliers and destination communities.
2. Environmental				
Energy	Environment	●	●	Our energy consumption is relevant to all stakeholders including the destinations communities that our ships visit.
Water	Environment	●	●	Our water stewardship measures are relevant to all stakeholders including the destinations communities that our ships visit.
Biodiversity	Introduction Our Destinations Oceans	●	●	Biodiversity relevant to all stakeholders including the destinations communities that our ships visit.
Emissions	Environment	●	●	Our emissions from operations are relevant to all stakeholders including the destinations communities that our ships visit.
Effluents and Waste	Environment	●	●	Our handling of effluents and waste is relevant to all stakeholders including the destinations communities that our ships visit.
Compliance	Compliance and Ethics	●	●	Environmental compliance is relevant to all stakeholders including the destinations communities that our ships visit.
Supplier Environmental Assessment	Supply Chain	●	●	Our environmental assessments of suppliers are relevant to our guests, suppliers and communities.
3. Labor Practices and Decent Work				
Employment	Our Employees	●	●	Our employment practices are relevant to our investors, guests and communities.
Labor and Management Relations	Our Employees	●	●	With approximately 86% of our workforce covered by collective bargaining agreements, labor and management relations are relevant to our investors and communities.
Occupational Health and Safety	Health & Safety	●	●	Occupational health and safety is relevant to our investors and communities.
Training and Education	Our Employees	●	●	Training and education is relevant to our investors and communities.
Diversity and Equal Opportunity	Our Employees	●	●	Diversity and equal opportunity is relevant to our investors and communities.
Supplier Assessment for Labor Practices	Supply Chain	●	●	Our assessments of supplier labor practices are relevant to our guests, suppliers and communities.
4. Human Rights				
Supplier Human Rights Assessment	Supply Chain	●	●	Our human rights assessments of suppliers are relevant to our guests, suppliers and communities.



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MATERIAL ASPECTS	LOCATION	MATERIAL WITHIN THE ORGANIZATION	MATERIAL OUTSIDE THE ORGANIZATION	RELEVANCE OUTSIDE THE ORGANIZATION
5. Society				
Local Communities	Our Offices Our Destinations	●	●	Local community impacts are relevant to all stakeholders, particularly the communities where we operate.
Anti-Corruption	Compliance and Ethics	●	●	Anti-Corruption is relevant to our communities, investors and guests.
Public Policy	Our Leadership Cruise Industry Regulations and Standards	●	●	Public policy engagement is relevant to all stakeholders including the destinations communities that our ships visit.
6. Product Responsibility				
Customer Health and Safety	Health, Safety and Security	●	●	In our materiality assessment, we learned food safety was increasingly a topic of stakeholder concern.
Product and Service Labeling	Our Guests	●	●	Customer satisfaction is relevant to guests and investors.
Customer Privacy	Risk Management	●	●	The protection of customer data privacy is relevant to guests and investors.
Compliance	Compliance and Ethics	●	●	Compliance is relevant to our guests, investors and communities.

B. PERFORMANCE INDICATORS

MATERIAL ASPECTS	GRI INDICATORS		LOCATION
1. Economic			
Economic Performance	GRI 201-1	Direct economic value generated and distributed	2016-2019 Performance Tables This indicator is partially reported.
	GRI 201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change	CDP 2017 Climate Change Investor Response , Questions CC5 and CC6
	GRI 201-3	Coverage of the organization's defined benefit plan obligations	Benefits vary across countries and brands. Information on annual pension expenses can be found in our 2019 Annual Report ("Note 11. Retirement Plan", p. 83) This indicator is partially reported.
Market Presence	GRI 202-2	Proportion of senior management hired from the local community at significant locations of operation	Our Employees This indicator is partially reported.
Indirect Economic Impacts	GRI 203-1	Development and impact of infrastructure investments and services supported	Introduction Our Employees Our Destinations
Procurement Practices	GRI 204-1	Proportion of spending on local suppliers at significant locations of operation	Supply Chain This indicator is partially reported.



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MATERIAL ASPECTS	GRI INDICATORS		LOCATION
2. Environmental			
Energy	GRI 302-1	Energy consumption within the organization	2016-2019 Performance Tables
	GRI 302-3	Energy intensity	2016-2019 Performance Tables
Water		Total water withdrawal by source	2016-2019 Performance Tables This indicator is partially reported.
Biodiversity	GRI 304-4	Habitats protected and restored	Our Destinations This indicator is partially reported.
Emissions	GRI 305-1	Direct greenhouse gas (GHG) emissions (Scope 1)	2016-2019 Performance Tables ✓ Assured by third-party verifier
	GRI 305-2	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	2016-2019 Performance Tables ✓ Assured by third-party verifier
	GRI 305-3	Energy indirect greenhouse gas (GHG) emissions (Scope 3)	CDP 2017 Climate Change Investor Response, Question CC14.1
	GRI 305-4	Greenhouse gas (GHG) emissions intensity	2016-2019 Performance Tables
	GRI 305-5	Reduction of greenhouse gas (GHG) emissions	Environment CDP 2017 Climate Change Investor Response, Question CC3.3b
	GRI 305-7	NOx, SOx and particulate matter emissions	2016-2019 Performance Tables
Effluents and Waste	GRI 306-2	Proportion of spending on local suppliers at significant locations of operation	2016-2019 Performance Tables This indicator is partially reported.
Compliance	GRI 307-1	Proportion of spending on local suppliers at significant locations of operation	There were no significant fines or non-monetary sanctions for non-compliance recorded in 2017.
Supplier Environmental Assessment	GRI 308-1	Proportion of spending on local suppliers at significant locations of operation	Supply Chain This indicator is partially reported.
3. Labor Practices and Decent Work			
Employment	GRI 401-1	Employee turnover	Supply Chain This indicator is partially reported.
	GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Royal Corporate Careers website (containing information on benefits provided to part-time and temporary employees) This indicator is partially reported.
Labor and Management Relations	GRI 402-1	Minimum notice periods regarding operational changes	Minimum notice periods vary across collective agreements.
Occupational Health and Safety		Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	100% of our at sea employees are represented by formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.



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MATERIAL ASPECTS	GRI INDICATORS		LOCATION
Training and Education	GRI G4-LA9	Average hours of training per employee	2016-2019 Performance Tables
	GRI G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Managers were expected to conduct performance and career development reviews with all of their employees during the reporting period.
Diversity and Equal Opportunity	GRI G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	2016-2019 Performance Tables (Employees) This indicator is partially reported.
			2019 Proxy Statement (Board of Directors) This indicator is partially reported.
Supplier Assessment for Labor Practices	GRI G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Supply Chain This indicator is partially reported.
4. Human Rights			
Supplier Human Rights Assessment	GRI 414-1	Percentage of new suppliers that were screened using human rights criteria	Supply Chain This indicator is partially reported.
5. Society			
Local Communities	GRI 413-1	Percentage of operations with implemented local community engagement, impact assessments and development programs	All operations had local community engagement programs during the reporting period.
Anti-Corruption	GRI 205-2	Communication and training on anti-corruption policies and procedures	Compliance and Ethics
Public Policy	GRI 415-1	Total value of political contributions by country and recipient/beneficiary	Political Contributions Policy This indicator is partially reported.
6. Product Responsibility			
Customer Health and Safety	GRI 416-1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Health and safety impacts are assessed for improvement for all products and services.
Product and Service Labeling	GRI 102-43, 102-44	Results of surveys measuring customer satisfaction	Our Guests
Customer Privacy	GRI 418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Risk Management This indicator is partially reported.
Compliance	GRI 419-1	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	There were no significant fines during the reporting period.

