



2016-2019 Performance Tables

ECONOMIC

KEY PERFORMANCE INDICATORS	2019	2018	2017	2016
Revenues (in millions)	\$10,950.6	\$9,493.8	\$8,778.0	\$8,496.4
Cruise Operating Expenses (in millions)	\$6,062.7	\$5,262.2	\$4,896.5	\$5,015.5

ENVIRONMENTAL

KEY PERFORMANCE INDICATORS	2019	2018	2017	2016
Greenhouse gas emissions (metric tonnes CO2e) ¹	4,834,768	4,382,880	4,234,770	4,464,126
Scope 1	4,820,278	4,369,021	4,242,239	4,446,268
Scope 2 ²	14,490	13,859	10,498	10,270
Emissions intensity in Tons of CO2e per 1,000 available cabin days	\$116.9		114.7	117.9
Emissions intensity in kilograms of CO2e per ALB-km	0.244	0.228	0.232	0.235
Energy consumption non-renewable fuels MWh	6,524,004	6,446,840	6,235,716	6,516,015
Energy intensity per available cruise passenger day	0.157	0.168	0.165	0.177
Emissions intensity per APCD	116.6904	114.0623	114.6673	117.9593
Total SOx emissions (metric tonnes)	60,574	55,315	54,027	57,130
Total NOx emissions (metric tonnes)	67,522	61,601	60,059	63,277
Total Particulate Matter emissions (metric tonnes)	7,453	6,807	6,650	7,035
Solid waste-to-landfill (pounds per available cruise passenger day)	0.32	0.34	0.37	0.40
Food waste (cubic meters)	75,520.20	74,193.00		
Total waste recycled (pounds in millions)	46.9	43.7	40.3	37.42
Effluent quality for discharged process bilge water (parts per million)	1.5	1.5	1.5	1.5
Number of ships with Advanced Water Purification Systems	39	39	37	35

SOCIAL

KEY PERFORMANCE INDICATORS	2019	2018	2017	2016
Total Number of Employees	76,708	76,708	65,682	73,343
Total Number of Supervised Workers ³	76,607	76,607	9,277	7,808
Employees Working Onboard our Ships	69,492	69,492	59,379	66,828
Employees Working at our Corporate Offices	7,216	7,216	6,303	6,515
Full-Time Employees	76,607	76,607	65,587	73,241
Part-Time Employees	101	101	95	102
Male Employees	56,500	56,500	50,137	56,322
Female Employees	17,619	17,619	15,543	17,018
Voluntary Employee Turnover				
Employees Working Onboard our Ships ⁴	6	6%	4%	5%
Employees Working at our Corporate Offices	19	19%	13%	16%
Average Training Hours per Employee				
Employees Working on our Ships	60	60 hrs/year	40 hrs/year	
Employees Working at our Corporate Offices	24	24 hrs/year	24 hrs/year	

¹Emissions are calculated using The Greenhouse Gas Protocol. Scope 1 emissions include fuels used to operate our ships. Emissions factors can be found in our annual responses to the CDP Climate Change Information Request.

²In 2013, we added offices that are leased but that we have direct control of energy management (consumption and payment) to our boundary based to our GHG emission consolidation method of "financial control").

³Supervised workers includes shipboard concessionaires workers, and does not include information technology contractors.

⁴Includes training specific to an employee's role in addition to Human Resources and Safety training.

