

ENVIRONMENTAL EXCELLENCE NEWSLETTER

ISSUE 02 - 2022



CARNIVAL
CORPORATION & PLC.

IN THIS ISSUE...



FROM THE DESK OF BILL BURKE

It is also important to remember that effective communication is a critical aspect of getting any job done.



LEARNING WEBINARS & TRAINING

In January, CSMART conducted its first webinar in 2022 and delivered two 2022 Environmental Excellence courses.



TIPS FOR EFFECTIVE WRITTEN COMMUNICATION

Whether you are writing a report or an email, effective communication is vital.



FOOD WASTE STOPOVER

December food waste measurement shows that we have reduced food waste by 26 percent relative to the October 2019 baseline.

PLUS...

- > FLEET EO SPOTLIGHT
- > THE TOP FIVE
- > RECOGNITION
- > REMINDERS



OPERATION OCEANS ALIVE

OUR HOME.  OUR FUTURE.

OCEANS ALIVE: DUGONG

Dugongs are cousins of manatees and share a similar plump appearance, but have a dolphin fluke-like tail. Unlike manatees, the dugong is strictly a marine mammal. Commonly known as "sea cows," weighing over 800 lbs and nearly 10 feet in length, dugongs graze peacefully on sea grasses in shallow coastal waters of the Indian and western Pacific Oceans.

COMPLIANCE REPORTING HOTLINE

YOU CAN ANONYMOUSLY AND CONFIDENTIALLY REPORT ANY ALLEGATIONS OF NON-COMPLIANCE.

 Visit www.carnivalcompliance.com

See the posters on your ship for additional toll free reporting options.

REPORT BY PHONE

1-888-290-5105 (North America)

+1-305-406-5863 (International Calls)

FROM THE DESK OF BILL BURKE



For this issue, I would like to focus on another important **Culture Essential – Communicate**. Communication promotes openness, trust and transparency. Having a strong and consistent tone at the top in turn supports ethics and compliance at our Company. If the tone set by management upholds honesty, integrity and ethics, employees are more likely to uphold those same values. That is why we regularly talk about our Corporate Vision Statement and the Culture Essentials.

However, it means not merely paying “lip service” by saying the right thing – but by embodying compliance and upholding ethics through our actions. Top management must model the behaviors expected. As such, Carnival Corporation is launching an Executive Accountabilities initiative that tracks and measures key leaders’ commitment and promotion of the Company’s Vision Statement and Culture Essentials. The leaders’ performance in these areas will impact their compensation.

It is also important to remember that effective communication is a critical aspect of getting any job done. It is a sign of a high-performing workplace. In a diverse and dynamic work environment such as ours, we all benefit when effective communication is practiced. We have all experienced a situation where lack of

“EFFECTIVE COMMUNICATION ALSO
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WHICH CREATES AN ENVIRONMENT OF
OPENNESS AND TRUST.”

communication made the task a lot harder than it should have been. A lack of communication not only opens the potential for greater risks, hazards, and mistakes, it also does not feel great. When we lack communication or understanding we can feel stressed, confused, and less confident. In turn, working towards effective communication helps us to set clear expectations which ultimately, helps us all to perform better. Effective communication also needs to go in both directions, which creates an environment of openness and trust where we each can confidently bring our best ideas and contributions, every day.

Please continue to communicate your ideas as well as your concerns to me and your supervisors. Communication and collaboration are important factors in how we respond to events that occur. Compliance is everyone’s responsibility and we cannot achieve it without you. And as always, thank you for all that you do.



Bill Burke



TIPS FOR EFFECTIVE WRITTEN COMMUNICATION

Whether you are writing a report or an email, effective communication is vital. Here are some top tips to keep in mind.

- **Stay on Topic and Keep it Concise** – Only include relevant facts and information.
- **Know your Goal and State it Clearly** – Explain in clear terms what you want the reader to do.
- **Use Active Voice** – It is easier to understand sentences that are written in active voice. If you use “was” and “were” you are using passive voice. An active example is “The engineer repaired the OWS,” and a passive example is “The OWS was repaired by the engineer.” Active voice will engage the reader and keep their attention.



Honing your communication skills not only benefits the Company, but also your career prospects. Employees exhibiting excellent communication skills have a competitive edge against other candidates eligible for promotion.

CULTURE ESSENTIALS IN ACTION!

Speak Up and Respect & Protect Culture Examples at HA Group



The Company received two reports from team members alleging that an employee from a manning agency expected money in return for a ship assignment. The Company initiated an investigation and discussed the matter with the manning agency. The employee is no longer employed by the manning agency. Paying to obtain a ship assignment is against Maritime Labor Convention (MLC) regulations. The team members that spoke up provided the Company with information on how the violation occurred. Ongoing meetings are being held with the manning agency to prevent reoccurrence.

“HA GROUP CREATED AN AWARENESS BUILDER FOR AMBASSADORS AND SHIPBOARD LEADERS CALLED “WHAT IS RETALIATION?”

Additionally, given the HA Group organization spans many geographic locations and business functions, Holland America Group’s Ethics & Compliance team appointed Ethics & Compliance Ambassadors worldwide to serve as local points of contact for the Ethics & Compliance program. HA Group selected the ambassadors based on their leadership skills, modeling of core values, approachability, and availability. Recently, HA Group created an Awareness builder for ambassadors and shipboard leaders called “What is Retaliation?” to address speaking up without the fear of retaliation. In addition to explaining the forms retaliation can take, the Awareness Builder stressed the following: **1)** Retaliation is prohibited; **2)** Team Members will not be punished for reporting compliance issues; **3)** Supervisors and managers are responsible for stopping, addressing, and preventing retaliation; and **4)** The ways retaliation can be reported.



Our Culture...

CARNIVAL CORPORATION VISION STATEMENT

At Carnival Corporation & plc, our highest responsibility and top priority is compliance, environmental protection and the health, safety and well-being of our guests, the people in the communities we touch and serve, and our shipboard and shoreside employees. On this foundation, we aspire to deliver unmatched joyful vacations for our guests, always exceeding their expectations and in doing so driving outstanding shareholder value. We are committed to a positive and just corporate culture, based on inclusion and the power of diversity. We operate with integrity, trust and respect for each other -- communicating, coordinating and collaborating while seeking candor, openness and transparency at all times. And we aspire to be an exemplary corporate citizen leaving the people and the places we touch even better.



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...Stronger Together.

SPEAK UP

IMPROVE

OUR CULTURE
ESSENTIALS

COMMUNICATE

EMPOWER

RESPECT
&
PROTECT

LISTEN
&
LEARN





FLEET EO SPOTLIGHT

This month, I would like to highlight one of our Fleet Environmental Officers, Ross Wheeler.

Ross joined Carnival UK as an Environmental Officer in 2016. In these past six years Ross has trained several new hires to become fully qualified and competent Environmental Officers; this is regarded as one of his favorite highlights as he has been able to pass on his knowledge and experience to help develop others. Ross has also worked on and supported several environmental incentives across the CUK fleet during his time as an Environmental Officer. As a Fleet Environmental Officer, he intends to continue his commitment in supporting the environmental shoreside team, fellow EOs and all the crew members that he will meet during his ship visits.

We asked Ross some questions about being an EO and cruising:

What inspired you to become a Fleet EO?

I saw the Fleet EO role as the perfect opportunity to use my experience and knowledge to provide support for our Environmental Officers. It is something that I have wanted to do for a long time and the program has provided the perfect platform to do so.

What do you enjoy most about being an EO?

I have enjoyed moving around the CUK fleet and working with EOs who I had not previously met before. I have also seen the Fleet EO role as a great opportunity to share

knowledge and identify best practices that are used by our EOs. I was the first Fleet EO to deliver the EO1 course onboard one of our vessels. The delivery of the course was very enjoyable, and I am looking forward to delivering more courses in the future. The Fleet EO program is of course a relatively new initiative, however, it is moving fast with the intention of providing full support for our EOs. We have a great team and I am confident that the program will be a huge success moving forward.

What do you think cruising will look like in 2050 in way of environmental protection?

There is no denying that environmental protection is becoming more and more prevalent in all industries worldwide and I am sure that cruising will continue to be at the forefront of a cleaner and greener maritime industry. During my time as an EO I have seen many of our ships roll out AAQS, BWTS and bio-digesters to minimize our environmental impact. The addition of LNG ships to our fleet is a big step forward for our environmental commitments and I can envisage that these commitments will continue all the way to 2050 and beyond.

We look forward to seeing Ross grow in his new role!

LEARNING WEBINARS AND TRAINING

In January....

- CSMART Managing Director Bill Truelove, Gabriele Petruzzelli, and Stan Davidov presented the first webinar in 2022. This webinar discussed the return of onsite training at CSMART, continued online and onboard efforts to support the fleet, and the future training curriculum and webinars.
- CSMART delivered two Environmental Excellence 2022 online courses. These courses consisted of self-study material and “face to face” participation. The experienced EOs also had the opportunity to mentor and coach the less experienced ones. A total of 29 Environmental Officers attended the courses.
- If you cannot join a live broadcast, you can view recorded sessions and the list of upcoming events on the CSMART LMS landing page.



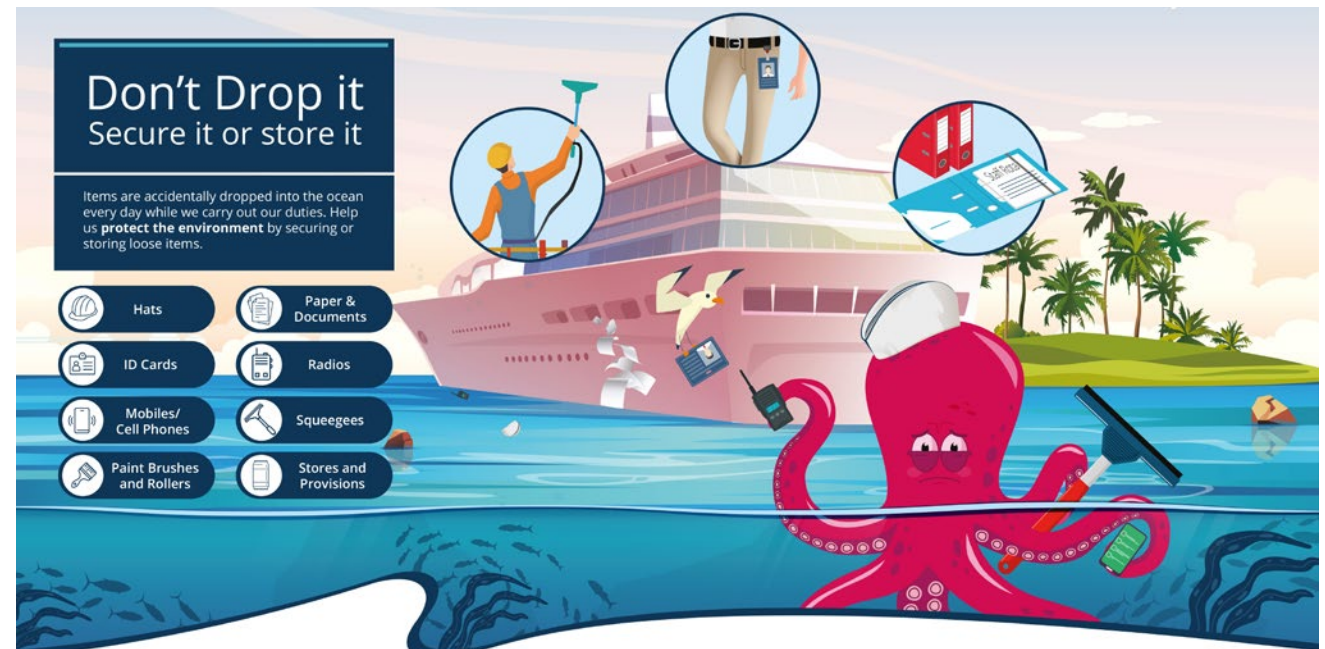
A HUGE THANK YOU TO THOSE WHO HAVE SPOKEN UP USING THE HOTLINE. WE TRULY APPRECIATE IT!

HOTLINE USAGE

Since the last Newsletter, the company received one new hotline complaint regarding environmental compliance onboard Covered Vessels. We want to remind everyone that a third-party manages the hotline, and any complainants can remain anonymous (you do not have to provide your name). It is up to you. We do encourage complainants to provide the location of the concern so that the appropriate person can be engaged to conduct the investigation. Reports made in good faith are protected against retaliation.

1. The complainant reported that in January, expired chemicals were offloaded without being manifested. The Incident Analysis Group will be conducting an investigation of the complaint.

ALWAYS REMEMBER...



OPERATION
OCEANS ALIVE
OUR HOME OUR FUTURE

THE·TOP·FIVE



1 ENSURE FOOD WASTE IS PROPERLY SEPARATED.



2 KEEP ALERT AND FOCUSED WHILE ON WATCH.



3 ENSURE COMPLIANT WASTE STREAM AND BALLAST WATER DISCHARGES.



4 ENSURE USE OF COMPLIANT FUELS AND AAQS OPERATION.



5 REPORT LEAKS TO THE BILGE AND MAKE TIMELY REPAIRS.

THE·TOP·FIVE

Please pay extra attention to ensuring compliance within these critical areas of operation that have posed challenges in the past.

REMINDERS

- **Falsification of any record is unacceptable.** If the law requires certain records, falsifying information is a crime with the risk of prosecution and jail time. Setting aside legal risk, a ship's logs (especially planned maintenance records) are used to identify possible causes in the event of system failures. The accuracy of those records is critical for many reasons. All entries in logbooks or record books must be clear, concise, accurate and made in permanent ink. **The use of correction fluid/tape (whiteout) is never permitted.** It is ok if you make a mistake, please speak up as soon as you realize something is wrong to address the issue appropriately. If you are unable to complete a task on time, due dates on maintenance tasks can be extended by following the appropriate procedure and asking for help. If you are facing pressures to interfere with "doing things the right way," we need to better understand them. All of our team members need to feel comfortable coming forward with such issues and concerns.
 - We continue to identify missing and inaccurate records. How can we help you make record accuracy easier? If you have any ideas on how to improve record accuracy, please reach out to your OLCM or ENVCompliance@carnival.com. We look forward to hearing your ideas and suggestions.
- Help keep our oceans clean. We have made great progress in reducing single use plastic items on our ships. **Separate plastics**, such as straws and packaging, **from food waste before disposing of food in waste processing systems** located in galleys, food preparation, and waste handling rooms.
- **Never pour prohibited liquids** such as environmentally hazardous chemicals or oils **down drains or sinks**. These often drain to greywater systems destined for overboard discharge.
- **Make sure you verify the source of any liquid before discharging it overboard** to ensure you discharge it in compliance with all regulatory/company requirements.
- **Never tamper with or make unauthorized modifications to pollution prevention equipment**, including oil filtering equipment. Always stand in compliance!

FLEET ENVIRONMENTAL OFFICER TEAM



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Remember, your Fleet Environmental Officers are here to help you.

RECOGNITION

Our special mentions in this issue go to.....

Kishan Ashok Rane, Hotel Assistant onboard P&O Cruise's newest ship *Iona*. Kishan first joined the Company in 2019 and worked on *Britannia* in the Housekeeping and Food & Beverage departments. Kishan is a hard-working individual recognized onboard *Iona* for his dedication and commitment to Environmental Excellence.



Until recently, food waste required a minimum of 2-step segregation, which involved a finger-tip search through the food waste for the presence of non-food waste items. During the initial period before sailing, *Iona's* food waste processing equipment was not operational and required transporting all food waste from different outlets to the recycling center for incineration (on average, *Iona* generates 5-6 tons of food waste per day). Kishan recognized that this task is very challenging and one that not all team members like to perform, and by undertaking this task, he relieved pressure from his fellow team members.

Kishan stated that he enjoys working with food waste because he feels like he is doing something important for the crew and guests onboard. He is very environmentally conscious and takes pride in ensuring that all the food waste is properly segregated. Kishan has set an excellent example for his colleagues and received an honorable mention. Kishan looks forward to growing his career with P&O Cruises and hopes to remain an essential team member for years to come.

.... And....

Wilco Van Wijk, the Safety Officer on the *Nieuw Statendam*, designed an ingenious scupper cover for the lifeboat deck to contain an accidental fluid leak.



WELL DONE WILCO VAN WIJK!



FOOD WASTE STOPOVER

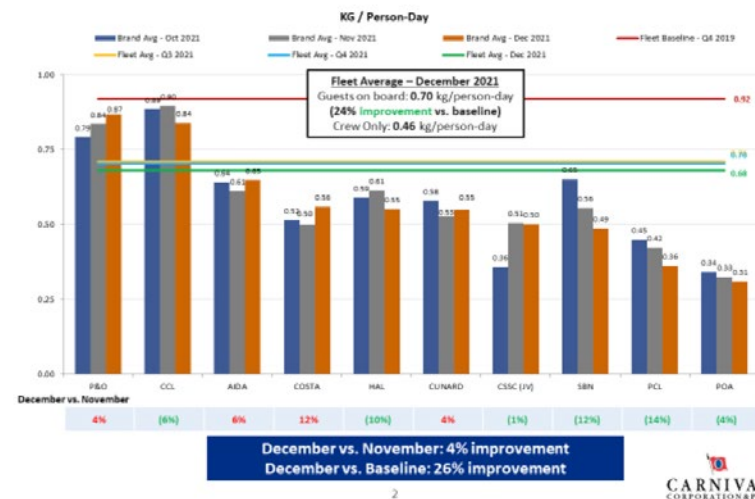
FOOD WASTE TASK FORCE UPDATES

- We concluded food waste biodigester alternative biomedial trials.
- With the completion of alternative biomedial trials, we are now in the process of finalizing food waste biodigester computer-based training that will soon be available in GLADIS.
- Recently, we learned that ORCA and BioHitech enzyme sachets are made of materials that should not be placed in the food waste biodigesters, Instructions, how to replenish Biohitech and Orca enzymes that are supplied in packets are available in DER-2006 in GHESS.
- With the completion of December's food waste measurement, we have now reverted to quarterly measurement with the next food waste measurement reporting due in March 2022. ENV-1304 was revised to reflect this change. If you have not already, make sure to check it out.

FOOD WASTE REDUCTION EFFORTS

The results are in! December 2021 food waste measurement demonstrates a continued improvement in our journey of food waste reduction, achieving a 26 percent reduction relative to October 2019 baseline. Achieving this was only possible thanks to you, the hard work and dedication from both our shore and shipboard teams in developing and implementing food waste reduction strategies. Although we exceeded our goal of reducing food waste by 10% by the end of 2021, the journey of food waste reduction does not end here. Food waste is part of our Sustainability commitments, with that our next objective is to reduce food waste by 30% from the baseline by the end of 2022.

Average Food Waste Per Person Day for the Last Three Months by Brand



UPCOMING ENVIRONMENTAL HOLIDAYS

While environmental holidays can be fun reminders of important causes, remember that every day is a good day to celebrate and protect our planet! Here are just a few to keep in mind:

- Global Recycling Day (March 18)
- Earth Day (April 22)
- World Oceans Day (June 8)
- Day of the Seafarer (June 25)
- International Coastal Cleanup (September 17)

Do not forget to send us your photos on how you celebrate environmental holidays so we can showcase and celebrate your efforts.

SUMMARY OF RECENTLY ISSUED ECP REPORTS & COMMUNICATIONS (CORPORATE PUBLICATIONS)

- ECN #01-2022 Upcoming Ballast Water Management System Compliance Due Date
- ECN #02-2022 Open Funnels on Grey Water Collecting Tanks in Machinery Spaces