



ROYAL CARIBBEAN CRUISES LTD.

AWARE Hotline Frequently Asked Questions (FAQs)

ABOUT AWARE HOTLINE

1. What is the AWARE Hotline?

The AWARE Hotline is a confidential channel through which you can ask questions and raise concerns about known or suspected illegal or unethical activity. You can either report your concern online through this website, or over the phone using the AWARE Hotline number for your country or **88 if you are onboard a ship.

2. Why does RCL have an AWARE Hotline?

Our workforce is our most important asset. By creating open channels of communication, RCL can promote a positive work environment and maximize productivity. The AWARE Hotline allows for an effective reporting system which will aid in our efforts to foster a culture of integrity and ethical decision-making.

3. Who administers the AWARE Hotline?

The AWARE Hotline is administered by an independent company (NAVEX Global). It is available 24 hours a day, seven days a week, and can accommodate calls in more than 75 languages.

REPORTING – GENERAL

4. What type of matters should I report to the AWARE Hotline?

You can use the AWARE Hotline to report known or suspected illegal or unethical activity. Examples of illegal or unethical activities you should report to the AWARE Hotline include:

- Corruption, fraud and/or theft
- Accounting and audit irregularities
- Wage and hour issues
- Harassment, discrimination and hostile work environment
- Safety, security, health and environmental concerns
- Retaliation for reporting concerns in good faith

If your concern pertains to performance appraisal, perception of favoritism, promotions or any other employee relations matter, you should contact your Human Resources representative.

5. What if I am uncertain whether a situation creates a conflict of interest?

You should submit a conflict of interest disclosure. Global Compliance and Ethics or Human Resources will provide you feedback following review of your disclosure.

6. What if a conflict of interest arises after I complete my annual ethics certification?

You should notify your supervisor and submit a disclosure as soon as you become aware of a conflict of interest.





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7. I have documentation to support my concern. What should I do with it?

When you call to make your report, you should tell the interviewer that you have supporting documentation. This information can be sent to EthicsPoint and included in your report. If you choose to identify yourself, the RCL investigator handling the report can explain how to submit this information.

8. May I report using either the Internet or the telephone?

Yes. With the AWARE Hotline, you can submit a confidential, anonymous report, where allowed by local law (you will be advised if unable to report anonymously), via either the telephone or this website.

9. Who else can I speak to?

Your manager is usually in a good position to understand and respond to your questions or concerns. However, your manager is not your only option.

Other resources include:

- Global Compliance and Ethics
- Human Resources
- Audit and Advisory Services
- Legal Department

10. Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of an entire company.

11. Does management really want me to report?

We certainly do. In fact, we need you to report. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the company and our people. Also, offering positive input may help identify issues that can improve corporate culture and performance.

12. What if my native language is not English? Are there resources available to help me if I speak or write in a different language?

Whether a report is submitted using the telephone or the Internet, there are translation resources available to assist with reports in languages other than English. If a report is made via telephone, an interviewer will answer in the language native to the country where you are calling from. If a report is made via the Internet in a language other than English, translators will subsequently translate your report to English.





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13. How can I call the AWARE Hotline onboard the ship?

If you are onboard the ship, you can dial **88 to contact the AWARE Hotline.

14. What should I do if the telephone number is not working?

If the telephone number listed for your location is not functioning, please make your report online through this web site. Please indicate in the report that the telephone number did not work.

15. What should I do if the country I am in is not listed above?

If there is no telephone number listed for your location, please make your report online through this web site. Indicate in the report that dialing instructions for the country you are located in were not available.

16. Should I identify myself in my report?

If you choose to identify yourself while reporting your concern, the company will make every reasonable effort to keep your name confidential. However, investigations can be more quickly and effectively reviewed when the reporter self-identifies because it allows the investigator to reach out directly to the reporter to seek clarification and ask additional questions.

17. What are my responsibilities in making a report or in an investigation?

You are expected to act in “good faith” when making a report. This means that you provide information you know or have a reasonable belief is true. You are also expected to cooperate in any investigation that may arise because of a report. Depending upon the allegations in your report, this could include discussions with you. All employees are expected to be truthful and candid during any investigation of alleged illegal or unethical activity.

18. What happens after I contact the AWARE Hotline?

Once you submit a question or concern via the telephone or Internet, you will receive a report key and password which can be used to follow up on your submission. Then, an electronic summary is sent to Global Compliance and Ethics and an investigator for review and to determine further action.

19. When should I follow up on my report?

You should follow up on your report 5 business days after you make your initial report. When you Follow Up, you can remain anonymous, monitor progress on your report, and check whether any additional information or documents are needed by Royal Caribbean’s investigator to further address your concern.

20. What is RCL’s policy on retaliation?

RCL prohibits any form of retaliation against anyone who, in good faith, reports a concern or cooperates in an investigation. Our policy on non-retaliation is stated in our Ethics Code and policies.





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REPORTING SECURITY & CONFIDENTIALITY

21. Are reports to the AWARE Hotline secure and confidential?

RCL uses NAVEX Global's EthicsPoint case management application to support the administration of the AWARE Hotline. EthicsPoint is hosted on NAVEX Global's secure servers and is not part of RCL's website or Intranet. Any report you make will be kept confidential to the extent reasonably possible. You also have the option to report concerns anonymously where permitted by local law.

22. Where do the AWARE Hotline reports go? Who can access them?

Reports submitted through the AWARE Hotline are entered directly on the EthicsPoint secure server. EthicsPoint makes these reports available only to specific individuals within the company who are responsible with evaluating the report, based on the type of alleged activity and location of the matter.

23. Can I submit a report from the office or ship and remain anonymous?

A report from the office, ship, home or any Internet portal will remain secure and anonymous, where anonymous reporting is allowed by local law. The AWARE Hotline strips away Internet addresses so that anonymity is maintained, and it does not trace phone calls or use Caller Identification. Plus, NAVEX Global is contractually committed not to pursue a reporter's identity.

24. I am concerned the information I provide to the AWARE Hotline will ultimately reveal my identity. How can you assure me that will not happen?

The AWARE Hotline is designed to protect your anonymity. However, if you wish to remain anonymous, you – as the reporter – need to ensure that your report does not reveal your identity by accident. For example, "From my cube next to John Smith..." or "In my 23 years at the company..."

25. Is the AWARE Hotline phone system confidential and anonymous too?

Yes, where anonymous reporting is allowed by local law. You will be asked to provide the same information that you would provide in an online report and an interviewer will type your responses into the AWARE Hotline. These telephone reports have the same security and confidentiality measures applied to reports submitted through this website.

26. What is a report key?

The report key is the identifier for your report or question that you submitted through the AWARE Hotline.

27. Why do I need a password?

After you report a concern or ask a question, the AWARE Hotline provides you with a report key and requests that you create a password. You will need both the report key and password to access your report in the future. Without both, you will not be able to follow up on the report you previously submitted.





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28. What should I do if I lose my report key or forget the password I created?

Because of the high level of confidentiality that is maintained for reports, if you lose your report key or password, you will be required to make a new report. You can mention in the new report that this matter relates to another report you made earlier.

TIPS & BEST PRACTICES

29. I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?

Our company chooses to promote ethical behavior. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. You only need to consider what happened in recent corporate scandals to see the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy company. So, if you know of any incidents of misconduct, consider it your duty to yourself and your co-workers to report it.

30. I am not sure if what I have observed or heard is a breach of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?

Submit a report or speak with your manager, Human Resources, Audit and Advisory Services, Legal, or Global Compliance and Ethics. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

31. What if my boss or other managers are involved in a breach? Won't they get the report and start a cover-up?

The AWARE Hotline is designed so that implicated parties are not granted access to reports in which they have been named.

32. What if I remember something important about the incident after I make the report?

You may use the Follow Up feature to add additional information related to your initial report. To access your initial report, you will need your report key and password.

33. What if the company has further questions for me concerning my report?

After you have reported a concern or asked a question, the AWARE Hotline will provide you with a report key and ask you to create a password. Please use the Follow Up feature to monitor progress on your report and check whether any additional information or documents are requested by RCL's investigator to further address your concern.

34. Can I still submit a report if I don't have access to the Internet?

You can submit a report or ask a question through the AWARE Hotline from any computer that can access the Internet. If you don't have access to or are uncomfortable using a computer, you can call the AWARE Hotline, which is available 24 hours a day, 365 days a year.

