

# Health, Safety and Security

Safety First has been our top priority from the very beginning.

## Preparing for Emergencies

Whether at sea or on land, our goal is to keep our guests and employees out of harm's way. Although we work hard to prevent incidents, we take serious measures to ensure everyone on board our ships is prepared for an emergency or security event.



### Ship Officers

All Royal Caribbean Group officers maintain a professional maritime officer's license and must undergo comprehensive training prior to operating a ship. Refresher training is also required.



### Security Teams

We ensure each ship's Chief Security Officer meets the knowledge requirements of our security processes, as well as federal standards, through an independent third-party certification. The officers also attend an annual security seminar on new measures and requirements.



### Crew Members

New crew members are trained in emergency response procedures with specific training modules for each functional area. They also participate in ongoing drills and pre-departure safety training.



### Guests

All guests must participate in a safety drill on the first day of a cruise to ensure they learn where to go and what to do in an emergency. In addition, our eMuster 2.0 technology delivers safety information to our guests via their mobile devices and stateroom TVs.

**We are committed to creating a safe and healthy environment where our guests can enjoy themselves and our employees can thrive.**

### IMO SOLAS

We adhere to the International Maritime Organization's Safety of Life at Sea (SOLAS), which includes compliance with the International Ship and Port Facility Security Code (ISPS).

### CVSSA

We adhere to the Cruise Vessel Security and Safety Act (CVSSA).

### RAINN

We are certified by RAINN, the largest anti-sexual violence organization in the U.S.

## The Safety Command Center

Our incident response protocol, the Safety Command Center (SCC) is designed to address the problem of an emergency distracting the ship's master from safely navigating the ship. The SCC approach breaks down incident response, physically and functionally, into a collection of specialized "pods" that can act together or separately depending on the incident.

### Incident Pod

Provides an overview of the problem and the necessary tools for fire safety, stability, HVAC, flood detection and automation, as well as the necessary means to mobilize group coordinators.

### Evacuation Pod

Links the ship's master and staff captain to a dedicated team managing and carrying out any orders to leave the ship.

### Communication Pod

Manages the vital task of external communication with outside support services.

### Command Pod

Allows the bridge to monitor crisis response as necessary or shut out distracting noise or activity to concentrate on navigation. This pod can be isolated behind sliding glass doors that lead to the bridge.

The SCC provides dedicated spaces for various tasks required by a safety incident, all funneling to a command space where the responders can gather, share damage assessments, view video evidence and drawings of affected areas, and more.

***Our innovative SCC approach won the prestigious Royal Institution of Naval Architects Maritime Safety Award.***



## Keeping Our Guests and Crew Healthy

We've long maintained some of the industry's most rigorous and thoughtful health and safety protocols. Already state-of-the-art prior to the COVID-19 pandemic, our facilities were upgraded in 2021 to provide enhanced assessment, diagnosis, care and support for severe cases of COVID-19 or COVID-like illnesses.

### Our State-of-the-Art Medical Facilities

- Highly credentialed doctors and nurses
- Laboratory testing capabilities
- Hospital-grade ventilators
- Cardiac monitors
- Medical-grade oxygen delivery systems
- Nebulizers

### Public Health Officers

We maintain a traveling team of Public Health Officers responsible for helping us adhere to the highest standards of public health and infectious disease protocols. These officers facilitate our evidence-based, data-driven infection prevention and control program in close coordination with our medical teams, shoreside public health officials, crew and other team members.

### Breathing Easy on Board

We use multiple layers of protection to minimize the possibility that diseases can spread via the transmission of aerosol particles between guest and crew staterooms, lounges and other public spaces. This includes setting shipboard HVAC systems to allow for maximum air changes per hour — 12 times for each stateroom and 15 to 20 for public spaces — and using MERV (Minimum Efficiency Reporting Value) 13 filters throughout the system.

## Ensuring Security on Land and at Sea

We closely monitor security on our ships for the well-being of our guests and crew.

### On board


One of the most important elements of our incident prevention strategy is to control access to our ships. We identify, screen and account for guests, crew members, and visitors entering and leaving each of our ships in every port of call. In addition, guests are expected to follow our [Guest Conduct Policy](#). As part of the policy, guests are asked to immediately report any cases of injury or unsafe conditions to the ship's security staff or other ship management.

### At port

We engage in a nearly two-year vetting process before adding a port to an itinerary. Once added, we continue to monitor the port's security and political and social landscape. Also, 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.

### Our Marine Advisory Board


For more than 10 years, our Marine Advisory Board has helped Royal Caribbean Group cultivate leading policies and practices across our operations. Members of the board offer a broad range of maritime experience from organizations such as the U.S. Coast Guard and the U.S. Air Force. The board meets regularly with our marine safety leadership team to advise on technical and operational safety plans and help assess new safety, security, environmental and operational technologies and strategies.



**Our shipboard security guards wear body cameras for the protection of our guests and crew.**

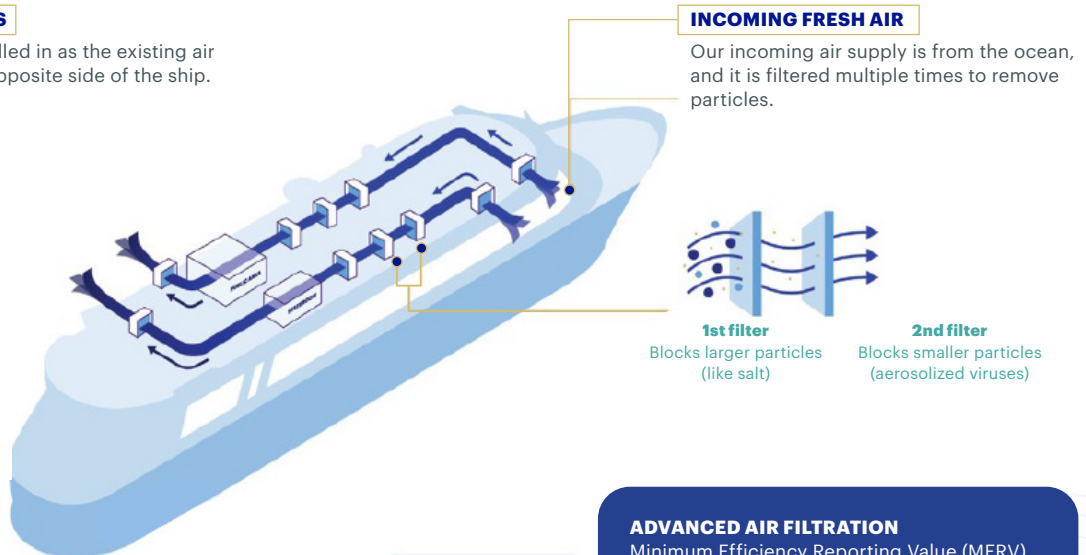
### CONTINUOUS AIR CHANGES

Outside air is continuously pulled in as the existing air indoors is exhausted on the opposite side of the ship.



15-20x per hour is about how many air changes occur in public spaces on our ships (and up to 12x in staterooms). That's twice more than what's recommended for places like grocery stores, theaters and hotel lobbies.\*

\*ASHRAE ([www.ashrae.org](http://www.ashrae.org))



### LOCALIZED FILTRATION

Local MERV 13 filters and antimicrobial copper cooling coils scrub the air of pathogens, providing an additional layer of protection.



**ADVANCED AIR FILTRATION**  
Minimum Efficiency Reporting Value (MERV) is a rating that measures how many particles pass through an air filter. The average home has MERV 1-8 filters, but we have installed **MERV 13 filters** for extra precaution. They do an even better job to keep your home away from home at sea healthier and safer.