



# SUSTAINABILITY REPORT 2023





“ We aim to make meaningful measurable changes that have a long-term positive impact on our guests, our employees and our planet. ”

PIERFRANCESCO VAGO  
EXECUTIVE CHAIRMAN

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# WELCOME FROM EXECUTIVE CHAIRMAN

We began publishing an annual Sustainability Report in 2019, making this our fifth report. During that time, our commitment to reaching our goals remained as strong as ever. Our approach to environmental, social, and governance issues has become more sophisticated as we have employed more ways to manage our activities in a more dynamic manner. This reflects our passion to not just align with stakeholder expectations and succeed in a complex regulatory landscape, but to make meaningful measurable changes that have a long-term positive impact on our guests, our employees and our planet.

During 2023, we conducted a double materiality assessment, a process to ensure we identify and report on activities that may present risks and/or opportunities for our business. This aligns with the requirements of the EU Corporate Sustainability Reporting Directive (CSRD).

In June 2023, we marked an important milestone in our decarbonisation journey as we conducted the world's first net zero greenhouse gas emissions voyage with MSC Euribia, delivered in 2023 with the latest environmental technologies. She is our second ship powered by liquefied natural gas (LNG), and the use of bioLNG for the maiden voyage shows us what the future of cruising could look like as renewable fuels become more readily available.

We also officially launched our new luxury lifestyle brand, Explora Journeys, which seeks to redefine the luxury travel market. We look forward to welcoming five more Explora Journeys ships by 2028, and as with our contemporary brand MSC Cruises, each ship will be more advanced and will incorporate the latest environmental technology. Following the success of our fuel cell demonstrator onboard MSC World Europa, our fifth and sixth Explora vessels will be fitted with large solid oxide fuels cells, which can use green fuels, capable of significantly lowering our

emissions profile on these vessels and once again demonstrating our commitment to seek new technologies to support our net zero emissions ambition.

## › We remain fully committed to our goal of net zero greenhouse gas emissions by 2050

Achieving net zero emissions cannot be done alone. We continue to work extensively with our close partners including the shipyards, technology providers and many others and I am pleased with the progress we as an industry are making. We continue to advocate to be regulated in a fair way, which does not discriminate against our industry. We provide expert advice and support to the International Maritime Organization as it develops global mechanisms to help us reach our industry ambitions.

Shore power is an integral part of our strategy to reduce emissions and 2023 was the first year we achieved regular shore power operations for our fleet, with successful connections at eight ports across Norway, Germany, Malta, and the United Kingdom. We are pleased with the progress being made in developing the shore power infrastructure required and plan to make at least 220 connections in 2024. However, we do need to see an acceleration of the provision of shore power infrastructure in ports across Europe and beyond.

The long-term success of any industry depends on the talent and skills of its people. Following extensive engagement with our crew, in 2023 we launched the BETTER crew experience programme, which seeks to enhance life for our on board colleagues. We have seen an 18.5% growth in the number of crew we employed, with 18,886 new crew hires in 2023. Across our workforce we employed 144 nationalities; we take pride in this diversity and remain committed to providing a safe and inclusive environment for all our employees.



Finally, a note on the structure of this report. You may notice that it is more concise than our four previous reports and is more data-led. We have done this to make it easier for investors and analysts to review our progress and find specific data points. Our people, guests, industry, and other stakeholders are increasingly interested in our sustainability efforts, so we have chosen to provide a greater level of detail on our website. So, I invite you to visit [msccruises.com/sustainability](https://www.msccruises.com/sustainability) if you would like to dive deeper into any of the topics covered in this report.

**PIERFRANCESCO VAGO**  
EXECUTIVE CHAIRMAN, CRUISE DIVISION OF MSC GROUP

# 2023 AT A GLANCE

This report covers the operations of the Cruise Division of MSC Group, incorporating both MSC Cruises and its new luxury sister company, Explora Journeys. The report provides information for fiscal year 1 January 2023 to 31 December 2023. The reporting boundaries encompass the global offices reporting into the headquarters office located in Switzerland, as well as the owned and operationally controlled entities, destinations and terminals.



### Our operations

**4,081,393**  
Guests carried in 2023

**7,669**  
Operating days

**26,845,167**  
Available lower berth (ALB) days



### Our itineraries

**385**  
Cruise itineraries

**102**  
Countries

**2,150**  
Shore excursions

**100**  
Destinations offering 190 Protectours



### Our workforce

**46,006**  
Crew members

**137**  
Nationalities

**17,855**  
New crew hires in 2023

**5,600**  
Crew members promoted



**8,180**  
Guests carried in 2023

**149**  
Operating days

**137,378**  
Available lower berth (ALB) days

**19**  
Cruise itineraries

**25**  
Countries

**552**  
Unique experiences

**60**  
Destinations

**1,175**  
Crew members

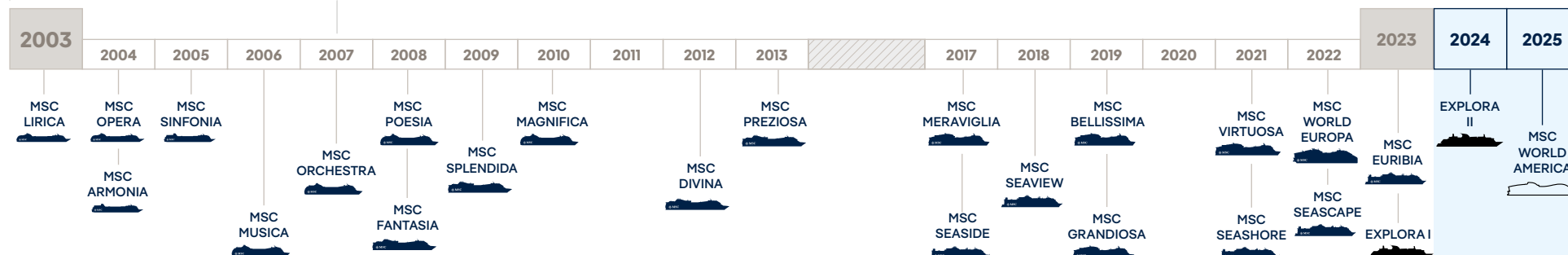
**69**  
Nationalities

**1,011**  
New crew hires in 2023

**74**  
Crew members promoted

### OUR FLEET

MSC Cruises - 22 ships  
Explora Journeys - 1 ship  
Average age of fleet - 10.1 years



# 2023 HIGHLIGHTS

In 2023, we evolved our sustainability reporting to focus on the environmental, social and governance issues that are at the heart of our business.

## ENVIRONMENT

- › Fleet carbon intensity reduced by 37.8% since 2008 (6.5% since 2022)
- › Launched our second LNG-powered ship, MSC Euribia, with a net zero emissions maiden voyage
- › Several ships in our fleet now making regular use of shore power, with successful connections at eight ports across Norway, Germany, Malta and the United Kingdom
- › Protecting ocean biodiversity by training bridge officers in whale strike avoidance
- › Funded eDNA analysis of seawater samples from three of our vessels to inform global ocean species inventories
- › Explora I is free from single-use plastics: all passengers given refillable flask and invited to use water stations throughout the ship

## SOCIAL


- › Number of crew hired directly increased by 18.5% between 2022 and 2023
- › Launch of the 'BETTER' crew experience package of initiatives
- › Newly created senior management position: Head of Diversity, Inclusion & Wellbeing


## GOVERNANCE

- › Conducted our first CSRD-aligned double materiality assessment
- › Embedded the sustainability governance structure renewed in 2022 and communicated it to the broader business


## Awards


Our commitment to environmental protection and innovation was recognised with several awards in 2023:


 The maiden voyage of MSC Euribia was awarded 'Sustainability Initiative of the Year 2023' at the Seatrade Cruise Awards.

 MSC Cruises was awarded the Green Marine Europe Certification, a voluntary environmental certification

programme for the maritime industry and the first cruise line to achieve the highest possible score across all eight performance indicators covering air pollutants, greenhouse gas emissions, waste, noise, recycling and invasive species.

 Received Sustainability Award from NAMEPA (the North American Marine Environmental Protection Association) as part of its annual awards.

 Our island destination, Ocean Cay MSC Marine Reserve, was awarded 'Hope Spot' status by Mission Blue, a non-profit organisation founded by renowned oceanographer Dr. Sylvia Earle that promotes the protection of the marine ecosystem.

 Winner of Porthole Cruise and TravelReader's Choice Award for 'Most Eco-Friendly Cruise Line'.

# SUSTAINABILITY GOVERNANCE AND MATERIALITY

Sustainability and good governance are fundamental to our business and our Executive Chairman takes full accountability for the delivery of our ESG strategy. We have robust frameworks in place to prioritise our actions and maintain our high ethical standards.

## Board of Directors

Our Board of Directors is accountable for the overall business strategy. This includes key decision making which may support the management of sustainability related impacts or risks identified as material to the MSC Cruise Division, as well as identifying potential opportunities.

## Sustainability Advisory Board

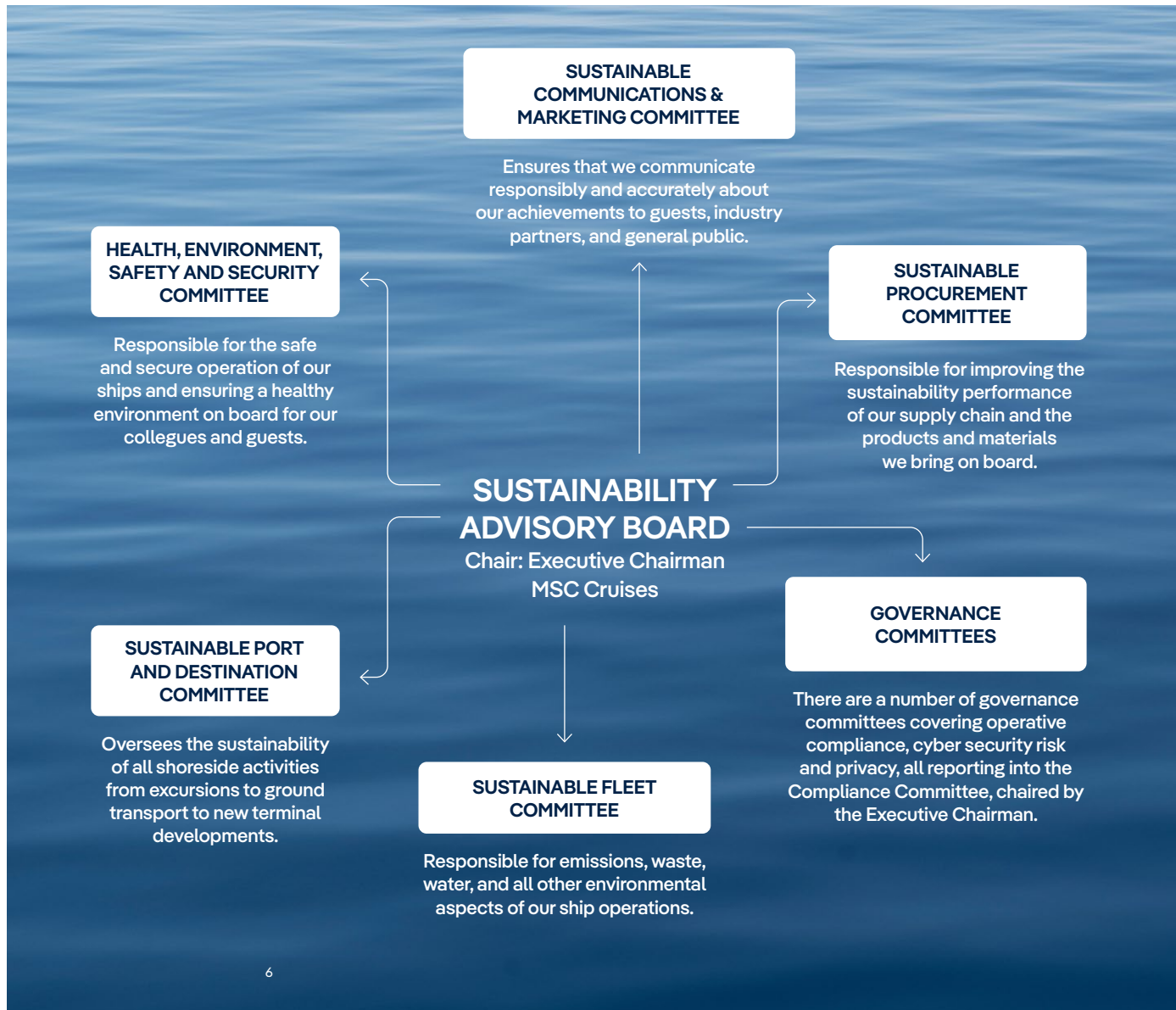
Our Sustainability Advisory Board (SAB) is chaired by the Executive Chairman with responsibility for setting our sustainability strategy across the two cruise brands and meeting regularly to review progress. The SAB is supported by sub-committees each led by a senior business leader, with actions and progress being reported up to the SAB.

## Sustainability Team

Our Sustainability Team recommend the sustainability strategy to the SAB, attend all relevant committees, and manage our day-to-day activity. The team is required to understand the ever-changing regulatory landscape, helping us to adapt as a business and accommodate a growing fleet with expanding international operations.

## Risk Management

Identifying and mitigating risks is a fundamental business priority, and we regularly undertake assessments of a full range of business relevant risks, including social, environmental and governance risks. Every two years since 2019 we have conducted a robust materiality assessment. In 2023, we conducted our first double materiality assessment which satisfies the requirements of the EU CSRD.





### Double Materiality Assessment

In 2023, we conducted a double materiality assessment (DMA) to prepare for the disclosure requirements of the EU CSRD (Directive (EU) 2022/2464). It will be mandatory for us to follow this directive from 2026 onwards but we have chosen to conduct this assessment ahead of time.

This DMA considered both our impacts on people and the planet (impact materiality), as well as how sustainability matters are impacting our operations and profitability (financial materiality).

The assessment process had five main steps:

- 1 We developed a list of 33 sustainability matters to consider using European Sustainability Reporting Standards guidance plus relevant sector standards of SASB, the Sustainability Accounting Standards Board.
- 2 We conducted desk-based research to review current and emerging sustainability trends, legislation, and risks, as well as how 17 relevant organisations (peers, NGOs, and industry bodies) prioritised sustainability matters.
- 3 An independent consultant interviewed key internal leaders and external experts, and we issued a survey to both internal and external stakeholders. External organisations included regulators, NGOs, port authorities, industry bodies, cruise and trade associations, lenders, and suppliers.
- 4 We assessed the financial materiality of each sustainability matter using desk-based research, interviews, and existing internal resources.
- 5 The draft results were validated in workshops with senior leadership and finally approval by the Top Management, including the Executive Chairman.

The material matters identified and prioritised through this process will guide our actions as we seek to respond to and report on the most important sustainability impacts, risks and opportunities across our business.

### Stakeholder Engagement

It is vital that we listen to our stakeholders on a regular basis, including our workforce, guests, shipbuilders, energy suppliers, NGOs, coastal communities, member organisations, and suppliers. This work is undertaken across many teams in the business including Maritime Policy and Government Affairs, Sustainability and Energy Transition, Communications, Marketing, Procurement, Advisory & Audit, and Human Resources.

We use a wide range of internal communications channels, such as regular sustainability webcasts, to ensure our senior management are kept up to date on key regulations and other ESG priorities.

DOUBLE MATERIALITY ASSESSMENT RESULTS			
PILLAR		MATERIAL (IMPACT)	MATERIAL (FINANCIAL)
ENVIRONMENTAL	Adapting to the effects of climate change		●
	Greenhouse gas emissions and climate change	●	●
	Land-based resource use and waste		●
	Local air emissions and pollution	●	●
	Ocean and coastal biodiversity and ecosystems	○	
	Onboard food waste	●	
	Onboard (non-food) resource use and waste	●	
	Water discharge and pollution in the ocean	●	●
SOCIAL	Customer accessibility and Inclusion	○	
	Employee diversity, equality and Inclusion (own workforce)	●	
	Employee health and safety (own workforce)	●	●
	Employee wellbeing, training and development (own workforce)	●	
	Fair employee wages and working conditions (own workforce)		●
	Guest health, safety and wellbeing	●	●
	Local community relations	●	●
	Local economy Impact	○	○
GOVERNANCE	Corporate governance, business ethics and corruption	●	●
	Data security and privacy	●	●
	Responsible marketing practices		●

● E ● S ● G ● Negative impact / risk ○ Positive impact / opportunity ● Positive and negative / risk and opportunity

# ENVIRONMENT



We recognise our responsibility to help tackle climate change, prevent pollution, and support and protect ocean biodiversity. We are clear in our goal to deliver net zero greenhouse gas (GHG) emissions by 2050. We know we cannot achieve this alone and work in close collaboration with technology companies, shipyards, and renewable fuel providers to find innovative solutions.





ENVIRONMENTAL INNOVATION

REDUCING EMISSIONS



LNG FUEL

LNG reduces greenhouse gas emissions (GHG) by up to 20 per cent and enables a direct transition towards drop-in renewable bio and synthetic LNG.

2/22 MSC CRUISES



SHORE POWER CONNECTIVITY

Enables engines to be switched off in port.

13/22 MSC CRUISES

1/1 EXPLORA JOURNEYS



SELECTIVE CATALYTIC REDUCTION SYSTEM

Reduces NOx emissions.

6/22 MSC CRUISES

1/1 EXPLORA JOURNEYS



FUEL CELLS

Solid Oxide Fuel Cell demonstrator – more energy efficient than internal combustion engine.

1/22 MSC CRUISES



ANTI FOULING PAINTS

Advanced paints slow growth of marine organisms, reducing drag and improving energy efficiency.

22/22 MSC CRUISES

1/1 EXPLORA JOURNEYS

PROTECTING THE OCEAN



ADVANCED WASTEWATER TREATMENT

Treats water to stringent international standards – including the Baltic Standard.

AWTS:

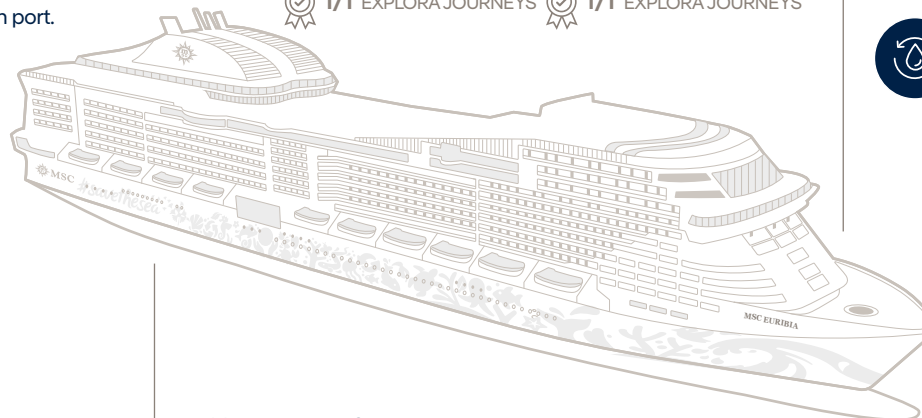
14/22 MSC CRUISES

1/1 EXPLORA JOURNEYS

Baltic Standard:

4/22 MSC CRUISES

1/1 EXPLORA JOURNEYS



BALLAST WATER TREATMENT SYSTEM

UV treatment and filtration prevents transport of potentially invasive species between regions.

22/22 MSC CRUISES

1/1 EXPLORA JOURNEYS



UNDERWATER RADIATED NOISE CONTROL

Minimise noise or vibration that might impact aquatic mammals.

URN Notation:

5/22 MSC CRUISES

1/1 EXPLORA JOURNEYS

USING RESOURCES EFFICIENTLY



HEAT RECOVERY

Automated energy recovery loops allow effective distribution of heat and cold around the ship.

22/22 MSC CRUISES

1/1 EXPLORA JOURNEYS



DESALINATION PLANT

Provides all onboard freshwater from seawater - up to 3 million litres daily.

22/22 MSC CRUISES

1/1 EXPLORA JOURNEYS

› Energy efficiency measures across the fleet have helped us achieve a 37.8% improvement in carbon intensity since 2008.



LED LIGHTING

Energy-saving lighting controlled by smart management systems.

22/22 MSC CRUISES

1/1 EXPLORA JOURNEYS



TRIM OPTIMISATION

Reduces fuel consumption.

22/22 MSC CRUISES

1/1 EXPLORA JOURNEYS



WASTE RECYCLING

Waste is separated into different categories and compacted to maximise recycling.

22/22 MSC CRUISES

1/1 EXPLORA JOURNEYS

## Environmental Compliance

The responsibility for the environmental compliance of our ships lies with our Environmental Operations & Compliance Department. Our Environmental Compliance Culture and Prevention Framework encourages everyone on board to prioritise environmental compliance and protection. The maritime industry is subject to strict global regulations, developed and governed by the IMO's International Convention for the Prevention of Pollution from Ships (MARPOL). Additionally, our entire fleet holds certifications to ISO 14001 Environmental Management, ISO 21070 Marine Environmental Protection, and ISO 50001 Energy Management, demonstrating our commitment to ship and marine technology standards and the management of shipboard waste.

## Greenhouse Gas Emissions and Climate Change

We support the IMO's adoption of a revised strategy to reduce GHG emissions from international shipping. The increased ambition to achieve net-zero emissions by or around 2050 aligns with our existing commitment and we hope that the global measures that are ultimately implemented to support the new level of ambition will accelerate the availability of the renewable marine fuels needed to achieve it.

### Reducing Emissions Through Fuel Changes

In 2023, we launched our second ship powered with liquefied natural gas (LNG), MSC Euribia. Our third, MSC World America, will join the fleet in 2025. Two further LNG-powered World Class ships will arrive in 2026 and 2027, and four LNG-powered luxury vessels will join the Explora Journey's fleet by 2028. The move away from conventional marine fuels offers immediate benefits by reducing GHG emissions by up to 20% (on a CO<sub>2</sub>-equivalent basis) while also substantially reducing local air emissions (99% less sulphur oxides (SO<sub>x</sub>) and 85% less nitrogen oxides (NO<sub>x</sub>)).

We consider LNG as a fuel in transition: renewable LNG, both bio and synthetic, is a drop-in alternative to fossil LNG that requires no change to onboard or shoreside infrastructure and its availability continues to improve. In June 2023, we were able to procure

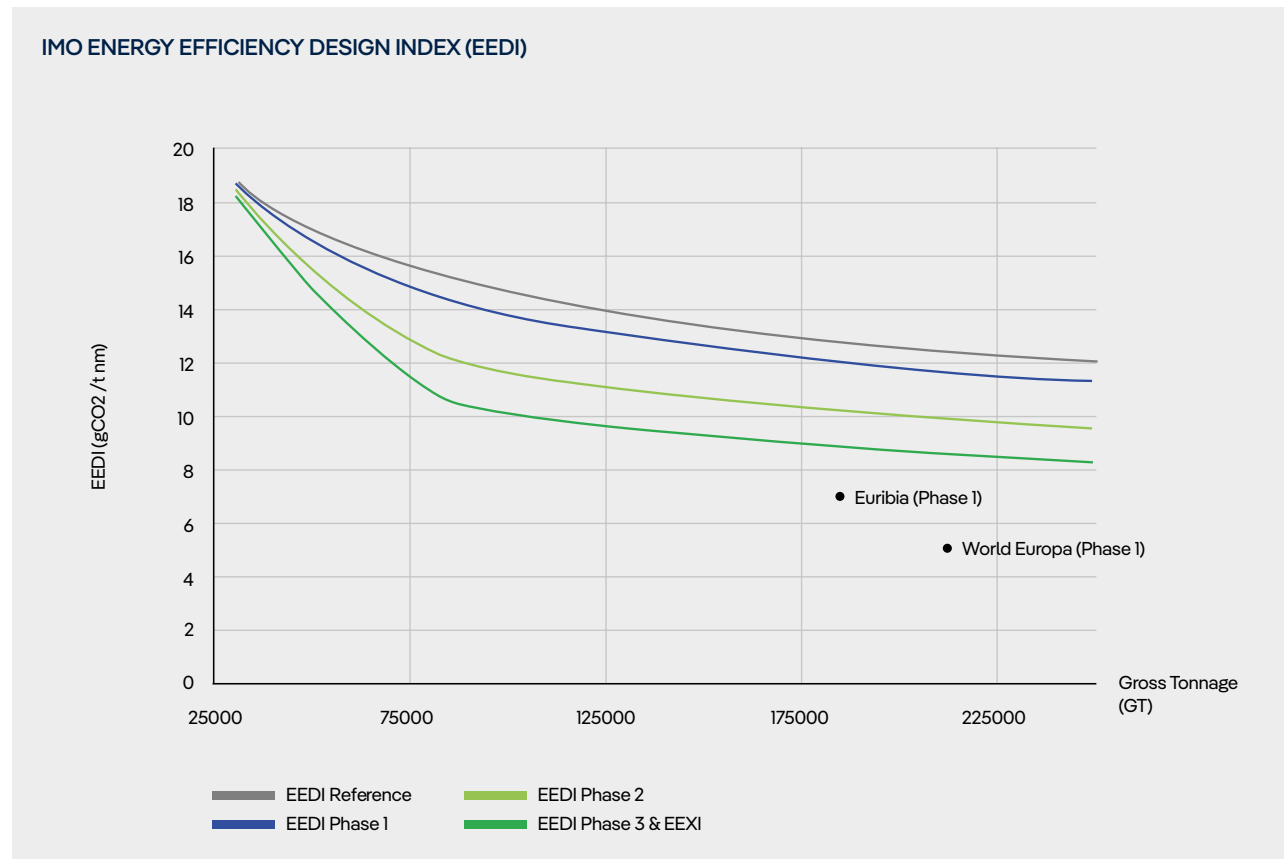
sufficient high-quality bioLNG for MSC Euribia to achieve net-zero GHG emissions on her maiden journey. In 2023 we also commenced biofuels trials on one of our conventionally fuelled ships.

In parallel, MSC Cruises signed a long-term agreement with the bioLNG provider Gasum for the supply of LNG to MSC Euribia, as well as a commitment to supply renewable synthetic LNG (eLNG) by 2026. eLNG is made by combining green hydrogen produced by electrolysis with carbon from biogenic sources and can achieve very low lifecycle emissions.

### Reducing Emissions Through Design

While the availability of renewable fuels continues to be a primary focus, our newbuild and energy efficiency teams continue to strive for more energy-efficient ship designs, efficient operational practices, and the introduction of innovative technologies.

We were pleased that MSC Euribia and MSC World Europa attained much lower IMO Energy Efficiency Design Index ratings than required, and we expect our future ships to continue to push the boundaries of energy efficient ship design.



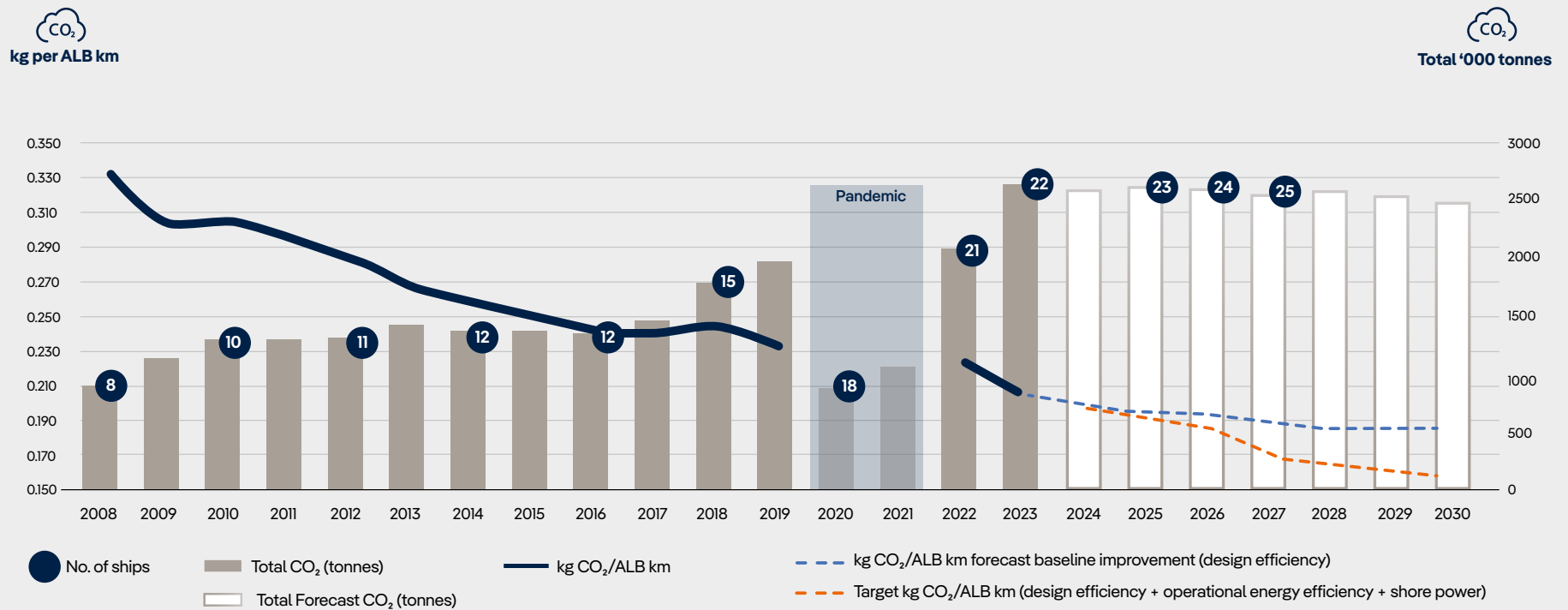


**Operational efficiency**

In 2023, MSC Seascope and MSC World Europa completed their first full year of service and MSC Euribia entered into service in June. Our tank-to-wake CO<sub>2</sub> emissions rose accordingly. Our latest forecasts confirm we are on the right path to decouple fleet growth and emissions. We have reduced our kg of CO<sub>2</sub> per ALB km by 37.8% in 2023 compared to 2008, and achieved an year-on-year decrease of 6.5% from 2022 to 2023.

Forecast CO<sub>2</sub> kg per ALB km, taking into account expected operational energy efficiency improvements as well as increasing shore power connections, are expected to decrease significantly and exceed the IMO's 40% carbon intensity reduction target well ahead of 2030. Forecast Emissions for 2030 are based on expected design and operational efficiency improvements, shore power availability and fleet growth.

**CARBON INTENSITY AND CARBON FOOTPRINT ACROSS THE MSC CRUISES FLEET**



 CASE STUDY

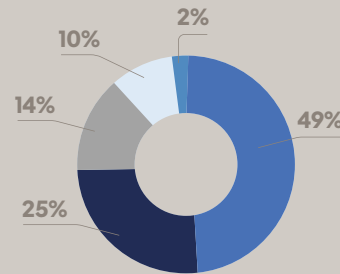
### MSC EURIBIA'S NET ZERO VOYAGE

In June 2023, our flagship vessel, MSC Euribia, achieved the world's first net zero emissions cruise on her maiden journey from St. Nazaire, France, to Copenhagen, Denmark.

During the four-day voyage, MSC Euribia performed 11% better than her digital twin – a virtual ship reproducing the optimum energy flow and utilisation on board – achieving a saving of 43 tonnes of fuel. Optimal speed profiles, routing, trim and engine configuration, and strict optimisation of the hotel's energy consumption, including heating, ventilation and air-conditioning, galleys, and lighting, ensured that MSC Euribia never used more than two of its four engines during the voyage. In addition, all the required heat for galleys, heating systems, and hot water on board was recovered from MSC Euribia's engines, eliminating the need for boilers for the entire voyage.

These measures were achieved through the close collaboration between the Ecorizon Team at our shipbuilder, Chantiers de L'Atlantique, and MSC Cruises' own shore-based specialists from the Energy Efficiency Department. They joined the voyage, working closely with the onboard crew and focusing exclusively on this single ship.

➤ The lessons learned from MSC Euribia's maiden voyage will be used to further optimise fleet operations and energy efficiency on individual ships.

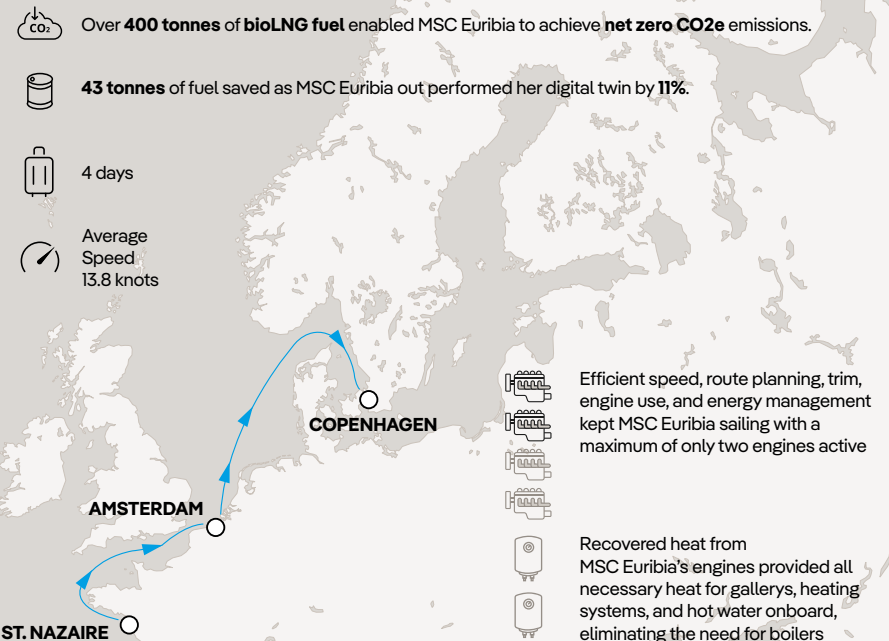


The feedstock (sources) of biogas upgraded into biomethane were diverse, including **agricultural waste** like wet manure and sugar beet residue, as well as **other solid waste** sources like food waste and sewage sludge, mainly from Denmark.

Net zero emissions were made possible by just over 400 tonnes of bioLNG fuel, supplied by Gasum and delivered via mass-balance in accordance with the EU Renewable Energy Directive and independently certified by the International Sustainability and Carbon Certification (ISCC). Mass balance is recognised as the most environmentally efficient and cost-effective method of distributing the benefits of renewable energy today. Relying on existing fuel infrastructure means that renewable fuels can be delivered immediately without the need for new infrastructure investments or additional transportation.

Our successful partnership with Gasum resulted in an agreement to deliver eLNG, produced by combining green hydrogen with captured biogenic carbon, in 2026.

#### MAIDEN JOURNEY





## Minimising Local Pollutants

### Local Air Emissions and Pollution

Each LNG ship that enters our fleet makes a significant contribution to reducing harmful emissions of SOx and NOx, which can negatively impact local air quality in the communities our ships visit.

A further saving can be made in those ports where we can plug into local shore power and switch off our engines. Here we can eliminate all direct emissions while at berth. We continue to work closely with ports to support the infrastructure investments

required, with signed commitments at several Baltic and Mediterranean ports to use shore power facilities as soon as they become available.

› Compared to conventional marine fuels, LNG emits 85% less NOx and 99% less SOx and particulates.

## Freshwater Production and Water Consumption

Every day, our ships use desalination technologies like reverse osmosis to convert vast volumes of seawater into clean drinking water. Our most modern ships can produce up to three million litres of freshwater in a single day. In 2023, 87.2% of all freshwater consumed (7.4 million cubic metres) was produced onboard our ships for use as drinking water as well as for cooking, cleaning, and in the laundry. As many of the ports we call into can experience periods of water scarcity, our goal is to minimise the amount we take from shore by continuing to increase the share of water produced onboard.

Both freshwater production and wastewater treatment require energy, so reducing the amount of water we use and treat onboard directly benefits overall energy efficiency and emissions. For this reason, we established a target to reduce onboard water demand per guest by 3% each year across the fleet.

In 2023, our MSC Cruises fleet met this target, reducing onboard water consumption from 226 litres per guest day in 2022 to 187 litres in 2023.

› In 2023, 87.2% of all freshwater consumed was produced onboard our ships

### HIGHLIGHT

#### SHORE POWER

2023 was the first year we achieved regular shore power operations for our fleet, with successful connections at eight ports across Norway, Germany, Malta and the United Kingdom. In total, 44 connections were successful, with 468 hours at berth and 2,222.4 MWh of electricity consumed (avoiding 1602 tCO2 of direct emissions).

Our target is to achieve more than 220 connections in 2024 with several new ports expected to offer shore power connectivity. Beyond the EU, we will open the doors to our new \$350 million mega cruise terminal in Miami in 2024, with shore power capability.

› Our aim is to achieve at least 220 shore power connections in 2024

#### 2023 CONNECTION OVERVIEW



## Wastewater

All our ships have wastewater treatment systems installed and treated wastewater is discharged in accordance with strict international regulations. Fourteen ships have advanced wastewater treatment systems and four of these meet the very highest discharge standards, known as the 'Baltic Standard', allowing them to treat and discharge water back into the most sensitive areas in which we operate.

To avoid transporting contaminants from one ocean to another, and potentially threatening local ecosystems, all our ships have a ballast water treatment system with filtration and UV treatment. Our fleet continues to meet all the requirements of the 2004 Ballast Water Management Convention regulations.

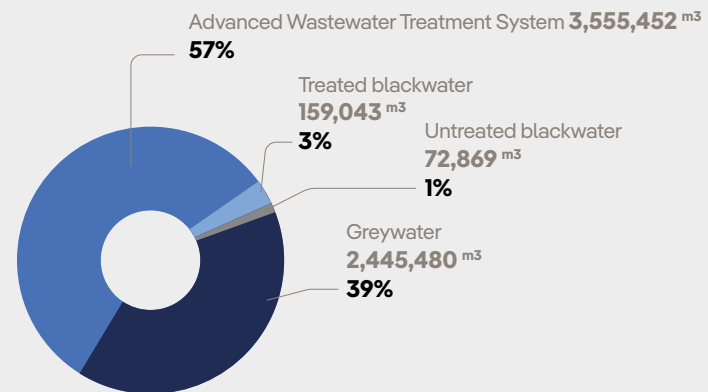
› All our ships have ballast water treatment systems



### WASTEWATER DISCHARGED TO SEA (m<sup>3</sup>)

In 2023, we discharged 6.2 million cubic meters of wastewater into the sea. Of this, 96% was either greywater or had been treated in an advanced wastewater treatment system.

**6,232,844 m<sup>3</sup>**  
Total Wastewater discharged to sea



## Procurement and Sourcing

Each year, we procure thousands of items essential for our operational needs, from engine components to food ingredients. These items then need to be delivered on time, to the right vessel, anywhere in the world. Our procurement teams work hard to ensure these items meet our health, safety and ethical standards.

Many of our MSC Cruises and Ocean Cay brands are made from natural materials such as cotton, paper, and bamboo.

We also encourage our suppliers to offer sustainable options from their product range. Many suppliers of our retail products are B-Corp certified or hold the Butterfly Mark certification, demonstrating that they meet the highest standards in social and environmental performance.

## Responsible Supply Chain

We are committed to responsible supply chain management. Our food and beverage supply chain, from farm to fork, incorporates purchasing, supply, warehousing, and transportation and we are working hard to improve its sustainability credentials. In 2023, we introduced smart containers, monitoring the

movement of perishable goods using devices to track temperature with data being fed shoreside and thereby reducing waste.

The reorganisation of our two warehouses in Italy, using one to store all food and beverage items, has allowed refrigeration equipment to be turned off at a second warehouse, which now stores non-food products.

The refrigerated warehouse uses an ammonia blend refrigerant, with low GHG warming potential compared to conventional refrigerants.

› In 2023, 78% of our food and beverage items were procured locally

With the launch of Explora I in June 2023, we eliminated single-use plastics onboard, serving water in refillable glass carafes and providing guests with an aluminium bottle to use at filling stations throughout the ship.





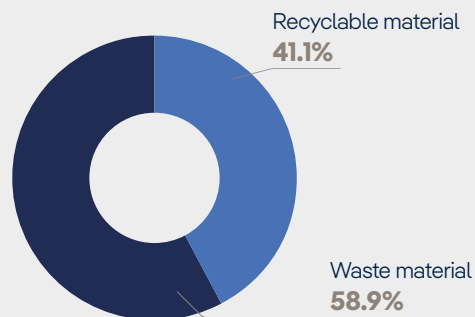
## Onboard Waste Management

Onboard we manage solid waste in an environmentally responsible manner by implementing specific procedures to handle, collect, separate, mark, treat, and store waste in our ships. The recycling rate onboard increased, on a mass basis, from 35.3% in 2022 to 41.1% in 2023.

We also have appropriate ship-to-shore interface for the delivery of waste from our ships to port reception facilities, acknowledged through the continued certification of the entire fleet to ISO 21070:2017 certification for marine environmental protection.

› Recycling rate onboard MSC Cruises fleet increased from 35.3% in 2022 to 41.1% in 2023

### RECYCLED MATERIALS MSC Cruises fleet



### WASTE PER GUEST DAY MSC Cruises fleet

Waste material (Excluding recyclables)	1.17 kg guest/day
Recyclable material	0.82 kg guest/day



## Supporting Ocean Biodiversity

Safeguarding the health and biodiversity of the sea is crucial and we are committed to the preservation of marine and coastal habitats. In 2023, we demonstrated this in a number of ways.

### Ocean Cay Hope Spot



In July, the Ocean Cay MSC Marine Reserve was formally designated a 'Hope Spot' by Mission Blue, the non-profit organisation promoting the protection of marine ecosystems. Ocean Cay joins Mission Blue's global network of 154 Hope Spots, places recognised as critical to ocean health with the goal of achieving the status of Marine Protected Areas.

### Bridge Officer Whale and Dolphin Training



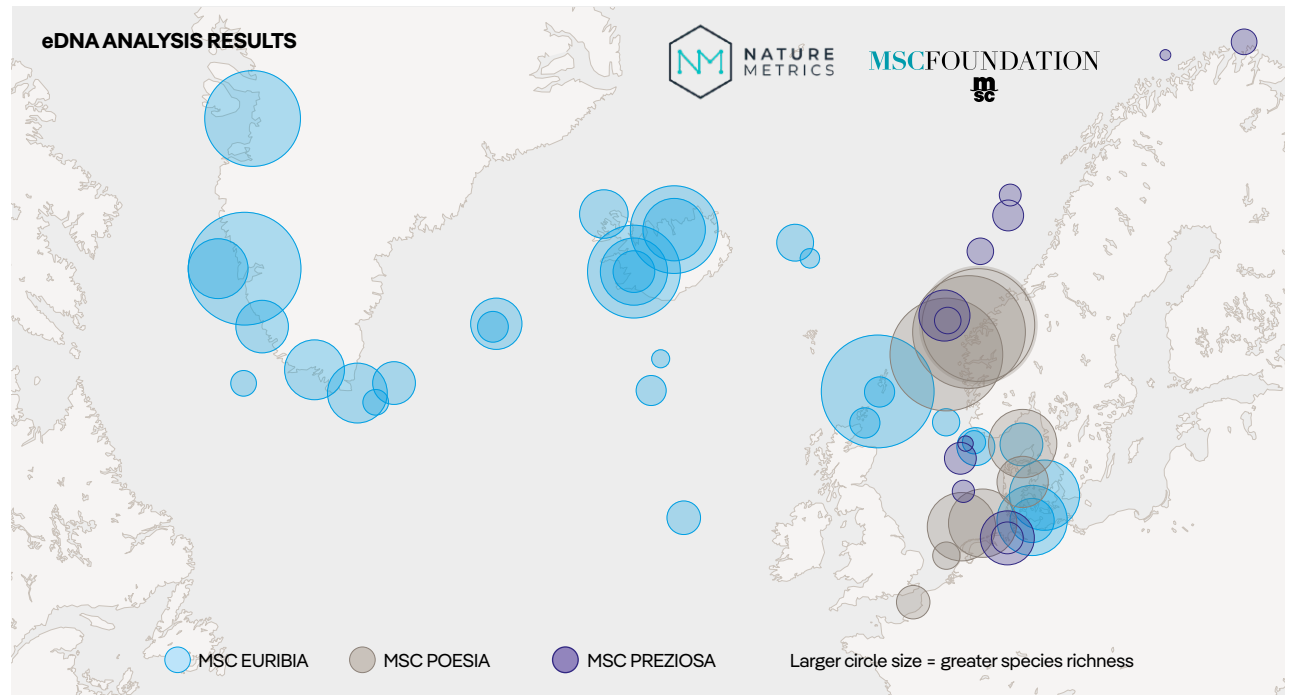
MSC Cruises partnered with marine conservation charity ORCA to deliver a comprehensive ship strike mitigation programme for deck officers to reduce the likelihood of collisions with whales, dolphins, and porpoises in oceans around the world. By the end of 2023, 226 MSC Cruises' officers had been trained, and any new joiners go through the course during their familiarisation period.

### DNA sampling and analysis

We announced an innovative partnership with NatureMetrics, the pioneering nature intelligence and environmental DNA specialists. Three vessels collected eDNA samples from seawater while operating in international waters in the North Atlantic.

These were sent to NatureMetrics for analysis, which identified more than 4,522 distinct species, including 17 listed on the International Union for Conservation of Nature Red List of Threatened Species. These included the critically endangered

European eel, the Atlantic halibut and many vulnerable species including fin and sperm whales. To ensure the project's lasting impact, open data sharing is key. By making data publicly available through the Global Biodiversity Information Facility (GBIF) and collaborating with the IUCN under the eBioAtlas program, the project will enhance data availability on marine biodiversity in critical regions and inform future conservation efforts. This focus on data transparency fosters a lasting legacy of collaboration supporting species inventories, mitigating biodiversity loss and accelerating progress towards a nature-positive future.





# SOCIAL



Our number one priority is the wellbeing and safety of our guests and workforce. We also want our diverse crew members to feel welcome and to have the support and training needed to develop long term careers within the company.



## Our workforce

Our dedicated workforce plays a vital role in ensuring a successful guest experience, and we are committed to creating an inclusive and diverse workforce, supporting their safety, wellbeing and their professional development.

## Diversity and Inclusion

We depend on recruiting, retaining, and developing diverse talent with a range of backgrounds, skills, and capabilities and are committed to creating a diverse and inclusive organisation.

Our recruitment strategy is to select crew from as many countries as possible, including where the cruise industry has not historically been a significant employer. Their language, demographic, gender, LGBTQ+ status, and skill diversification provide real value to our business.

In 2023, we created a new senior management position – Head of Diversity, Inclusion and Wellbeing - to ensure that we attract and retain the widest diversity of talent.

We are committed to achieving gender equality and have a target of 24% women onboard by 2025 – an increase of 30% since 2022. In 2023, 54.7% of our shoreside employees and 19.5% onboard crew were female.

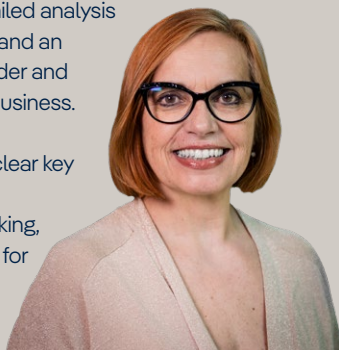
➤ 54.7% of our shoreside employees and 19.5% of our crew are female

### HIGHLIGHT

## NEW HEAD OF DIVERSITY, INCLUSION AND WELLBEING

In 2023, we appointed Magali Bertolucci to the newly created senior management position, Head of Diversity, Inclusion and Wellbeing. She brings 25 years of experience in the cruise industry to the role, including nearly nine years as Director of Crew Development and Strategy at MSC Cruises.

Her first task was to conduct thorough research into trends in diversity and inclusion (D&I), globally and within the cruise industry, a detailed analysis of risk and opportunities, and an investigation into the gender and ethnicity split within our business. A new D&I strategy was developed, establishing clear key performance indicators, comprehensive data tracking, and training programmes for the whole workforce.

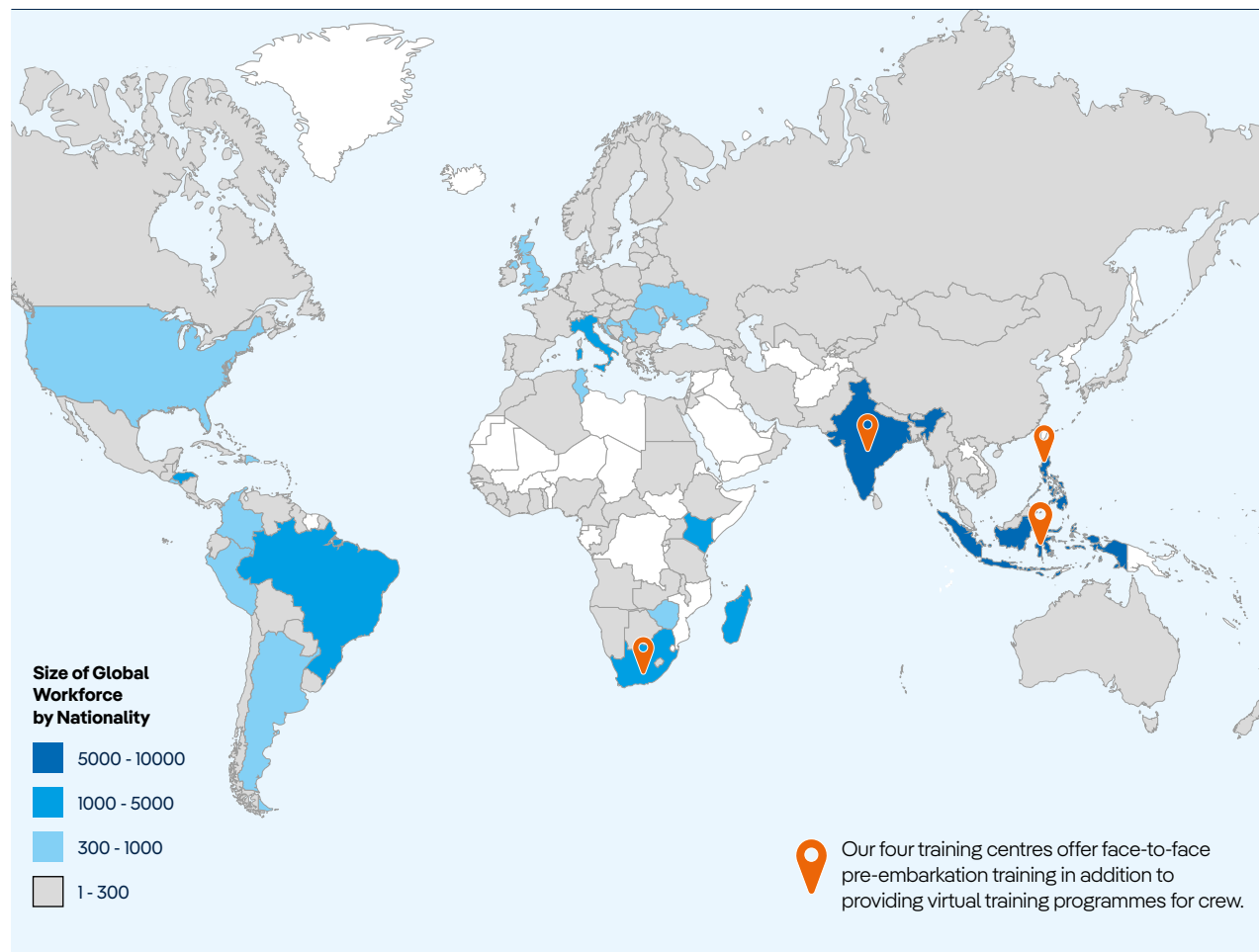




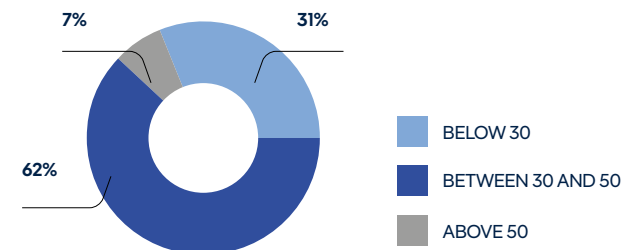
## 2023 WORKFORCE SNAPSHOT

Total employees **49,960**  
 Shoreside **2,657**  
 Crew **47,303**

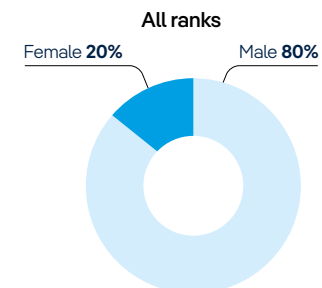
Total number of nationalities **144**  
 Shoreside **74**  
 Crew **138**



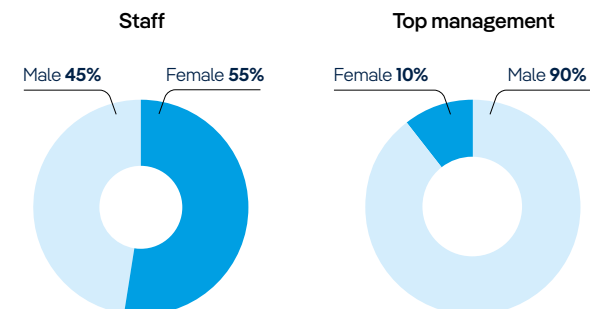
## AGE DISTRIBUTION OF GLOBAL WORKFORCE



## CREW GENDER DISTRIBUTION



## SHORESIDE GENDER DISTRIBUTION



Shipboard data includes MSC Cruises direct employees and third-party agency crew (6.1% of all crew)



## Training and Development

We want to attract and retain the best workforce and provide comprehensive training to equip them with the skills needed to excel. We support and encourage those with potential to advance their careers. By the end of 2023, every ship had a dedicated Learning & Development Manager to support the career development of our crew.

Continual assessment enables the identification of training needs. Our travelling instructors and auditors spent 1,612 days onboard, primarily assessing effectiveness and determining training requirements. In 2023, the number of in-house training programs increased, offering an extensive portfolio of over 250 courses to all deck and engine officers.

## Wellbeing

The wellbeing of our crew is very important, and we have recruited additional HR Specialists across the fleet to improve HR support for our larger crews. We continue to support vulnerable crew through our safeguarding policy and a dedicated

Single Point of Contact, who assesses situations and ensures the necessary timely support is provided. In 2023, 461 crew cases were supported through this process.

## Working Conditions and Human Rights

We do not tolerate discrimination of any kind and strongly oppose any form of exploitation, harassment, or abusive conduct. We support the workforce's right to join trade unions and to bargain collectively.

We endeavour to provide safe working conditions that are free from and protect against human trafficking and slavery, including forced labour and unlawful child labour. This position is made clear in our Code of Business Conduct and in the Business Partners' Code of Conduct. Our workforce, contractors, subcontractors, vendors, suppliers, partners, and others through whom we do business, must not engage, be involved in, or participate in any practice that constitutes a breach in these areas of our Code. We strongly encourage the reporting of any violation, which will be swiftly investigated, and appropriate disciplinary action taken.



HIGHLIGHT

### BETTER CREW EXPERIENCE

Following the pandemic, turnover rates among our crew increased and we noticed a greater reluctance to work long hours on board ship, away from family. In 2022, we conducted a detailed survey among our crew to understand their views and identify areas for improvement. More than 14,000 crew participated (approximately 60% of all crew) sharing their experiences and expectations.

As a result, we created the BETTER programme in 2023. One of the key focus areas was salary and compensation, and we increased salaries across all onboard positions and introduced a bonus scheme for some managers.

In addition, we improved crew rotation, provided better access to information, training and e-learning opportunities, and improved connectivity onboard, using new WIFI service providers with reduced rates. New menus improved social areas, and we are running trials of a new complimentary laundry services. These interventions have contributed to a reduction in turnover in MSC Cruises crew from approximately 35% in June 2023 to 17% by the end of the year.





## Public Health & Food Safety

### Public Health

A dedicated Public Health Officer (PHO) is present on most of our ships, with Travelling Public Health Supervisors guiding the onboard PHOs, conducting oversight inspections, and providing additional support where needed. The PHOs ensure that we comply with our standard operating procedures, public health procedures, and health authority requirements where their ship operates. Regular tasks include ship inspections, focusing on areas such as food preparation and service, recreational water, potable water, pest management, and management of acute gastroenteritis. PHOs also conduct basic public health familiarisation training for all crew, specific on the job training, and more advanced training to managers.

At any time, our ships may be subject to external public health inspections. In April 2023, MSC Seaside failed a routine port inspection. As a result, a cross-functional team of experts was immediately dispatched from various departments to assist in addressing the identified issues. This collaborative effort ensured the vessel's readiness for a reinspection and successful compliance with all relevant regulatory standards.

### Food Safety Management

In 2023, we enhanced our food safety management system, with a detailed revision of all food safety documentation. In 2023, we conducted 3,665 microbiological analyses on all ready to eat foods and food contact surfaces aboard all ships in the MSC Cruises division.

A total of 21 ships have obtained certification to ISO 22000 Food Safety Management, demonstrating their commitment to ensuring the safety of food onboard. The latest ships to join our fleet, MSC Euribia and Explora I, will undergo certification in early 2024.

### Onboard medical facilities

A fully equipped medical centre is available on all our cruise

## 2023 FLEET PUBLIC HEALTH INSPECTIONS

AUTHORITY	DATE	PORT	SHIP	RESULT
ANVISA	Nov-23	Santos	Preziosa	Pass
ANVISA	Nov-23	Salvador	Grandiosa	Pass
ANVISA	Dec-23	Paranagua	Lirica	Pass
EU Shipsan	Apr-23	Piraeus	Sinfonia	A
EU Shipsan	May-23	Piraeus	Splendida	A
EU Shipsan	May-23	Valletta	World Europa	A
EU Shipsan	Jun-23	Limassol	Musica	B
EU Shipsan	Jul-23	Livorno	Magnifica	A
EU Shipsan	Aug-23	Klaipeda	Poesia	B
EU Shipsan	Aug-23	Las Palma	Virtuosa	A
EU Shipsan	Oct-23	Palermo	Seashore	A
EU Shipsan	Nov-23	Zeebrugge	Euribia	A
EU Shipsan	Nov-23	Palma de Mallorca	Fantasia	A
US VSP	Feb-23	Port Canaveral	Meraviglia	98
US VSP	Apr-23	Port Canaveral	Seaside	67
US VSP	May-23	Miami	Seascape	100
US VSP	May-23	Miami	Divina	98
US VSP	Jul-23	Port Canaveral	Seaside	92
US VSP	Dec-23	Miami	Magnifica	97

ships, assisting guests and crew. Our medical team comprises doctors and nurses from diverse nationalities, both onboard and ashore, available around the clock. A Medical Operations duty doctor supports our onboard medical teams via a dedicated 24/7 phone line and works closely with the Maritime Support Centre to assist with any serious medical incident or evacuation.

## Safety and Security

Our robust Safety Management System (SMS) complies with the International Safety Management code and the ISO 45001 Occupational Health and Safety Standard. We ensure full compliance with the safety regulations under the IMO and the Maritime Labour Convention. An annual external audit assesses

our SMS to ensure we comply with the code and the convention requirements.

In 2023, we continued to install our digital platform that allows crew to report hazardous situations and work-related hazards. The platform is now available across all our vessels.

### Local Communities

Our cruises offer the opportunity for people to explore some of the world’s most iconic destinations. We are committed to fostering positive social and economic impacts in the local communities we visit.

### Local Economic Impact

During port visits, there is the potential for significant spend onshore as our guests eat, shop, take local tours, and hire transport. According to CLIA, guests spend on average of US\$750 each during a typical seven-day cruise.

### Shore Excursion

We understand how important it is to help create value for the communities our ships visit and are committed to delivering responsible and sustainable tourism.

We collaborate closely with our tour operators, local authorities and travel and trade associations to provide immersive experiences and to mitigate the impact of overcrowding on city infrastructure and traffic by finding new attractions and decentralising tourism.

Our ‘Protectours’ encourage low-impact transport – such as walking or cycling – as well as supporting initiatives focused on protecting species or habitats. In 2023, MSC Cruises offered 190 Protectours at 100 destinations, an increase of 75% since 2022.

› In 2023 we offered 190 Protectours in 100 destinations

### MSC CRUISES

Countries visited **102**  
 Number of itineraries **385**  
 Excursions offered **2,150**

### EXPLORA JOURNEYS

Countries visited **25**  
 Number of itineraries **19**  
 Excursions offered **552**

› According to CLIA, over the course of a typical seven-day cruise, passengers spend an average of US\$750 in local destinations





# GOVERNANCE



As a testament to our commitment to strong governance practices, we ensure transparency, accountability, and stakeholder protection. Our Code of Business Conduct guides robust governance, fostering trust, resilience, and sustainable value creation.





## Regulatory Compliance

We adhere to all relevant local, national, and global regulations, including those set by organisations such as the International Maritime Organization (IMO), the European Union (EU), Flag States and the International Labor Organization (ILO) and international sanctions regulations.

We voluntarily adopt relevant ISO management systems as well as numerous voluntary standards and best practices. We fulfil our fiscal responsibilities concerning national tax authorities and pertinent national legislations, covering areas

such as data privacy, anti-bribery and corruption, anti-money laundering, and anti-tax evasion.

## Business Ethics and Corruption

Our Code of Business Conduct guides our workforce to make responsible decisions aligned with our ethical standards. There are ten core areas of our Code which form the robust foundation of our ethical business practices.

Every year our workforce must complete online compliance training, covering the Code and our policies on Conflict of Interest, Anti-Bribery and Corruption. For onboard crew members, we provide both in-person and digital training sessions. We have also incorporated ethics into leadership development initiatives, emphasising our commitment to responsible business.

Our Business Partner Code of Conduct requires our suppliers, partners and others to share information on key areas such as global sanctions, modern slavery, and anti-money laundering.

ISO 14001 Environmental Management	Our fleet-wide environmental management system is certified to ISO 14001:2015, meaning we comply with all applicable laws, regulations, and other requirements, and that we are continually improving our environmental performance.
ISO 50001 Energy Management	Our fleet-wide energy management system is certified to ISO 50001:2018, a useful framework from which to continually improve our energy efficiency and performance.
ISO 45001 Safety Management	Safety is our top priority. With ISO 45001:2018 certification, we are confident that our occupational health and safety management systems are effective in preventing work-related injury and ill health across our full fleet.
ISO 22000 Food Safety Management	We cater for millions of guests each year, many with special dietary requirements. Maintaining our ISO 22000:2018 certification across the fleet ensures we do so safely.
ISO 21070 Marine Environmental Protection	Helps us to continually improve the performance of our waste management practices and ensure all waste streams are handled, collected, separated, marked, treated, and stored appropriately.
ISO 9000 Quality Management	Helps to reinforce a consistent high-quality approach to the way our business is managed.



## Whistleblowing

As an ethical organisation, it is important that we provide opportunities for our workforce, and external stakeholders, to raise alerts about potential wrongdoing. Speak-Up is our independently managed hotline. Aligned with the EU Whistleblower Protection Directive. All reports go to our internal compliance department and are managed by Corporate Compliance. More serious cases are reviewed by our Operative Compliance Committee. Such cases are further escalated and reviewed by senior leaders at the Compliance Committee overseen by the Executive Chairman.

In 2023, 50 cases were reported via our hotline. Where allegations have been substantiated, we have taken appropriate action. Of the 40 substantiated cases, 22 were Crew HR related, ten were alleged breaches of our Code of Conduct, seven reports were alleged cases of harassment or discrimination, and one was a case of conflict of interest.

## Privacy and Data Protection

MSC Cruises and Explora Journeys have implemented a robust Privacy Framework and related technical and organisational measures to ensure the integrity, confidentiality, and availability of the personal data we process and to counter any potential breach, attack or incident.

Our framework and related procedures regulates, data collection and processing, data security, privacy risk management, third-party management, training and awareness, incident response, data subject rights management, and breach notification. The dedicated Data Protection Officer (DPO) and the team operate in alignment with a clear governance structure and with the close engagement of Top Management.

The DPO oversees our data protection strategy and compliance, ensuring adherence to global data protection regulations such as the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and other applicable laws.



## Cyber security

For MSC Cruises and Explora Journeys, cybersecurity is a top priority and both brands embrace a holistic approach that goes beyond traditional cyber measures to protect our assets, as well as detect, respond to, and recover from cyber threats. We recognise the interconnected nature of cyber security both ashore and onboard and our comprehensive strategy reflects this, addressing not only the technical aspects but also organizational and procedural elements. We work with our technology partners on newbuilds to implement high cyber security standards and apply and adapt these measures for our existing fleet.

Through continuous monitoring, state-of-the-art security solutions and extensive personnel training, we ensure a secure cyber landscape throughout our ecosystem, both ashore and onboard. This proactive approach guarantees the protection of critical data, as well as the integrity and excellence of our operations, ensuring the safety of our passengers and crew.

## DATA TABLE

OPERATIONS						
DISCLOSURE	DATA POINT	UoM	2022	2023	SCOPE	NOTES
Industry specific disclosure	Number of ships	number	21	22	MSC Cruises Fleet	Total number of ships from MSC Cruises fleet as of 31st December.
Industry specific disclosure	Operating days	days	5,863	7,669		Total number of days of operations across the entire MSC Cruises fleet, from first to last cruise finished in the calendar year.
Industry specific disclosure	Guests carried	number	2,138,894	4,081,393		Total number of guests across the entire MSC Cruises fleet, from first to last cruise finished in the calendar year.
Industry specific disclosure	Guests days	guests days	14,381,661	28,309,386		Sum of guest count per operating day, from first to last cruise finished in the calendar year.
Industry specific disclosure	ALB days	ALB days	20,205,502	26,845,167		Sum of ALB (Available Lower Berth) per operating day, from first to last cruise finished in the calendar year.
Industry specific disclosure	Number of ships	number	-	1	Explora Journeys Fleet	Total number of ships from Explora Journeys fleet as of 31st December.
Industry specific disclosure	Operating days	days	-	149		Total number of days of Explora I operations from its launch in July 2023 to last cruise finished in the calendar year.
Industry specific disclosure	Guests carried	number	-	8,180		Total number of guests on Explora I from its launch in July 2023 to last cruise finished in the calendar year.
Industry specific disclosure	Guests days	guests days	-	58,926		Sum of guests count per operating day, from first to last cruise finished in the calendar year.
Industry specific disclosure	ALB days	ALB days	-	137,378		Sum of ALB (Available Lower Berth) per operating day, from first to last cruise finished in the calendar year.



ENVIRONMENT								
DISCLOSURE	DATA POINT	UoM	2022		2023		SCOPE	NOTES
ENERGY CONSUMPTION & MIX			2022		2023			
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Total energy consumption	MWh	-		9,679,922		Fleet	Sum of total fossil energy consumption and total renewable energy consumption.
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Total fossil energy consumption	MWh	-		9,673,919		Fleet	Sum of fossil energy consumption from coal, coal products, crude oil and petroleum products, natural gas, other fossil fuel sources and purchased or acquired electricity, heat, steam and cooling from fossil sources consumed in the calendar year.
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Fuel consumption from coal products	MWh	0		0		Fleet	Raw data are recorded in metric tonnes for all categories of fossil energy sources and third-party verified. Mass to energy conversions are based on LCV values as per MEPC 308(73).
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Fuel consumption from crude oil and petroleum products	MWh	7,487,628		9,081,859		Fleet	
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Fuel consumption from natural gas	MWh	15,093		589,838		Fleet	
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Fuel consumption from other fossil fuel sources	MWh	0		0		Fleet	
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources	MWh	-		2,222		Fleet	
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Total renewable energy consumption	MWh	-		6,003		Fleet	
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Fuel consumption from renewable sources	MWh	-		6,003		Fleet	Fuel consumption in MWh of biofuels consumed in the calendar year.
EMISSIONS & POLLUTION			2022		2023			
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Gross Scope 1 GHG emissions	tCO2	2,078,105		2,640,159		Fleet	Scope 1 emissions in metric tonnes of CO2 derived from reported fuel consumption in the calendar year.
ESRS E1 Climate change - E1-5 Energy consumption & Mix	Gross Scope 2 GHG emissions	tCO2eq	-		370		Fleet	Location-based Scope 2 emissions in metric tonnes of CO2eq derived from electricity consumption for shorepower operations in the calendar year. Emission factors are based on IEA 2023 database.
ESRS E1 Climate change - E1-4 Targets related to climate change mitigation and adaptation	Carbon intensity	gCO2/ALB km	220		206		Fleet	Total amount of CO2 emitted in the calendar year divided by ALB (Available Lower Berth) per km.
ESRS E2 Pollution - E2-4 Pollution of air, water and soil	NOx	t	32,454		38,597		Fleet	Total amount of NOx emitted in the calendar year. Value has been third-party verified.
ESRS E2 Pollution - E2-4 Pollution of air, water and soil	SOx	t	1,918		2,374		Fleet	Total amount of SOx emitted in the calendar year. Value has been third-party verified.
additional (non CSRD) disclosure	Number of ships fitted with shore power capability	number	11		13		Fleet	

**ENVIRONMENT**

DISCLOSURE	DATA POINT	UoM	2022		2023		SCOPE	NOTES
<b>WATER</b>			<b>2022</b>		<b>2023</b>			
ESRS E3 Water and marine resources - E3-4 Water consumption	Freshwater used	m <sup>3</sup>	4,846,701		7,367,725		Fleet	Total amount of freshwater consumed onboard in the calendar year.
industry specific disclosure	Freshwater produced onboard	m <sup>3</sup>	4,274,833		6,427,721		Fleet	Total amount of freshwater produced onboard in the calendar year. Daily volumes are recorded onboard each ship and transmitted to land to be reconciled.
industry specific disclosure	Freshwater bunkered at ports	m <sup>3</sup>	571,868		940,004		Fleet	Total amount of freshwater bunkered in the calendar year. Daily volumes are recorded onboard each ship and transmitted to land to be reconciled.
ESRS E3 Water and marine resources - E3-4 Water consumption	Total wastewater discharged at sea	m <sup>3</sup>	3,530,867		6,232,844		Fleet	Total amount of wastewater generated onboard in the calendar year.
industry specific disclosure	Greywater and Blackwater treated with AWTS	m <sup>3</sup>	2,306,364		3,555,452		Fleet	Total wastewater treated with Advanced Wastewater Treatment Systems (AWTS), blackwater and greywater generated in the calendar year.
industry specific disclosure	Blackwater	m <sup>3</sup>	91,337		159,043		Fleet	Blackwater includes wastewater from toilets, urinals, medical sinks and other similar facilities. Greywater includes drainage from galleys (food preparation, dishwashing and cleaning), accommodation showers and sinks, and laundry.
industry specific disclosure	Greywater	m <sup>3</sup>	1,123,768		2,445,480		Fleet	
industry specific disclosure	Untreated blackwater	m <sup>3</sup>	9,398		72,869		Fleet	Daily volumes are recorded onboard each ship and transmitted to land to be reconciled.
industry specific disclosure	Number of ships with AWTS	number	13		15		Fleet	
<b>WASTE</b>			<b>2022</b>		<b>2023</b>			
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	Total waste generated	t	35,131	100%	56,391	100%	Fleet	Total amount of waste generated onboard in the calendar year.  Daily volumes are recorded for all categories of waste generated onboard each ship and transmitted to land to be reconciled.  Volume to mass conversions are based on best-available conversion factors.
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	of which recyclable	t	12,408	35.3%	23,164	41.1%	Fleet	
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	glass	t	7,014		13,657		Fleet	
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	aluminum	t	136		232		Fleet	
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	plastics	t	1,538		2,949		Fleet	
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	paper	t	2,960		4,939		Fleet	
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	cooking oil	t	144		248		Fleet	
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	other	t	617		1,140		Fleet	
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	of which directed to disposal	t	22,723	64.7%	33,227	58.9%	Fleet	
ESRS E5 Resource use and circular economy - E5-5 Resource outflows	Hazardous waste	t	850.5		920.9		Fleet	Total amount of hazardous waste generated onboard in the calendar year. Mass values are recorded and transmitted to land.

## SOCIAL OWN WORKFORCE

DISCLOSURE	DATA POINT	UoM	2022		2023		SCOPE	NOTES
<b>HEADCOUNTS</b>			<b>2022</b>		<b>2023</b>			
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	Total number of employees	headcount	38,522		47,244		Whole workforce	Sum of employees and crew members as per definitions below.
industry specific disclosure	of which shipboard	headcount	36,324		44,587		Crew (direct)	Total number of directly hired crew members who performed work for MSC Cruises and Explora Journeys in the calendar year. Each crew member is counted only once even if more than one contract was signed in the reporting year. * 2022 data recalculated based on this approach
industry specific disclosure	of which shorebased	headcount	2,198		2,657		Shoreside employees	Total number of shoreside employees who performed work for MSC Cruises SA operationally controlled entities. * 2022 data recalculated based on this approach
ESRS SI Own Workforce - SI-7 Characteristics of non-employees in the undertaking's own workforce	Total number of non-employees	headcount	-		NA		Whole workforce	-
industry specific disclosure	of which shipboard	headcount	-		2,716		Crew (concessionaires)	Total number of crew members hired through concessionaires, who performed work for MSC Cruises and Explora Journeys in the calendar year. Each crew member is counted only once even if more than one contract was signed in the reporting year.
industry specific disclosure	of which shorebased	headcount	-		NA		Shoreside employees	-
<b>GENDER DISTRIBUTION</b>			<b>2022</b>		<b>2023</b>			
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	Total number of female employees	headcount	7,818		10,129		Whole workforce	Sum of female shorebased employees and female crew members as per definitions below.
industry specific disclosure	of which shipboard	headcount	6,607	18.2%	8,676	19.5%	Crew (direct)	Total number of female crew members who performed work for MSC Cruises and Explora Journeys in the calendar year. Each female crew member is counted only once even if more than one contract was signed in the calendar year. The percentage refers to the total number of female crew members out of the total number of crew members. * 2022 data recalculated based on this approach
industry specific disclosure	of which shoreside	headcount	1,211	55.1%	1,453	54.7%	Shoreside employees	Total number of shorebased female employees who performed work for MSC Cruises SA operationally controlled entities as of 31st December. The percentage refers to the total number of female employees out of the total number of employees. * 2022 data recalculated based on this approach
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	Total number of male employees	headcount	30,704		37,093		Whole workforce	Sum of male shorebased employees and male crew members as per definitions below.
industry specific disclosure	of which shipboard	headcount / percentage	29,717	81.8%	35,911	80.5%	Crew (direct)	Total number of male crew members who performed work for MSC Cruises and Explora Journeys in the calendar year. Each male crew member is counted only once even if more than one contract was signed in the calendar year. The percentage refers to the total number of male crew members out of the total number of crew members. * 2022 data recalculated based on this approach
industry specific disclosure	of which shoreside	headcount / percentage	987	44.9%	1,182	44.5%	Shoreside employees	Total number of shorebased male employees who performed work for MSC Cruises SA operationally controlled entities as of 31st December. The percentage refers to the total number of male employees out of the total number of employees. * 2022 data recalculated based on this approach



### SOCIAL OWN WORKFORCE

DISCLOSURE	DATA POINT	UoM	2022	2023	SCOPE	NOTES	
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	Total number of "not reported" employees	headcount	0	22	Whole workforce	Sum of "not reported" shorebased employees and "not reported" crew members as per definitions below.	
industry specific disclosure	of which shipboard	headcount / percenatge	0	0	Crew (direct)	Total number of crew members whose gender is not reported who performed work for MSC Cruises and Explora Journeys in the calendar year. Each "not reported" crew member is counted only once even if more than one contract was signed in the calendar year. The percentage refers to the total number of "not reported" crew members out of the total number of crew members. * 2022 data recalculated based on this approach	
industry specific disclosure	of which shoreside	headcount / percenatge	0	22	0.8%	Shoreside employees	Total number of shorebased employees whose gender is not reported who performed work for MSC Cruises SA operationally controlled entities as of 31st December. The percentage refers to the total number of "not reported" employees out of the total number of employees. * 2022 data recalculated based on this approach

CONTRACTS DISTRIBUTION			2022	2023		
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	Total number of permanent employees	headcount	-	2,504	Whole workforce	Total number of employees with a permanent contract within MSC Cruises SA workforce.
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	of which female	headcount	-	1,344	Female workforce	Total number of female (crew and shoreside employees) with a permanent contract within MSC Cruises SA workforce.
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	of which male	headcount	-	1,141	Male workforce	Total number of male (crew and shoreside employees) with a permanent contract within MSC Cruises SA workforce.
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	of which "not reported"	headcount	-	19	"not reported" workforce	Total number of "not reported" (crew and shoreside employees) with a permanent contract within MSC Cruises SA workforce.
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	Total number of temporary employees	headcount	-	44,740	Whole workforce	Total number of employees with a temporary contract who performed work for MSC Cruises and Explora Journeys in the calendar year.
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	of which female	headcount	-	8,784	Female workforce	Total number of female (crew and shoreside employees) with a temporary contract within MSC Cruises SA workforce.
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	of which male	headcount	-	35,953	Male workforce	Total number of male (crew and shoreside employees) with a temporary contract within MSC Cruises SA workforce.
ESRS SI Own Workforce - SI-6 Characteristics of the undertaking's employees	of which "not reported"	headcount	-	3	"not reported" workforce	Total number of "not reported" (crew and shoreside employees) with a temporary contract within MSC Cruises SA workforce.

## SOCIAL OWN WORKFORCE

DISCLOSURE	DATA POINT	UoM	2022	2023	SCOPE	NOTES
<b>GENDER DISTRIBUTION AT TOP MANAGEMENT LEVEL</b>			<b>2022</b>	<b>2023</b>		
ESRS SI Own Workforce - SI-9 Diversity metrics	Top management employees	headcount	-	39	100%	Shoreside employees Total number of employees in top management who performed work for MSC Cruises SA operationally controlled entities as of 31st December. Top management includes the following employment levels: Executive Chairman, CEOs, direct report to CEOs.
ESRS SI Own Workforce - SI-9 Diversity metrics	Female in top management	headcount	-	4	10.3%	Shoreside employees Total number of female employees in top management who performed work for MSC Cruises SA operationally controlled entities as of 31st December.
ESRS SI Own Workforce - SI-9 Diversity metrics	Male in top management	headcount	-	35	89.7%	Shoreside employees Total number of male employees in top management who performed work for MSC Cruises SA operationally controlled entities as of 31st December.
<b>AGE DISTRIBUTION</b>			<b>2022</b>	<b>2023</b>		
ESRS SI Own Workforce - SI-9 Diversity metrics	Total number of employees aged under 30 years old	headcount	-	14,317		Whole workforce Sum of employees and crew members aged under 30 years old as per definitions below.
additional (non CSRD) disclosure	of which shipboard	headcount	-	13,791		Crew (direct) Total number of directly hired crew members aged under 30 years old who performed work for MSC Cruises and Explora Journeys in the calendar year. Each crew member is counted only once even if more than one contract was signed in the calendar year.
additional (non CSRD) disclosure	of which shorebased	headcount	-	526		Shoreside employees Total number of shorebased employees aged under 30 years old who performed work for MSC Cruises SA operationally controlled entities.
ESRS SI Own Workforce - SI-9 Diversity metrics	Total number of employees aged between 30 and 50 years old	headcount	-	29,561		Whole workforce Sum of employees and crew members aged between 30 and 50 years old (included) as per definitions below.
additional (non CSRD) disclosure	of which shipboard	headcount	-	27,879		Crew (direct) Total number of directly hired crew members aged between 30 and 50 years old who performed work for MSC Cruises and Explora Journeys in the calendar year. Each crew member is counted only once even if more than one contract was signed in the calendar year.
additional (non CSRD) disclosure	of which shorebased	headcount	-	1,682		Shoreside employees Total number of shorebased employees aged between 30 and 50 years old (included) who performed work for MSC Cruises SA operationally controlled entities.
ESRS SI Own Workforce - SI-9 Diversity metrics	Total number of employees aged above 50 years old	headcount	-	3,364		Whole workforce Sum of employees and crew members aged above 50 years old as per definitions below.
additional (non CSRD) disclosure	of which shipboard	headcount	-	2,917		Crew (direct) Total number of directly hired crew members aged above 50 years old who performed work for MSC Cruises and Explora Journeys in the calendar year. Each crew member is counted only once even if more than one contract was signed in the calendar year.
additional (non CSRD) disclosure	of which shorebased	headcount	-	447		Shoreside employees Total number of shorebased employees aged above 50 years old (included) who performed work for MSC Cruises SA operationally controlled entities.
ESRS SI Own Workforce - SI-9 Diversity metrics	unknown age	headcount	-	2		Whole workforce Sum of employees and crew members whose age was not reported.
additional (non CSRD) disclosure	of which shipboard	headcount	-	0		Crew (direct) Total number of directly hired crew members whose age was not reported who performed work for MSC Cruises and Explora Journeys in the calendar year. Each crew member is counted only once even if more than one contract was signed in the calendar year.
additional (non CSRD) disclosure	of which shorebased	headcount	-	2		Shoreside employees Total number of shorebased employees whose age was not reported who performed work for MSC Cruises SA operationally controlled entities.

## SOCIAL OWN WORKFORCE

DISCLOSURE	DATA POINT	UoM	2022	2023	SCOPE	NOTES
<b>LEAVERS &amp; TURNOVER</b>			<b>2022</b>	<b>2023</b>		
ESRS S1 Own Workforce - SI-6 Characteristics of the undertaking's employees	Number of employees who have left the undertaking	headcount	-	3,605	Whole workforce	Sum of employees and crew members who left the company voluntary (or due to dismissal, retirement or death in service) in the calendar year as per definitions below.
additional (non CSRD) disclosure	of which shipboard	headcount	-	3,381	Crew (direct)	Total number of directly hired crew members who left the company voluntary (or due to dismissal, retirement or death in service) in the calendar year.
additional (non CSRD) disclosure	of which shorebased	headcount	-	224	Shoreside employees	Total number of employees who performed work for MSC Cruises SA operationally controlled entities and left the company voluntary (or due to dismissal, retirement or death in service) in the calendar year.
ESRS S1 Own Workforce - SI-6 Characteristics of the undertaking's employees	Shorebased employees turnover	%	-	8.4%	Crew	Percentage of shorebased employees who performed work for MSC Cruises SA operationally controlled entities and left the company voluntary (or due to retirement or death in service) in the calendar year compared to the total number of shorebased employees.
ESRS S1 Own Workforce - SI-6 Characteristics of the undertaking's employees	Crew retention rate	%	-	83.2%	Crew (direct)	Percentage of crew members who stayed on-staff as of 31st December compared to the total number of crew members at the beginning of the calendar year. This metric refers to MSC Cruises crew members only.
<b>TRAININGS AND SKILLS DEVELOPMENT</b>			<b>2022</b>	<b>2023</b>		
ESRS S1 Own Workforce - SI-13 Trainings and skills development metrics	Total number of training hours delivered to shipboard employees	hours	644,730	512,930	Crew	Training hours delivered to crew members in the calendar year.
ESRS S1 Own Workforce - SI-13 Trainings and skills development metrics	Average Training hours per shipboard employee	hours/employee	177	11.5	Crew	Average of training hours per crew member.

## LOCAL COMMUNITIES

DISCLOSURE	DATA POINT	UoM	2022	2023	SCOPE	NOTES
ESRS S3 Affected communities	Itineraries	number	256	404	Fleet	Number of unique itineraries offered as of 31st December.
ESRS S3 Affected communities	Number of countries visited	number	73	127	Fleet	Number of unique countries visited as of 31st December.
ESRS S3 Affected communities	Number of Shore Excursions	number	2,150	2,702	Fleet	Number of unique shore excursions offered as of 31st December.
ESRS S3 Affected communities	Number of destination with Protectours	number	57	100	Fleet	Number of unique destinations offering "Protectours" as of 31st December.





**Statement ITA/ABO/20240604125200**

*Issued within the scope of the Bureau Veritas Marine & Offshore General Conditions*

Name of Ships Manager	<b>MSC Cruise Management UK Ltd</b>
Company IMO Number	<b>5908969</b>
Fleet Gross Tonnage	<b>3,006,484 t</b>
Number of Ships	<b>23</b>

With reference to document “MSCCM Emissions Inventory 2023”, provided by MSC Cruise Management UK Ltd,

it is hereby confirmed that:

the fuel consumption based methodology, where the Greenhouse Gas (GHG) emissions are calculated using the standard emissions factors for fossils fuels, is found in compliance with the FuelEU maritime regulation;

the methodology, where the SOx emissions are calculated using the mass-based emission factor, directly determined from fuel sulphur content, is found in compliance with the Third IMO GHG Study;

the fuel consumption based methodology, where NOx emissions are calculated using the fuel-based emission factor depending by the result of NOx measurements in accordance with the requirements of the revised Technical Code on Control of Emission of Nitrogen Oxides form Marine Diesel Engines and the BSFC (brake specific fuel consumption) as per maker’s FAT protocol, is found in compliance with the Norwegian NOx tax emissions standard.

<b>GHG emissions</b>	<b>2,640,159.3 MtCO<sub>2</sub></b>
<b>NOx emissions</b>	<b>38,597.5 t</b>
<b>SOx emissions</b>	<b>2,373.7 t</b>

Made at Rome, Italy on 04/06/2024

Signature



The latest published Rules of the Bureau Veritas Marine Division and the General Conditions therein are applicable.

The present Attestation is issued within the scope of the BUREAU VERITAS Marine Division General Conditions at the request of the Owner/Manager/Master and it is not to be used for legal purposes in the event of litigation.

For the avoidance of doubt, BV may at any time and at its sole discretion give a technical opinion on a design or any technical element that would be acceptable to BV. This opinion shall not presume on the final issuance of any certificate or on its content in the event of the actual issuance of a certificate. This opinion shall only be an appraisal made by BV which shall not be held liable for it. Any person not a party to the contract pursuant to which this Attestation is delivered may not assert a claim against Bureau Veritas for any liability arising out of errors or omissions which may be contained in said Attestation, or for errors of judgement, fault or negligence committed by personnel of the Society in the establishment or issuance of this attestation, and in connection with any activities for which it may provide.

