



MODERN SLAVERY STATEMENT

This statement is made by MSC Cruise Management (UK) Limited, on behalf of itself and its parent company MSC Cruises S.A. (together and hereinafter “MSC Cruises” or the “Group”) and is made in accordance with Section 54 of the U.K. Modern Slavery Act 2015.

It provides an overview of the actions that MSC Cruises has taken to date and will take in the future to manage the risk of modern slavery within its operations as well as its supply chain. MSC Cruises is dedicated to conducting its business in a fair, ethical, and responsible manner, and is committed to a zero-tolerance approach to modern slavery in any form.

ABOUT MSC CRUISES

MSC Cruises is part of the MSC Group, which is comprised of leading transport and logistics companies. It is the world’s largest privately-owned cruise Group and the number one cruise line in Europe and South America.

As of June 2021, the MSC Cruises’ fleet comprises 18 modern, highly innovative ships, which will be expanded to 29 ships by 2027, including the next ‘Explora’ luxury fleet. Before the COVID 19 pandemic, MSC Cruises catered for nearly 2 million passengers through itineraries in 83 countries, calling at 211 different ports.

Headquartered in Geneva, Switzerland, the Group, employed over 22,000 people across the globe at the end of 2019, over 19,000 of these as crew onboard its ships. It has an active distribution network in 68 countries.

MSC Cruises is a member of the Cruise Lines International Association, the world’s largest cruise industry trade association that serves as the unified voice for the cruise industry and supports policies and practices that foster a safe, secure, healthy and sustainable cruise ship environment.

FOREWORD

2020 was a very difficult year for many people and businesses around the world, and the tourism and cruising sectors were particularly hard hit. Never before has the resilience of MSC Cruises’ business been tested so robustly.

RESPONDING COVID 19

As soon as MSC Cruises heard about the coronavirus outbreak in China in January 2020, immediate action was taken to ensure the health and wellbeing of the guests and crew on MSC Cruises’ global fleet. On 13 March, CLIA announced an industry-wide decision, with all its members aligned on a halt to cruise operations. After the outbreak of the pandemic and the halting of cruise operation, dedicated teams worldwide worked tirelessly to get the majority of MSC Cruises’ people back to their families, despite travel challenges and closed borders.

PAUSING OPERATIONS – MSC Cruises efforts regarding its people

During this unprecedented time, MSC Cruises efforts regarding its people were based on the following pillars.

1. **Repatriating crews:** when operations were paused in mid-March 2020, over 19,000 crew members were employed on board. With only around 1,000 crew required for minimum safe manning across the fleet, MSC Cruises needed to get the remainder – comprising over 100 nationalities – safely home. Repatriation required extensive collaboration across the business, with the internal reassignment of resources to make this possible.
2. **Crew safety:** The crew that remained on board to fulfil the minimum safe manning requirement or to wait for repatriation were given guest accommodations. MSC Cruises implemented a stringently enforced colour



coded system, which determined the specific procedures for social activities and the delivery of meals onboard.

3. **Crew welfare:** MSC Cruises internal communications team established a new web-based platform to provide the crew with easy access to engaging content. This included articles on health and wellbeing to support the crew whilst on the ship, especially those in isolation, as well as online games, quizzes and stories, and a noticeboard to keep crew up-to-date on company and outside news. MSC Cruises also stayed in close contact with local employment agencies worldwide, many of whom provided vital assistance with repatriation efforts. This regular communication also ensured that the families of those on our ships were kept fully updated.
4. **Shoreside support:** The vast majority of shoreside staff around the world began working from home. MSC Cruises corporate and local human resources teams assisted them during these extraordinary times. MSC Cruises had already been in the process of introducing a leading global communication platform to keep the business connected and allow effective smart working, supported by an internal policy. With the start of the pandemic and the requirements for many employees to work from home, it was facilitated the use of this tool globally. The human resources teams worked rapidly with IT to ensure a smooth transition for employees, with online training being provided on its use and application. Over 700 shore-based staff attended these sessions, supporting an effective transition to remote working.

BEYOND COVID 19: FOCUS AREAS OF 2020

KEY HIGHLIGHTS OF MSC CRUISES COMPLIANCE PROGRAM

To ensure conducting business ethically and comply with all laws and regulations, MSC Cruises has a comprehensive ethics and compliance programme in place. All MSC Cruises' employees must adhere to the Code of Business Conduct and comply with its supporting policies. In 2020, MSC Cruises made an online training module mandatory for all its employees.

1. **Human rights and labour:** MSC Cruises believes that each person brings something unique to its business. Therefore, MSC Cruises truly cares about the satisfaction and loyalty of the employees and the guests. MSC Cruises supports and respects internationally recognised human rights. MSC Cruises firmly condemns forced labour and any form of exploitation or slavery and comply with all applicable laws.
2. **Non-discrimination:** The diversity of employees is one of MSC Cruises' greatest assets. Therefore, MSC Cruises is firmly committed to supporting equal employment opportunities and does not tolerate any discrimination.
3. **Freedom of association:** All employees working for MSC Cruises shall have the right to join, not join, or form trade unions to bargain collectively on their behalf, in compliance with applicable laws and regulations.
4. **Freedom from harassment:** MSC Cruises does not tolerate any form of harassment or abusive conduct or any form of retaliation against any employee who complains about harassment.
5. **Whistleblowing:** In October 2020, MSC Cruises introduced a whistleblowing 'Speak-up' platform. The aim is to enable the safe and secure reporting of fraud, abuse, corruption or danger to someone who can investigate. Managed by a third party, the platform allows people to make reports anonymously if they wish, which are then reviewed by the Company Compliance Officer and Operative Compliance Committee. In addition, issues considered major are reported up to the Compliance Committee, which the Executive Chairman, Chief Executive Officer, Chief Legal Officer, Chief Advisory and Audit Officer, and the Company Compliance Officer attended.



6. **Sanctions compliance:** In 2020, MSC Cruises developed a Global Sanctions Policy to ensure compliance with all applicable trade sanctions laws and regulations in regions where MSC Cruises operates. This was finalised and put in place in early 2021. All potential suppliers of goods and services must sign a declaration to confirm that they are not restricted from conducting business under sanction laws. MSC Cruises also developed training to support employees in relevant business areas, including procurement, human resources and sales.

TRAINING AND DEVELOPMENT

During 2020, MSC Cruises' training focus was on preparation for restart, with detailed training modules to reflect the extensive new protocol in place on the ships.

MSC CRUISES SUPPLIERS COMPLIANCE PROGRAM

MSC Cruises chooses suppliers who share high ethical standards and concern for the welfare of workers, the environment and local communities. The MSC Cruises' Code of Business Conduct outlines the expectations MSC Cruises has of its suppliers, and it reflects the commitment to undertake business in a fair, ethical and responsible manner. In addition, a Supplier Compliance Programme ensures the incorporation of specific clauses on ethical business conduct and sustainability in every contract and agreement. MSC Cruises has a specific clause in its contracts when working with external workers in its workplaces, providing special protection to them, which is regularly checked and forced.

Key pillars of MSC Cruises suppliers' compliance program

- Auditing the suppliers;
- Ethics and Human Rights;
- Reducing our environmental impact;
- Promoting local sourcing.

This statement is effective for the financial year ended 31 December 2020. The statement was approved by the Board on 23 June 2021 and is signed on its behalf by Mr Pierfrancesco Vago, Director of MSC Cruise Management (UK) Limited and Executive Chairman of MSC Cruises SA.