



Letter to stakeholders.

2022 has been a year of transition, preceded by one of the most complex and challenging periods ever and followed by what will be a new chapter in Costa's history. It has been an important year for us, one marked by a strong recovery for cruises and a return to "travel experience" normality.

We have come to see how greatly appreciated our new positioning is, revealing a Costa cruise to be a unique and extraordinary way to explore the world that is enriched by contact with the extraordinary identity and diversity of the local communities in the destinations that welcome us.

In this process of renewal and renaissance, sustainability has always been an essential asset: just this year we took the decision to establish an actual decarbonisation department in our Group, which is working on new technologies, taking the ships already in service as the starting point, with the aim of operating a net-zero emissions fleet by 2050.

Besides researching and developing new technologies, our role as pioneers becomes a tangible reality by way of the increasing opportunities for participative dialogue, partnerships and relations with all the various stakeholders, both institutional and others, with the goal of leading the sustainable transition of the whole Italian and international cruise industry.

For us, being sustainable today means not only improving our environmental performance, but also, in particular, endeavouring to develop the places where our ships operate. Another distinguishing element of Costa's relaunch is precisely its constant interaction with local communities. As our "Manifesto for Valuedriven, Sustainable and Inclusive Tourism" makes clear, our approach is to consider ships an integral part of the territories and communities that welcome them on their travels, and not merely a means of transport that enters and leaves a port. This has enabled us in 2022 to once again build new relationships and develop new projects aiming for sustainability, inclusion and the advancement of the very best local productivity to

create and generate shared value throughout the entire value chain. Technology, territories, but also - most importantly - **people.** Costa Cruises' goal of creating the largest community of responsible travellers means first and foremost setting an example. So on board our ships, we raise quests' awareness, and get them involved and coach them in behaving responsibly in terms of the environment and society, as we know how crucial this is not only during their cruise but particularly in day-to-day life.

This is why I want to thank you all, shipside and shoreside, for the dedication and attentiveness you show every day to all the small gestures that, taken together, make a difference.

The Good Power of Travel











1,578,092 (Costa Crociere S.p.A.)



16,896 total

15,563 shipside (including reserves) 1,333 shoreside



22 offices in **17 Countries**



139

68







17,745

Suppliers The data, unless otherwise indicated, refer to fiscal year 2022. (*) data updated March 2023.



The company.

Costa Cruises belongs to the Carnival Corporation & plc Group, listed on the London and New York stock exchanges, the largest cruise company in the world.

Costa Cruises has been sailing the world's seas for more than 75 years, offering its guests a different destination every day to explore via unique experiences, both on board and on land.

With more than 17,000 employees and 10* ships, all flying the Italian flag, we provide the chance to visit approximately 200 different destinations: from the Mediterranean to Northern Europe, the Baltic Sea, the Caribbean, Central America, South America, the United Arab Emirates, and the Far East and Africa, as well as offering "World Cruises" and "Grand Cruises" that allow guests to visit several continents on one single holiday.

(*) data updated March 2023.

Our commitment.

Being sustainable is one of Costa Cruises' priorities, and is central to the long-term strategy it launched sometime ago. Costa was the first cruise company to adopt the goals of the **United Nations' 2030 Agenda** as part of its business model, making sustainability an integral element of its offering. Our goal is to develop the **transformative power of travel**, by providing on a new way of exploring the world: more responsible, mindful of people and the planet, and capable of generating social, environmental and economic value, for everyone.

The "Manifesto for value-driven, sustainable and inclusive tourism", which explains our approach in 10 points, reaffirms Costa's pioneering role in sustainability and at the same time upgrades its positioning, making the Manifesto an increasingly integrated part of the product's new value strategy. The document's 10 points represent a genuinely collaborative platform that anyone can adopt and that encapsulates all the activities designed to create shared value.

The company has always constantly worked to improve the **efficiency of its existing fleet** and invests in research and development to introduce
new technologies, paving the way for sustainable innovation for the entire
sector: one example is the **pioneering use** on board two ships in the
Costa's fleet (Costa Smeralda and Costa Toscana) of **liquefied natural gas**, the world's most advanced emission-reducing technology currently
available in the maritime industry. Furthermore, on board its ships the
company adopts circular economy models for reducing, recycling, and
reusing materials and for reducing food waste.



COSTA'S MANIFESTO.

For value-driven, sustainable and inclusive tourism.

The Manifesto is our Corporate Purpose and is a ten-point summary of our commitment to defining a new way of travelling: more responsible, mindful of people and the planet, and able to generate economic and social value for everyone.



Communities, before destinations.

We look at our destinations not simply as places full of tourist attractions, but first of all as communities made up of people, with their own traditions, culture, economy. Places with a unique identity, to be protected and promoted.

2. We grow together.

We support a resumption of tourism that coincides with the revival of local communities' heritage, employment and economy and that creates value for the entire ecosystem. In the long term, we look at a model of tourism that takes full account of its current and future economic, social, and environmental impact, balancing the needs of visitors, operators, the environment, and host communities.i.

3. We are allies.

We work together with local communities for a tourism capable of generating measurable and lasting value, while fully respecting the uniqueness of the local environment and culture. We are convinced that the vision of a sustainable, open, and enriching tourism can only be achieved through a pact of collaboration.

4. We are attentive.

We want to proactively understand the needs of communities, dealing directly with local institutions, authorities and organisations that play a leading role in local ecosystems, and actively contribute to identifying, together, the best solutions.

We are explorers.

We are dedicated to understanding the essence of our destinations and the roots of local communities, going beyond the surface. We offer our guests experiences, not just visits, that lead them to discover the places and the people that animate them in an attentive, respectful, and non standardised way.

6. We are ambassadors.

We spread and promote the uniqueness and beauty of Italy and our destinations all over the world to millions of guests who travel with us, travel agents and partners, and to the public that follows us on our communication channels or through media and social media.

7. We are open.

Our ships are places of encounter, exchange, and inclusion. They host on-board initiatives aimed at local communities and transfer support and help ashore to those who need it most.

8. We invest in the future...

Through the enhancement and protection of local identities and traditions, combined with research and development and responsible innovation, we invest in the future of our industry and the communities that host us.

9. ...and in **young people.**We train and give space to ideas and the talents of a

We train and give space to ideas and the talents of a generation of respectful explorers, of future responsible citizens and tomorrow's tourism professionals. We encourage generational change in the arts and crafts, training young women and men to preserve and advance the uniqueness of their local identities.

10. We look **to 2050.**

We are committed to ensuring that the leadership of tourism brands gets to 2050 based on the ability to create shared value and trusting relationships with local communities. We want to lead by example and encourage others to follow our model of sustainable and inclusive tourism.

Our values.

In line with Carnival Corporation & plc guidelines, Costa Cruises believes in a positive corporate culture based on inclusion and the power of diversity that help nourish our company. Therefore we all collectively respect and identify with our **Culture Essentials** that establish the key elements and essential behaviour for all our staff, and with the **WIDER** values that reflect our identity. To guarantee an open and supportive working environment for all our employees.

Helping **protect human rights** and supporting them is a primary objective for the company; **respecting labour laws**, supporting workers' rights of association, and **guaranteeing fair pay and working hours** and safe working conditions are just a few examples of the policies adopted.

In addition, a special commitment is made to **prevent** child **exploitation**, modern slavery and human trafficking.



Diversity.

Diversity in terms of professionalism, multiculturalism and skills coexists within the company and is its distinguishing feature. In such a varied environment, respect and valuing diversity are so important that they have become two of the five key values that are our inspiration. Especially on board ships, where the crew work and live while serving, diversity is considered an element that enriches both the personnel and the quests.

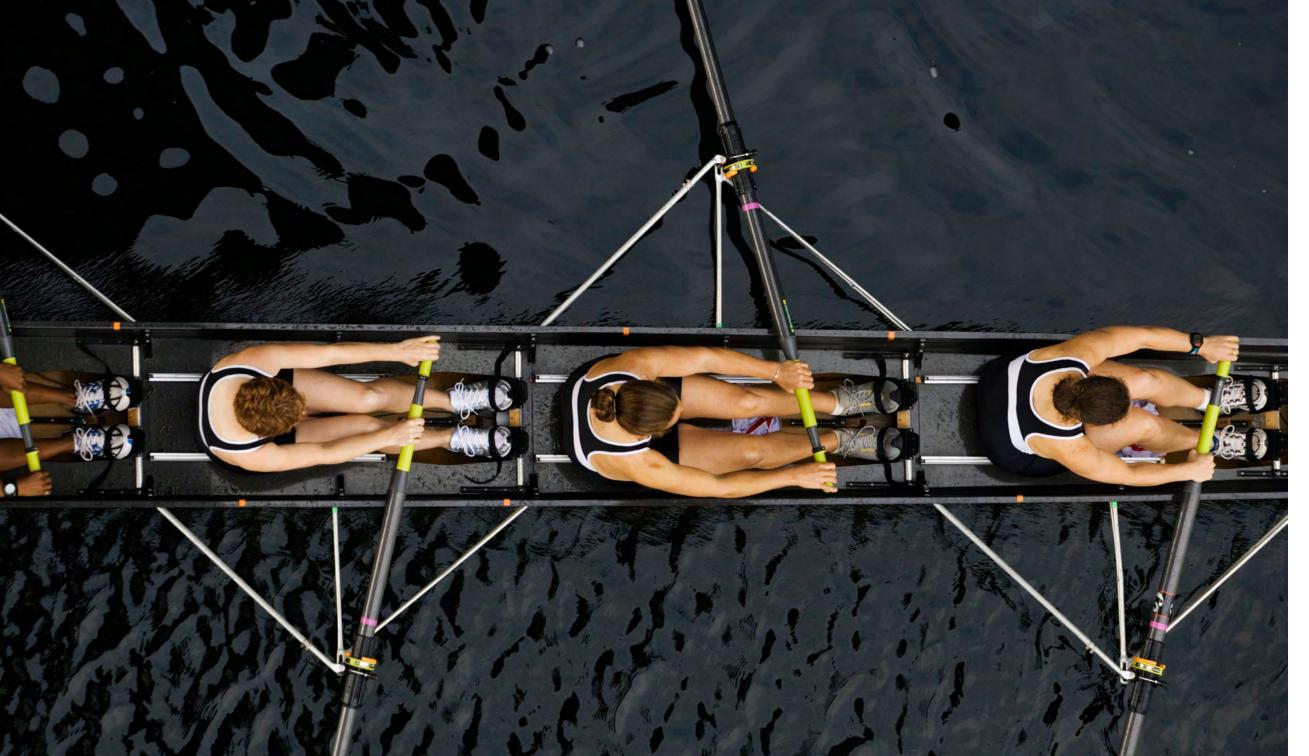
We are committed to developing a model of integration free from any form of discrimination, to encourage people's talent to be freely expressed through our **Diversity, Equity & Inclusion** programme led by the **Diversity & Inclusion Manager**. Back in 2017, we signed up to the Charter for Equal Opportunities: a declaration of intent that provides a set of values for managing corporate diversity.

Code of Ethics.

In line with Carnival Corporation & plc, our priorities have always been compliance with applicable regulations, environmental protection, and the health, safety and wellbeing of guests, the crew, the places visited and their inhabitants. Acting wholly with a sense of responsibility, trust, transparency and mutual respect means building and maintaining a reputation for excellence in every area we operate in.

We apply the strict **Carnival Corporation & plc Code of Ethics and Professional Conduct** that
fully respects human rights and integrity in
business management and in the promotion of
sustainability.

Likewise, we conduct relations with our suppliers, agents and business partners in a transparent manner, inviting them to follow the Partner Code of Conduct and Ethics Anti-Corruption Policy and Guidelines, and the Antitrust Policy & Guidelines.



Our partnerships.

Working as a complete system and creating synergies to achieve common goals is part of our strategy. Sustainable development involves sharing means and resources in order to generate, together with other important stakeholders, models and best practices that aim to achieve results throughout the entire value chain. One example is the production chain created between Costa and the very best "Made in Italy" companies: **Fincantieri, Trenitalia, Enel, Rina** and **Ecospray** in a public-private partnership, a driving force for growth for the country.

> TRENITALIA

An agreement to develop initiatives supporting sustainable mobility for tourism, in particular for the transfer of cruise ship passengers.

> ENEL

Memorandum of Understanding to promote sustainable maritime mobility via electrification solutions that help accelerate energy transition at the docks.

> BANCO ALIMENTARE AND SANT'EGIDIO

Food assistance programme, both ship and shoreside, to donate meals to those in need in the ports at the destinations our ships call at. Since 2015 together with Costa Crociere Foundation we have donated more than 1 million meals around the world.

> AISM (Italian Multiple Sclerosis Association)

Partnership agreement to create "**Adagio Tours**": step-free, accessible and inclusive excursions.

2022 Highlights.

> JANUARY

 Costa Cruises is gold sponsor of the Italy Pavilion at Expo Dubai.

> FEBRUARY

- Costa Cruises is partner of the 2022 Sanremo Festival with Costa Toscana "Stage on the Sea".
- Costa Toscana plays host to Jessica Minh's sustainable fashion show in the splendid setting of Portofino.

MARCH

- Costa Toscana's inaugural first cruise sets off.
- Signing of our Manifesto on the first stop of **Costa Toscana** in **Marseille.**
- Costa Cruises takes part in the "Womens Break the Bias" campaign organised by the International Chamber of Shipping.
- Costa Cruises is official partner of "National Youth Charter".
- 18th March: celebrating **Global Recycling Day** together.

> APRIL

- In Genoa Costa Firenze plays host to the event event "The future of sustainable tourism in Genoa and the contribution of cruises" and more signatories sign the Manifesto.
- Costa Cruises and the Municipality of Genoa sign the "Protocol for sustainable tourism".
- Costa Smeralda plays host to "Barcelona Activa" a start-up innovation project.

> MAY

- Launch of the new brand campaign "Believe your eyes".
- Costa Toscana plays host to the first "Italian Corporate Philanthropy Boat Camp", promoted by Costa Crociere Foundation and Assifero, the Italian Association of Philanthropic Foundations and Bodies.

> JUNE

- 16th June: Christening of Costa Toscana.
- The sweet challenge: 4 cruises on board Costa Toscana devoted to haute patisserie with the Maestro Iginio Massari.
- Costa Luminosa joins the Corporation fleet, "Costa by Carnival" is founded.
- The **Decarbonisation unit** is founded with headquarters in Hamburg.
- MOU signed in Cagliari for sustainable tourism.

JULY

- The "Sea Gardens" project with the Chef Ángel León is launched, supported by Costa Crociere Foundation.
- Costa Firenze plays host to the event "Economy of the Sea" organised by Il Sole 24 ore, dedicated to the maritime industry.

AUGUST

 Agreement signed with Trenitalia for sustainable mobility.

> SEPTEMBER

- Chiara Ferragni chooses Costa Toscana for her company's team building course.
- Costa Cruises supports and takes part in the ASVIS Festival.

>OCTOBER

- Costa Cruises signs the "Charter for sustainable cruise tourism in the French Mediterranean" together with CLIA in Marseille.
- Launch of the partnership with CORIPET to collect and recycle PET plastic.
- Costa Cruises takes part in "A world of Travel Tourism" in Nimes.

NOVEMBER

- 1,500 agents involved in the "Together to create value"
 Roadshow organised by our commercial team that travelled through Italy.
- Costa Cruises takes part in the "International Cruise Summit" in Madrid.

DECEMBER

 Surplus food donation programme restarts in Fortde-France and Pointe-à-Pitre.



PILLARS TOPICS GOALS and AMBITIONS

Moving toward climate neutrality.

• Reduce GHG emissions.





- Aspire to achieve net carbon-neutral ship operations by 2050.
- Further improve the energy efficiency of our fleet.
- Boost the environmental performances of our headquarter.
- Support harbour infrastructure innovation.

Regenerating resources. Preserve biodiversity and marine system.









• Boost naturally abundant ingredients in our menus.

• Support biodiversity and conservation initiatives through selected NGO partnerships.

Become a leading and recognised player in Mediterranean coasts protection, by educating

· Be circular.



- Cut 30% food waste by 2024.

50,000 students in EU by 2024.

- Design a circular pathway for all main waste materials by 2024.
- Continue to improve water use efficiency and responsible consumption.

Empowering people.

Building a

ecosystem.

transformative

• Nurturing our guests.



Build the world's largest responsible travelers community on board.

• Promote equal, inclusive



• Stand-up for human and minorities rights in public debate.

Grow our skill, rise our



• Guarantee equal access to senior positions for all current underrepresented groups.



• Train 100% of our employees in sustainability upskilling by 2024.

- Helping our destinations prosper.







- Ensure generational continuity in local art and traditions in destination communities.
- "Open" ships to destinations, welcoming local communities and visitors.

 Enhance fair and mindful supply chain.





- Boost our sustainable procurement criteria.
- Leverage Costa R&D and innovation ecosystem.



• Scout, accelerate and uptake innovative solutions from startups and academia.

Moving toward climate neutrality.

Tomorrow's objectives.

Reduce GHG emissions.

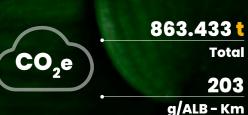




- Aspire to achieve net carbon-neutral ship operations by 2050.
- Further improve the energy efficiency of our fleet.
- Boost the environmental performances of our headquarters.
- Support harbour infrastructure innovation

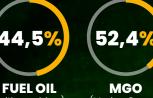
Our results.

CO₂e emissions



FUEL OIL (with scrubber)

Fuel consumed: 60,9 g/ALB - Km



3,1% Natural Gas)

NOX 3,49 g/ALB - Km SOX 0,10 g/ALB - Km 0,10 g/ALB - Km

CO₂e (CO₂ equivalent) is the unit of measurement that expresses the impact of every greenhouse gas in terms of amounts of CO.

LNG ships*



Shore power*



3 SHIPS FITTED WITH SHORE POWER CONNECTION

(Costa Toscana, Costa Firenze, Costa Diadema) **7 BEING PREPARED**

AAQS (Advanced Air Quality Systems)



(LNG ships not counted)

*Data for 01 2023.



> Fleet OPTIMISATION

Delivering larger, more efficient ships to replace some of the existing ships in the fleet.

> Energy & Itinerary EFFICIENCY

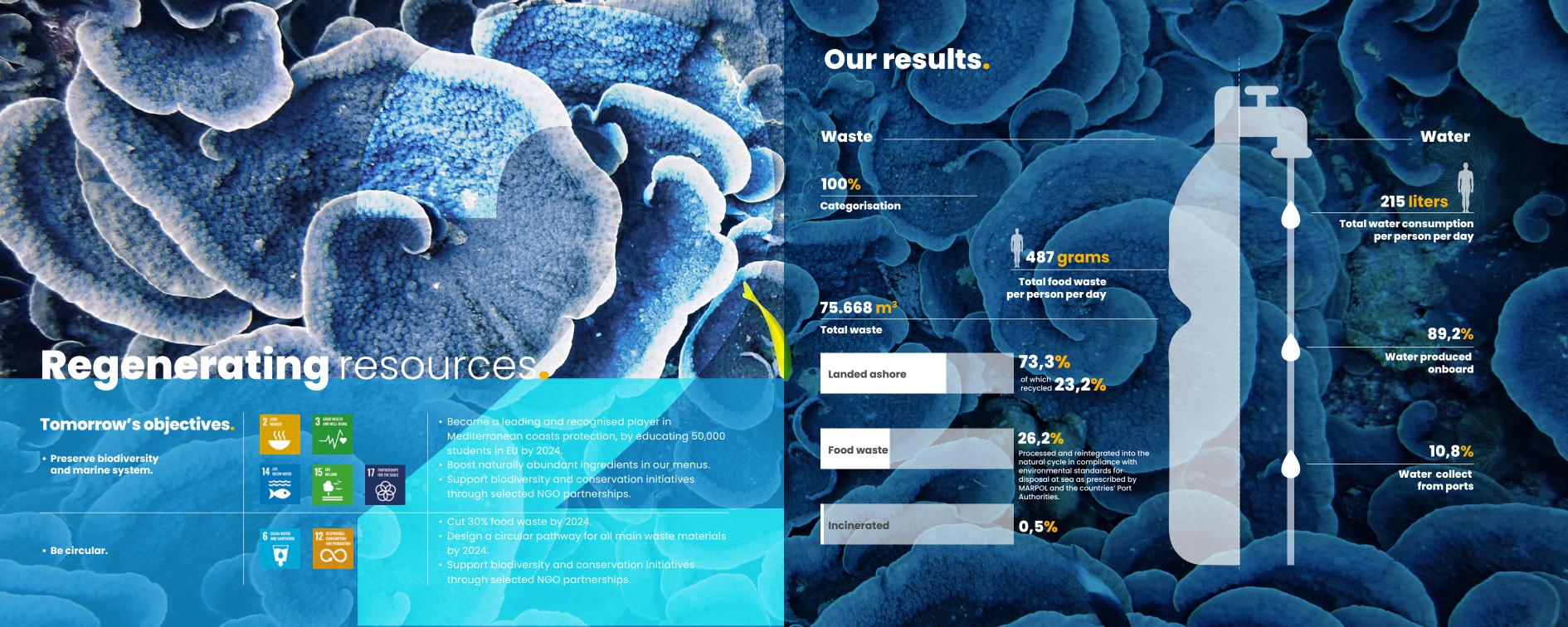
Improving the existing fleet's energy efficiency through investment, operational execution, itinerary design, expanding shore power capabilities and investing in port and destination projects.

> New TECHNOLOGIES

Investing in a first-of-its-kind lithium-ion battery storage system and installing hull air lubrication systems, testing fuel cells powered by hydrogen derived from methanol and exploring carbon capture and storage.

> ALTERNATIVE Fuels

Supporting the adaptation of alternative fuels including LNG and other bio and synthetic hydrogen-derived fuels.





In 2022 we launched a new partnership to recycle PET plastic from our ships.

Coripet is a voluntary consortium officially recognised by the Environment Ministry that recycles PET bottles and initiates a virtuous circular economy process.

On board our ships, **PET plastic is appropriately sorted and handled separately from general plastic.** In the port of Savona it is unloaded before being given a new lease of life and transformed into new bottles or new RPET (recycled PET) plastic items, such as plastic straps for packaging, as well as fabrics such as fleece, cushion fillings, etc.

To date (March 2023), **77% of PET plastic** unloaded from ships has been delivered to Coripet, equating to approximately **42 tons.**







In line with our goal 9 to "design a circular pathway for all main waste materials by 2024", we have another major partnership with ENEA, the Italian agency for new technologies, energy and sustainable economic development, that as part of a yearlong project will look into and develop

potential solutions for us to collect and recycle as much material used on board our ships as possible, with a view to improvement that also takes into consideration the various end stakeholders and the geographical areas involved.

Empowering people. Tomorrow's objectives

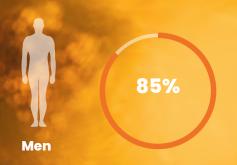


Our results.

Total employees









1,333

Shoreside

From

70 Countries

5 Continents

Total training hours

(3 schools in the world Manila, Jakarta, Hyderabad)

233,598 Total

208,089 25,509 Shipboard Shoreside

Total smart working hours

591,674

Guest Journey.

"To create the world's largest community of responsible travellers on board our ships", as aim 11 of our strategy states, we must get our guests in particular involved to make them the stars of our journey together.

In 2022 we launched the first **communications campaign on sustainability issues aimed at guests**; a synergistic, shared and integrated campaign to increase passenger awareness about the things we've implemented, the goals we've achieved, and the change we want to represent.

Furthermore, by identifying with good behavioural practices we can add an awareness-raising component that we hope can trigger a positive impact on travellers' behaviour when they return home.





Sustainability and Training.

In order to work together as a responsible community, in addition to our guests, we have **to start with ourselves** as a company and get all our co-workers involved, both on land and on board, which is why we have developed and created a **dedicated training** course **to improve sustainability skills** to be completed **by 2024.**

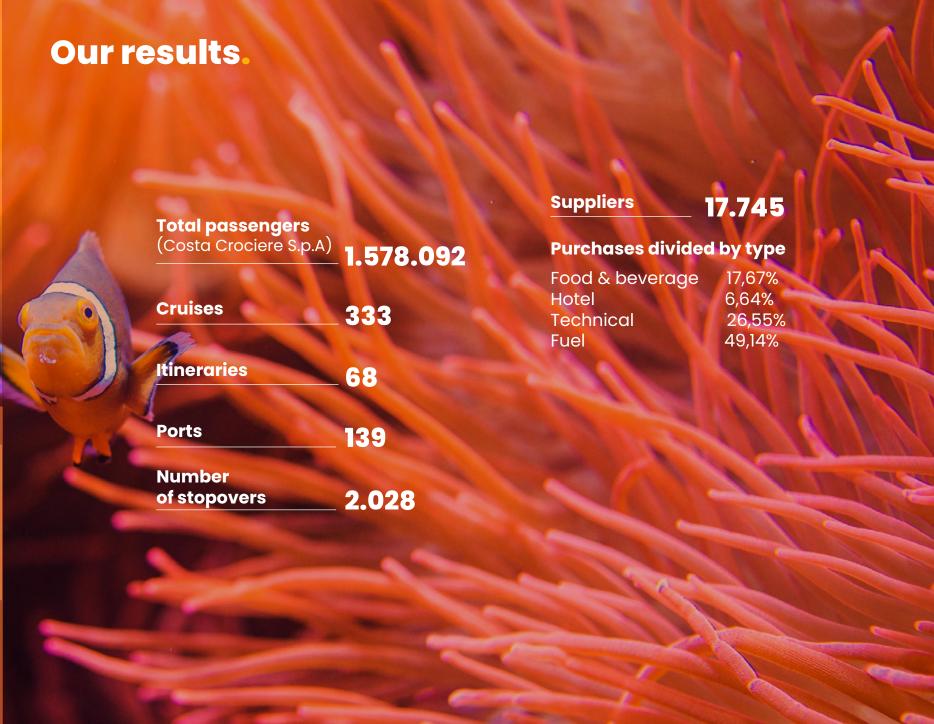
We will only achieve all our sustainability goals if everyone is committed and aware of the positive (and negative) impact of the actions they perform every day.



• Scout, accelerate and uptake innovative solutions from

startups and academia.

and innovation ecosystem.







Kinder Joy of moving is a social responsibility project by the Ferrero Group, which is committed to encourage children and families to get moving in a fun and exciting way, in the belief that a positive attitude towards exercise and sport can make today's children better adults tomorrow.

Together with Kinder **Joy of moving** on board our ships we offer many activities based on the Joy of moving method: a scientifically validated educational method based on play, that can aid not only motor development, but also children's cognitive, emotional and social development. Every day, children at the Squok Club will find an extraordinary variety of games that stimulate movement and combine physical activity, fun and social relations.

Joy of moving also comes "ashore" by involving not only children on board but also local communities in the countries the ships call at, bringing the right to play and the joy of movement to the most vulnerable segments of society.

Costa Crociere Foundation.

An essential part of Costa's commitment to people and the planet is expressed in high-impact projects led by **Costa Crociere Foundation**, a non-profit voluntary organisation whose goal is to generate long-term positive change.

Costa Crociere Foundation's work is complementary to and synergistic with Costa's sustainability, and consists of an ecosystem that is capable of creating, multiplying and measuring the value and positive impact it has on the local areas.

The Foundation commits all its resources to this global challenge, , always investing 100% of the donations it receives in its projects.

SPHERES OF ACTIVITY

> ENVIRONMENT

We raise awareness and educate young citizens living in the areas of European Coasts itineraries call at, so that they can protect nature and look after the natural heritage of coastlines.

> LOCAL COMMUNITIES

Our destinations are not simply places to visit, but a chance to meet people with their own identities, history and culture. They are communities. We are committed to preserving their essential character, also by encouraging tourists to experience the best artisanal craftsmanship in the cities they visit.

We do all we can to get people actively involved in order to safeguard the real identity of the communities that our itineraries call at.

> PEOPLE

We provide real help to people in need that we meet in the ports our ships call at. Where there are social crises and poverty, we provide an effective and fast response by using the network of suppliers that have long supported Costa Cruises and partnerships with the most important associations and other non-profit organisations.

> OUR GLOBAL IMPACT



25

Social projects



+360.410

Items donated



75.381

Beneficiaries of social projects



+1MLN

Full meals distributed



6

Environmental projects



Beneficiaries of environmental projects





Nationalities

Guardians of the Coast.

Guardians of the Coast is an educational project that is part of primary and secondary school teaching, aimed at pupils and teachers in all Italian schools.

collectively by informed and responsible citizens.

With the help of a series of free educational tools such as pamphlets, videos, tutorials, workbooks and interactive materials pupils can be made more aware of the unique natural heritage of the Italian coastline and of the problems deriving from sea pollution, in particular the increase in marine litter along the

coastline.

It is a large citizen science project, in other words science applied

Since 2017 more than 20,000 secondary school pupils have already become Guardians of the Coast in many regions of Italy and have become more in tune with the issues of environmental protection, some simply with the sea on their doorstep.

In our first five years, approximately 400 upper secondary schools have already adopted one third of the Italian coastline and collected more than 125,000 pieces of scientific data about biodiversity in the Mediterranean and marine litter and pollution in our sea, as well as many other valuable environmental indicators that allow us to understand the state of health of our coasts better.

In 2020 we extended the project to include lower secondary and primary school pupils to allow them to become Guardians of the Coast too. Almost 1,500 and 2,600 teachers have downloaded the free educational tools and have followed our webinars, **getting** more than 26,000 primary and lower secondary pupils involved in this interactive, awareness-raising venture.



