



Royal Caribbean Group

Crew FAQ's – MyRCL

Healthy Return to Service (HRTS)

Release: August 17, 2020

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GENERAL

Timeline

When will our ships return to service?

We will not sail until we know we are ready – it will be a slow, sure and safe return to service. On August 5, we halted all sailings through October 31, 2020, excluding sailings from China and Australia.

When will we sail from the United States?

We have voluntarily halted operations from U.S. ports through October 31, 2020. We are working with our Healthy Sail Panel to determine the safe way to begin sailing again, making your health and the health of our guests most important. We will submit our final plan to the U.S. Centers for Disease Control (CDC) and will begin sailing once it is safe to do so.

When will we sail from other countries?

We are working with port authorities, national and local officials and health authorities, and other key partners to plan for a safe start-up of our business in every part of the world. Each country and region has different needs depending on their containment of the virus and other factors.

PREVENTION

Selection

My spouse received a contract, but I didn't. Why? Can I still go?

We will give contracts – and pay -- to as many families as possible, rather than two people in the same family. We must keep the number of people onboard to a minimum, we cannot accept additional family members on board at this time.

I cannot afford to wait for my next contract. What should I do?

We deeply regret the impact the stop in our operations has had on you and your family. We understand that you may need to look for other employment until you receive your next contract. Please know that we are working to bring our ships back as quickly as possible and we need the best crew members, including you, back on board when possible. We thank you for your patience and commitment.

I really need and want to come back. Can't you put me on a ship?

We would like to have all our crew and all our ships back at sea as well. However, we must consider the requirements of dozens of countries and ports all over the world, and that will take time. We appreciate your patience as we work to bring back our ships and wonderful crew.

Can I come back sooner if I take a different position?

We appreciate your willingness to help in any way you can. We need crew who are the very best at what they do, so we will be placing crew in positions that best fit their skillset.

Can I accept a temporary job on land until I get my next assignment? Will this affect my employment status with the company or tenure?

Yes, you can. We understand that you may need to look for other employment until you receive your next contract. When we are ready, we will need the best crew members, like you, back when possible. We thank you for your patience and commitment.

Assignments

How will we know of any updates regarding assignments?

Continue to monitor your email for messages and log into MyRCL frequently. In the meantime, be sure you update your documents in C-TRAC. We want you back and want to be sure you are ready.

How are our ships currently operating and can I be considered as part of this crew?

Most of our ships are currently operating with minimum manning levels. There is a limited number of crew and officers required to ensure the ship's safety, conduct required maintenance and provide the essential services required by those team members still onboard (food, accommodation and medical services mostly). The roles included in the minimum manning levels are mostly technical roles (Deck, Engine, Maintenance, Medical, etc.).

New assignments for minimum manning relievers are identified based on experience in the role and, in most cases, experience on the same vessel. Having a team with solid expertise and knowledge of each vessel is key to minimum manning. The Marine and Hotel Operations are managing these rotations as usual. Backfills for entry level roles are being identified from the pool of crew members who have been home the longest and have their documents ready (visas, medicals, etc.).

Please continue to check for updates in MyRCL --> RCLCrewTravel and your email. We will contact you as soon as we have information on your next assignment.

Who will be prioritized for new assignments?

We selected those who have experience on that ship class and those who have experience with crisis management and outbreak prevention plan (OPP). Due to international travel limitations, we also had to consider home location, visa and other documentation issues. We prioritized those who have been off ship for a long period.

Can I get an employment verification letter showing I'm active even if there's no assignment for me at this time?

Yes, Standard Verification of Employment Letters and letters confirming current employment status can be requested by contacting VOE@rccl.com. Please note that the letter confirming current employment status for those that are currently off ships says that due to the suspension of operation, employees at home are on an unpaid leave period waiting for operations to resume.

Financial and salary related

Will crew members be responsible for cost related to onboarding?

The company will continue to coordinate travel and cover related travel expenses.

Where and how do I submit my receipts for the reimbursement of my purchased repatriation flight and accommodation for my quarantine?

Reimbursements are processed via CAMex. Please ensure your submission is properly supported and exceptions are pre-approved to avoid processing delays or possible rejections. You may refer to the guidelines & policies.

I lost my Salary@Sea card; how do I get a new one?

If you are onboard and lost your card, visit the payroll office, a new account will be created, and a new S@S instant issue card will be provided.

If you are home and lost your card, send an e-mail to SalaryatSea@rccl.com, a new account will be created, and a new S@S instant issue card will be mailed to you.

How can I access my Salary@Sea account?

To access your account, visit the Wirecard website: <https://login.Wirecard.com/rccl> for S@S card registration, account balance, account transactions, payroll history, money transfers, pin resets, and more.

Is the company offering any financial aid to crew during this time?

Yes, through RCL CARES, the company has created the COVID Hardship Fund to provide financial relief for crew or immediate family members who have been significantly impacted by COVID-19 in one of the following three categories:

- Death
- Hospitalization
- Potential loss of home

This aid is in addition to our Employee Assistance Program (EAP), which provides free and confidential counseling services to support financial, legal, relationship, stress, anxiety, and emotional well-being. The EAP, is available 24/7 in local languages through phone, email, and webchat to all crew and their families worldwide.

For more information, you may log-in to your MyRCL app.

Who is eligible for the COVID Hardship Fund?

Crew with any of our brands: Royal Caribbean International, Celebrity Cruises and Azamara.

How do I apply to the COVID Hardship Fund?

To apply for the COVID Hardship Fund, visit www.RCLEmployerFunds.com. You'll need to create an account with your crew ID. Proof of eligibility is required in the form of a death certificate, eviction notice, and/or hospital invoice or doctor's affidavit.

If I apply and am approved for the COVID Hardship Fund, how do I receive the funds?

If approved, funds will be dispersed within 48 hours of approval and dispersed through Salary at Sea for crew members.

Crew testing and medical screening

What is a COVID 19 PCR test?

PCR stands for Polymerase Chain Reaction. PCR is one of the ways the global healthcare system is testing people for Covid-19. The only acceptable form of testing is PCR by nasal or oral swabs and the specimens must be processed using Polymerase Chain Reaction (PCR) technology test for SARS-CoV-19. **No other forms will be accepted.**

Where can I take my COVID PCR? Is there a list of accredited clinics near me for the PCR test requirement before joining a ship?

Yes, refer to the list of approved providers by countries on MyRCL. If your country is not listed or not within proximity to a country with an approved provider, you may take the PCR test at any local facility. Please ensure that it is a PCR test. Results should be submitted to CrewPCRResults@rccl.com. You must include your full name, employee ID number, ship and joining date.

There is no accredited clinic on the list in my country, can I just take the PCR test once I get to my joining city?

If your country is not listed on the approved providers list on MyRCL you may utilize a testing facility that is in your country as long as they are offering PCR Tests. No other form of testing is accepted. If you are unable to take a PCR test in your home country contact your scheduler for additional follow up.

Do I get reimbursed for PCR testing required for onboarding?

Yes, you will be reimbursed for any required PCR test. Please follow the regular expense reimbursement process.

If my PCR test result is positive, do I still get reimbursed for the cost of the test?

PCR tests will currently be reimbursed when testing is required to complete a scheduled crew movement (both sign-on and off) If movement is subsequently cancelled due to a positive test result, the crew remains eligible for reimbursement. Amount reimbursable is based on the standard rate for authorized vendors in your region, plus a small allowable variance. Unusually high rates for a given region may be subject to additional approvals, in accordance with SQM exception policy. Note: this policy is still being finalized and may change.

If I am infected, would the company cover my COVID-19 related medical expenses?

The company covers COVID-19 medical expenses only if the crew member contracts COVID-19 on the way to the ship, while onboard, or while returning home (up to 14 days after sign-off).

What if the medical facility affiliated with the company is not available?

Crew members are not required to go through our providers to get testing. They can go to a facility of their choice but will have to pay for the testing and get reimbursed after. The facility, however, must be able to conduct COVID-19 PCR testing and translate the results to English.

What should I do if I do not get the PCR test result within the 72-hour timeframe?

If you do not receive a negative test result within 72 hours, you will need to reschedule for the next projected sign on date.

Should I arrange my own appointment for a PCR test, or will the company arrange it for me?

Yes, you should arrange your own appointment. A list of providers by country has been made available on MyRCL.

Can I have my PCR test done in the port before joining?

All crew joining must complete the PCR test at home prior to their scheduled flight and must carry a hard copy of the test result with them. A PCR test result of “negative” issued within 72 hours of traveling is required for all who join and must be submitted to crewpcrresults@rccl.com. To find an approved PCR test provider in your country, please refer to the list on MyRCL.

Please note that the only acceptable form of testing is PCR by nasal swabs and the specimens must be processed using Polymerase Chain Reaction (PCR) technology test for SARS-CoV-19. No other forms will be accepted.

If I need to take more than one PCR test, will I get reimbursed for each test?

The costs for any PCR test requested by the company will be paid by the company. They will either be paid for or reimbursed to you. However, if various PCR tests are needed due to failure to follow guidance, the company will not cover those costs.

For example, if a crew member appears for a PCR test too early (more than 7 days in advance of his or her sign on) knowing that the joining date is more than 7 days away that would be unnecessary cost and not in line with the PCR request and it would not be reimbursed. On the other hand, if a crew member completes a test in a timely manner (within 7 days) but their sign on date is delayed making the PCR invalid, the cost of both PCR tests will be covered by the company. Please follow guidance and timelines for testing.

Travel and Documents

Can we purchase our own ticket home if we found a flight online?

All travel should be coordinated through HR Crew Logistics and your shipboard team. If you find a potential flight that is not available for direct purchase by the company, you should seek pre-authorization for reimbursement. Your HR Crew Logistics and shipboard teams can help ensure you are purchasing a usable ticket and provide guidance on obtaining preauthorization for the related reimbursement.

Will the company reimburse the cost of unused flight ticket due to cancellation?

If a crew member was pre-authorized to purchase a ticket and can document that, tickets will be reimbursed if the flight is cancelled. Documentation should include the invoice and an email pre-authorizing purchase from the appropriate level of leadership based on SQM dollar thresholds.

I paid my visa in advance, can I get reimbursed?

While everyone's circumstance may be different, costs associated with certain visa expenses for scheduled crew movement may be considered for reimbursement.

Crew Communication

How will I find out what is going on?

Please log into MyRCL. We will post updates more regularly so that you can stay informed even when you are not onboard. Also, be sure to check your email frequently. Both MyRCL and your personal email address will be primary sources of communication. Thank you for your commitment.

There is very little information on the crew app; it doesn't seem to be updated very often. Is there anywhere else we can get information or receive information more often?

Please log into MyRCL through myrclhome.com or the MyRCL app. We will post updates more regularly so that you can stay informed even when you are not onboard. Also, be sure to check your email frequently. Both MyRCL and your personal email address will be primary sources of communication.

Technology

I don't have an assignment at this time, but I need to upload my STCW and medical documents, where can I do this?

We want you to be ready for your next assignment. We ask that you take the time to check if they are still valid and if so, upload them to your C-TRAC account. Log on to https://myrclhome.com/main_login, click on C-TRAC, select the document to upload and complete the info and click, ADD. The document status will turn orange for approval from the Group Coordinator.

I'm having issues with C-TRAC, what do I do?

If you encounter technical problems, please create a [Jira ticket](#).