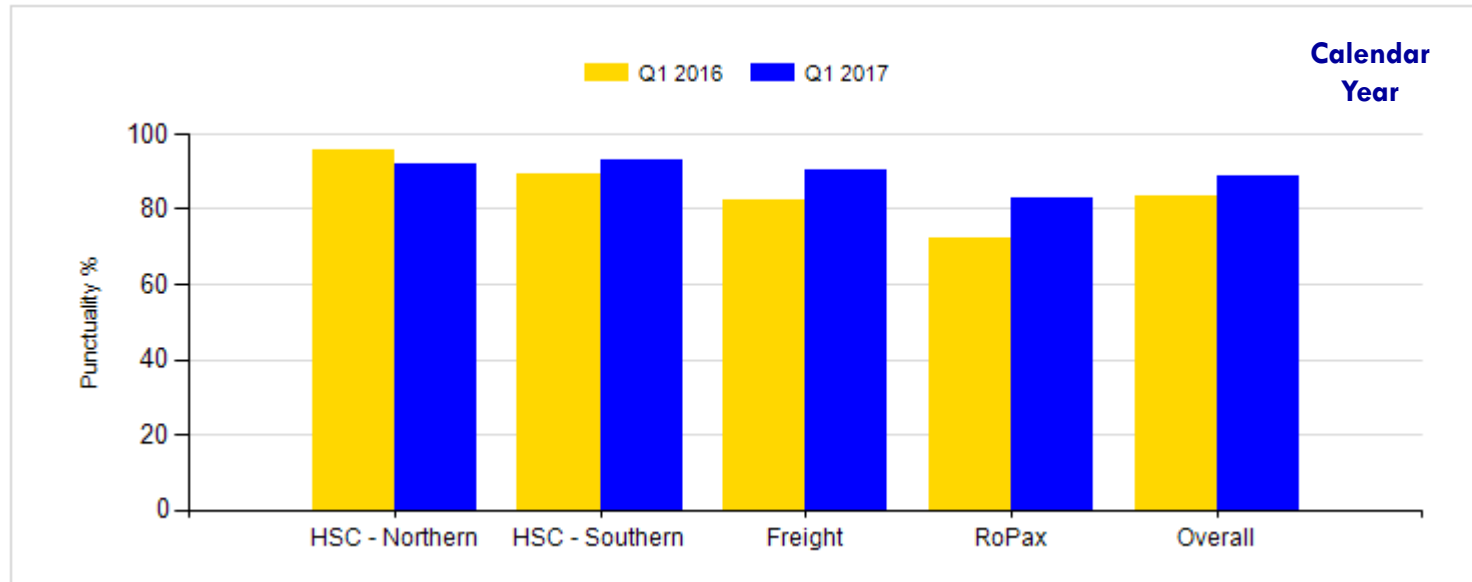




***Performance Measures:  
Reliability and Punctuality  
Q1 2017 Update***

## Q1 2016 vs. Q1 2017 - % of Arrivals Within 30 Mins of Scheduled Arrival Time



- Q1 2017 Punctuality has improved vs. the same quarter last year except in the Northern Route which was mainly due to bad weather resulting in some Liberation delays/cancellations.
- Overall – 716 sailings (port to port journeys) arrived within 30 mins of scheduled arrival time out of a total of 805