



Restarting Cruise Operations HEALTH PROTOCOL

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Agenda

Restarting Cruise Operations

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Preamble

Restarting Cruise Operations

1. The Cruise Industry is a **core element of the global tourism sector**
 2. Cruise products are based **on national and international voyages with international crew** onboard
 3. Cruise ships are **mobile, floating hotels with highly organized and standardized processes**
 4. All processes are embedded into a **safety management system in accordance with the ISM code, constantly monitored and audited** by flag state authorities, classification societies, port and health authorities as well as internal and third party audits
 5. The **Health and hygiene processes** are an integral part of the ship management system. Every ship has **dedicated medical staff - doctors and nurses - operating ship hospitals** to serve guests and crew on board. They are guided and supported by highly qualified internal and external experts shore side
 6. Ship processes are based on **flag state requirements, national laws of departure and destinations, internal regulations** as well as guidelines of **international organizations**
 7. Due to **advanced processes, technology standards and trained personnel** cruise ships have better preconditions to manage large number of individuals than public transport, airlines, hotels and restaurants
 8. All **relevant customer data** is available for the cruise line through the booking process to promptly identify risks and to put actions in place immediately if necessary
 9. The **COVID-19 pandemic is a challenge** for the all countries, social life and the global economy. By dealing successfully with international outbreaks of diseases such as MARS, SARS, Ebola and Zika across the globe, the challenges created by **COVID-19 can be managed effectively by the Cruise Industry**
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Goals & Commitment

Restarting Cruise Operations

1. The cruise industry in Europe contributed **almost €50 billion to GDP and over 400,000 jobs** in 2019
2. The industry has been in a **total lock-down since March 2020**. To avoid irreversible damage a cautious, stepwise resumption of the cruise sector is required
3. Building on a successful execution of the strategy to fight the COVID-19 pandemic and the stepwise ease of restrictions to shore side life, **AIDA plans to go back into operation in July 2020**
4. Measures developed and implemented for other sectors especially in hospitality and transport as well as the use of specific elements for the cruise industry will be applied to **ensure that associated risks are mitigated and managed effectively**
5. A close **coordination and collaboration with all the relevant stakeholders** will be put into place



Guiding Expertise

Restarting Cruise Operations

The following HEALTH PROTOCOL for Cruise Operations is **building on the latest recommendations of shore-side medical expertise** as well as the **guiding principles for the tourism services and hospitality establishments** issued by the following parties:

Relevant sources:

1. World Health Organization
2. Robert-Koch-Institute
3. EU Guidelines (e.g. EU Healthy Gateways)
4. Flag & Government Regulations
5. National policies at destinations
6. CLIA Europe
7. Health Authorities certifying applied health standards



Guiding Principles

Restarting Cruise Operations

All COVID-19 regulations in place shore side at least as per Flag state and national Governmental requirements shall be applied as minimum standard with regard to:

1. **Social distancing, reducing contact between individuals** (supported by e.g. physical barriers, floor markings)
2. **Hygiene and sanitation standards** (e.g. washing of hands, coughing etiquette, cleaning concepts)
3. **Use of protective equipment** (e.g. wearing of facial masks or gloves)
4. **Awareness of standards** (e.g. guest communication, training of ship and shore side staff)

The standards will be enforced by:

1. **Guest occupancy management**
2. **Enforced communication to all stakeholder groups**
3. **Public and cabin signage**
4. **Guest agreement to HEALTH PROTOCOL & booking policy**
5. **(Pre-boarding) medical guest screenings**
6. **Well trained (and supervising) Crew**
7. **Adequate medical infrastructure and service on board**
8. **Regular public instructions and announcements**
9. **Guest & Crew data and tracing protocols**
10. **Appropriate air circulation & filter technology**

Details to find in the following chapters

Passengers and crew to comply with the HEALTH PROTOCOL at all times; non-compliance could result in actions up to and including disembarkation

All Guiding Principles and HEALTH PROTOCOL regulations
will be reviewed continuously and updated as per shore side regulations



Crew (and visitors) 1/2

Preventive Rules & Regulations – COVID-19 in Cruise Operations

Sourcing & Hiring

1. Continuous risk assessment of countries of origin

Transportation

1. Organize group travel for crew (initially by charter flights preferably) limiting the contact to international fellow travelers
2. Apply PPE during travel wherever social distancing cannot be applied

Quarantine

1. Crew has to run through a period of Quarantine as per regulation by the country of embarkation before embarking a cruise ship
2. Implementation of a dedicated Quarantine location, either ship or shore-side
3. Before embarking the ship a health check including a COVID-19 test (PCR test) will be performed

Training

1. Before embarkation all crew will receive training on COVID-19 prevention, mitigation, and response activities as applicable to their role. Topics will include Personal Hygiene, COVID-19 Prevention & Management, use of PPE, Cleaning & Disinfection
2. Training and educational material will be provided onboard via the use of e.g. printed posters, digital messaging, written advice, Crew TV, and instructor-led training sessions supported by e-learning management systems



Crew (and visitors) 2/2

Preventive Rules & Regulations – COVID-19 in Cruise Operations

Continuous Screening & Accommodation

1. All crew members are instructed to self-monitor for respiratory illness symptoms and immediately report symptoms to medical staff
2. Regular health status checks for crew with the ships' medical teams will be enforced (e.g. daily temperature checks, periodic COVID-19 tests)
3. A dedicated regime for health checks including COVID-19 testing will be implemented on board
4. All medical data will be managed by a dedicated medical management system considering data privacy policies
5. Maximum number of crew living in the same cabin is limited to two
6. Additionally the HEALTH PROTOCOL standards stated for guest cabins also apply for crew

Monitoring and support of guest behavior

- Crew to observe and advice guests according to "Guest communication on COVID measures" standard based on the HEALTH PROTOCOL
- Disclosure obligations to the competent authorities according to the relevant regulations apply

"Repatriation"

- In case of a positive-tested COVID-19 crew member medical disembarkation, quarantine and investigation regulations/ contact tracking apply with the objective to secure fully health recovery and re-employment



Crew: Standard Operating Procedures

Preventive Rules & Regulations – COVID-19 in Cruise Operations

The following key standard operating procedures performed by the crew will be complemented to apply the HEALTH PROTOCOL:

1. **Cleaning & disinfection**
2. **Housekeeping**
3. **Laundry**
4. **Food processing & presentation**
5. **Recreational & potable Water Safety Management**
6. **Ventilation**
7. **Waste Management (PPE, medical)**

Guest: Booking & Pre-Cruise

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Persons excluded from booking or onboarding:
 - 1.1. Guests **previously tested positive on COVID-19** without confirmed clearance from a medical center to be COVID-19-free. **Close contacts** will be handled under national regulations
 - 1.2. Guests with **severe underlying health problems unless they have a certificate of fitness to travel**
 - 1.3. Guest from **countries with travel restrictions**
 2. **Overall ship venue capacity** will be adjusted
 - 2.1. to ensure the HEALTH PROTOCOL guidelines to limit contact among individuals as well as
 - 2.2. to provide capacities for potential temporary isolation requirements
 3. Guests **are required to provide a self declaration on the health status** digitally including personal contact data (shortly prior to departure date)
 4. All guests will be **informed about the HEALTH PROTOCOL standards & regulations** (and penalties in case of violation) within the booking process by the travel agents as well as via website and **agree to the terms and conditions booking a cruise**
 5. **Legal conditions and potential liabilities** around COVID-19 to be checked with/ included into terms & conditions
 6. **Guests to agree on data processing** for COVID-19 investigation (tracking of locations/ contacts)
 7. Communicate **packing list** for hygiene & sanitation products to bring along
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Guest: Transport & Embarkation

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. **Transport** organized by the Cruise Line **will apply separate health protocols** according to industry and regional standards
 2. In **agreement with port authorities and terminal operators** safe embarkation operations will be facilitated:
 - 2.1. **Terminal to be sanitized** prior to, and following, each embarkation
 - 2.2. **Traffic flow** will be organized via different terminal arrival times for guests (staggered check-in)
 - 2.3. A **zoning concept supported by barriers** will ensure social distance (e.g. arrival, processing, sanitation zone)
 - 2.4. Closely **manage and monitor the flow of traffic** taking local social distance regulations into account
 - 2.5. **Multiple gangways** for embarkation and disembarkation wherever available
 - 2.6. Wearing of **facial masks for guests and service personnel to be aligned with prevailing national requirements**
 - 2.7 **Hand-washing and sanitation stations** will be available in the terminal
 - 2.8. Wherever social distance cannot be maintained, **appropriate PPE** must be worn (e.g. security check)
 - 2.9. **Service team/ external helpers** in terminal also to apply HEALTH PROTOCOL standards
 3. **Transactions within the terminal will be minimized** by providing online services wherever possible
 4. All **personnel is trained on HEALTH PROTOCOL and equipped with the requested PPE**
 5. Prior to boarding all guests are **visually observed for signs of an infectious disease and a temperature screening in compliance with the applicable privacy rules will be in place**; additionally the **health status declaration has to be confirmed**
 6. Before embarking, **all guests and crew are (again) informed about the key HEALTH PROTOCOL standards** (e.g. by welcome card/ letter, public signature) as well as **isolation and quarantine procedures** in the event of a possible communicable disease
 7. Additionally, **all guests and crew are (again) informed of the requirement to report any symptoms of Acute Respiratory Disease (ARD)** to be evaluated in the Medical Center
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On-cruise: Medical Care/ Hospital / Public Health

Preventive Rules & Regulations – COVID-19 in Cruise Operations

Equipment & Infrastructure

1. Medical centers on board match most of the capabilities of their shore side emergency department counterparts for guests and crew. Additionally primary healthcare is provided as well as extended intensive care services for the gravely ill
2. Appropriate COVID test capacities (PCR tests) are available on board or ashore

Staffing & Expertise & Training

1. Appropriate number of medical staff is on board
2. The medical staff is informed on the latest COVID-19 scientific status and an trained on all relevant COVID-19 procedures
3. Designated Officer on board is overseeing and managing the effective execution of public health standards on board
4. Contact and processes to the relevant shore side authorities established (e.g. Health Port Authorities)



On-cruise: Medical Care/ Hospital / Public Health

Preventive Rules & Regulations – COVID-19 in Cruise Operations

Testing

1. The aim of COVID-19 testing is early detection and identification of suspected COVID-19 cases
2. Encourage guests to report respiratory symptoms to medical team
3. COVID-19 PCR testing facilities to be available either onboard or ashore to obtain quick and reliable test results
4. Sampling supplies for PCR specimen collection, packaging and transport is be available on all vessels with established shore side vendor agreements and processes for shore side processing
5. Regular health questionnaires to monitor health status of guests as well as regular temperature checks can be performed when considered necessary by medical experts

Quarantine & Isolation

- Designated quarantine places/ cabins for guests and crew located in areas of the vessels where traffic flow can be limited to critical personnel only and which are equipped with amenities appropriate for isolation and quarantine



Guest: On-Cruise Guiding Principles

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. **Limit capacity** in public spaces (as per shore side regulations)
 2. Increase number of **sanitation stations** across public areas
 3. **Utilization of face masks** for guests and crew in enclosed public areas and when social distance cannot be ensured to be aligned with prevailing national requirements
 4. Increase frequency of **public area sanitation**, including ports
 5. Utilize **contactless touchpoints** where possible (mobile Apps, onboard TV, cabin phone) for onboard services
 6. **Reduce self-services** with high people traffic
 7. Minimize the use of **high touch items and/or shared items**
 8. „**Crowd Management**“:
 - 8.1. Introduce **floor markings** to manage people traffic
 - 8.2. **Adjust timing on service offerings** on board (including dis/embarkation processes) to spread out guest traffic across the ship
 9. Create **constant awareness for HEALTH PROTOCOL** standards, by public and cabin signs, periodic announcements and through digital touchpoints (public screen, cabin TV, Apps) supported by oversight and guidance of guests by trained crew
 10. Maintain data wherever possible to **facilitate tracing** in case of COVID-19 outbreak
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Guest: On-Cruise: Safety Drill

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Group guests into **multiple safety drills to ensure social distance**; number of drills depending on **ship occupancy**; **approach to be aligned with flag state requirements**
2. Coordinate **timing and duration** of drills supported by announcements and **floor markings** to manage the passenger flow and to **visualize distance** regulations to be in place as per shore side regulations
3. Wearing of **facial masks for crew and guests during the drill (and in enclosed public spaces)** aligned with prevailing national requirements
4. **Safety videos, booklets and announcements extended** by HEALTH PROTOCOL relevant regulations
5. **Sanitation stations** at Muster Stations



Guest: On-Cruise: Reception

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Wearing of **facial masks and face shield for crew and guests aligned with prevailing national requirements**
2. Application of **physical barriers** to additionally avoid droplet infection
3. Introduce **floor markings** to visualize distance as per shore side regulation **Check-in/-out time slot** to be booked by guest pre cruise digitally to avoid queuing
4. Introduction of **staggered check-in service** building on progressive embarkation at terminal
5. **Progressive disembarkation**
6. Enforce **ticketless** check-in
7. Additionally, provide reception **services contactless** via virtual reception on board
8. **Eliminate/ reduce cash handling** to avoid traffic



Guest: On-Cruise: Elevators/ Hallways

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Wearing of **facial masks for crew and guests** aligned with prevailing national requirements
2. Introduce **floor markings** to visualize distance as per shore side regulation and to manage traffic in public areas
3. **Limit number of people per elevator**
4. Enhanced cleaning and sanitation of **frequently touched surfaces** (e.g. rails, elevator buttons)
5. **Sanitation stations** in hallways and at elevator entry point



Guest: On-Cruise: Restaurant & Bars

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Wearing of **facial masks (and additional PPE if required)** for servicing crew and guests aligned with prevailing national requirements; not mandatory for guests once seated
 2. **Seating** will be rearranged to ensure social distance
 3. Introduce **floor markings** to separate entry and exit process where feasible
 4. **Restaurants to provide service at the table** to replace classical buffet service
 - 4.1. Adjust opening hours to group guests and reduce traffic
 - 4.2. Guests are placed by service staff
 - 4.3. Table setup with napkins & cutlery instead of cutlery stations
 - 4.4. Menu at the table - guests can choose from defined set of dishes
 - 4.5. Sanitation of menu, digitization of menus wherever possible
 - 4.6. Service staff takes order at the table
 - 4.7. Sanitation of tables after use
 5. **Service personnel to wear PPE**
 6. **Guest data** (location, date) to be captured in the restaurant if possible
 7. **Sanitation stations at restaurant** entry point
 8. **Limit no. of travel parties** at one table as per shore side regulation
 9. **Bars** to operate to ensure social distance
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Guest: On-Cruise: Theater, Casino

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Wearing of **facial masks for crew and guests** aligned with prevailing national requirements
2. Introduce **floor markings** to separate entry and exit processes where feasible
3. **Sanitation stations** at entry/exit points
4. **Seating** to be rearranged or limited to ensure social distance
5. **Live performances** will be rearranged to comply with social distancing
6. **Guest data** (location, date) to be captured in the theater/ casino if possible



Guest: On-Cruise: Pool, Spa, Gym

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. **Limit occupancy** at pools and whirlpools as per size and social distance regulation
2. Introduce **floor markings** to manage people traffic outdoors
3. **Set up signs on HEALTH PROTOCOL regulations** (social distance, hand-washing, mask regulations)
4. **Sanitation stations** at central points of traffic
5. Guests and crew to **wear facial masks during Spa treatments** as per prevailing national requirements
6. **Saunas** only operated as per shore side regulations
7. **Social distancing and sanitation cycles** in gym areas as per shore side regulation
8. **Guest data** (location, date) to be captured in Spa if possible

Guest: On-Cruise: Kids areas

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Kids **to wear facial masks** as per prevailing national requirements
2. **Sanitation stations** at entry point
3. **Kids club** will be apply shore side regulations as per capacity and opening times
4. **Specific offer** alternative offers for Kids & Teens instead
5. **Guest data** (location, date) to be captured in Kids area if possible



Guest: On-Cruise: Shops

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Wearing of **facial masks for shop staff and guests** as per prevailing national requirements
2. Introduce **floor markings** to separate entry and exit process and to ensure distances within the shop
3. **Sanitation stations at shop** entry point
4. **Number of people per store** limited to ensure social distance as per prevailing national requirements
5. **Shop operations** as per flag state and national requirements
6. **Guest data** (location, date) to be captured in store if possible
7. **Replenishment** outside opening times/ without guests present



Guest: On-Cruise: Cabin

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Introduction of **dual cabin cleaning** (cleaning & disinfection)
2. **HEALTH PROTOCOL video** provided through cabin TV
3. **Maximize fresh air** supply (balcony cabins), **reduce air circulation** in cabin wherever possible considering the ambient temperatures
4. Reduction of printed (daily) **guest communication**; shift towards **digital touchpoints** (App, cabin TV)
5. Use of vacuum cleaners equipped with **HEPA filters**



Guest: On-Cruise: Shore Excursions

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. Wearing of **facial masks within buses** aligned with prevailing national requirements at the destination at least
2. Tour guides & participants **equipped with PPE, as per national law of the destination at least**
3. Introduce **floor markings** to separate entry and exit process
4. **Sanitation of buses and tenders** before every use
5. Manage group size according to national requirements for social distance
6. **Tour guides, bus drivers and tender operators to provide a self declaration on the health status and be temperature-checked** (as per local guideline), before getting in contact with cruise guests
7. Guests to be informed about **local health regulations and HEALTH PROTOCOL guidelines; additional PPE** to be provided, if needed
8. Tour guides to ensure **local social distance regulations**
9. **Guest (and guide) data** (location, date) to be captured per group, if possible
10. Guests and crew to be **temperature-checked** disembarking and embarking the ship as per prevailing national requirements



Guest: Disembarkation/ Post-Cruise

Preventive Rules & Regulations – COVID-19 in Cruise Operations

1. **Final disembarkation** is in line with the process defined under “EMBARKATION”
 - 1.1. Passengers will be **disembarked in groups** to limit crowds and queues forming
 - 1.2. A **zoning concept supported by barriers** will ensure social distance (e.g. arrival, processing, sanitation zone)
 - 1.3. Closely **manage and monitor the flow** of traffic taking local social distance regulations into account
 - 1.4. Wearing of **facial masks for guests and service personnel once entering the terminal** aligned with prevailing national requirements
 - 1.5. **Hand-washing and sanitation stations** will be available
 - 1.6. **Service team/ external helpers** in terminal also to apply HEALTH PROTOCOL standards
2. All **personnel are trained on HEALTH PROTOCOL and equipped with the necessary PPE**
3. **Transportation at the port should arrive at designated times, in clearly identified locations** to maintain social distancing and allow swift departure for all passengers
4. Passenger to be provided with **instruction on required actions should they be diagnosed COVID-19 positive** within 14 days of disembarkation

Rules & Regulations for a positive COVID-19 case

Identification

All measures on board aim to prevent the outbreak of COVID-19 on board. In case of a **potential COVID-19 case** (guest or crew) the following process steps will be taken:

1. A person (guest or crew) **showing symptoms** is recommended to stay in the cabin and **required to contact the medical center immediately**
2. All symptoms will be **assessed by the medical staff** on board promptly
3. COVID-19 suspected cases will be **tested either onboard or through shore side laboratory**
4. **Until the test results are available suspected cases shall stay in isolation**
5. In case of a **negative test result** the medical data will be recorded in the medical management system and the patient will be treated accordingly
6. In case of a **positive test result** all **medical and public health processes ship and shore side** will be activated
7. **First line contacts** (definition based on shore side regulations) of the COVID-19 case will be **identified based on data records, personal interviews and tracing technology**, if available

Rules & Regulations for a positive COVID-19 case Procedures

1. The **patient (and the first line close contacts) will be isolated** in a prepared quarantine location/ cabin **until disembarkation and transferred to a medical center/ hospital ashore** (or location for quarantine purposes; if local regulations allow travel home, this can be considered as alternative)
2. **Second line** of contacts (definition based on shore side regulations) will be managed in accordance with prevailing national regulation
3. **Disembarkation of persons tested positively into a safe quarantine environment** should be arranged as soon as possible
4. **Disembarked guests which are COVID-19 positive** will be treated according to the local health regulations. These will define quarantine and further travel, repatriation options
5. **Crew which are COVID-19 positive** will - depending to the local health regulations - spend the quarantine at a pre-defined location; after recovery and positive clearance by the authorities, the **crew member will re-join the ship**
6. **Protocols regarding clearance, disembarkation, quarantine and sanitation regulations for ships where a case of COVID-19 is confirmed must be agreed with Port Health Authorities for all port of call in the itinerary**
7. **Medical data** around COVID-19 will be shared with the relevant authorities in line with data protection guidelines
8. **Communication and contact guidelines** internally to crew, passengers, employees as well as externally (e.g. to relevant authorities according to the applicable regulations) to be prepared towards a routine process of managing COVID-19

Monitoring & Reporting

Data

1. The ability to **identify first contacts** of persons positively tested on COVID-19 will be facilitated through the use of recorded data where possible
2. **Medical data (including locations) will be stored for at least 14 days** after final disembarkation from the ship and deleted latest after a period of 6 months, considering data privacy regulations
3. Applied processes need to be **in line with data protection regulations**
4. **Guests must be made aware and agree** to applied data recording within the booking process of a cruise
5. COVID-19 related data will be provided to **public authorities if required**



