



# CRUISE WITH CONFIDENCE

## ENHANCED HEALTH PROTOCOLS

At Holland America Line, our highest priorities are compliance, environmental protection and the health, safety and well-being of our guests, crew and the communities we visit. Our sanitation protocols have always been at the forefront of the cruise industry with comprehensive cleaning of public areas and staterooms with Oxivir, a solution used by many hospitals for cleaning and killing germs. Hand sanitizer also has been readily available, and staff have encouraged its use.

However, we will elevate these existing sanitation practices to even greater levels, providing our guests with extra confidence and peace of mind when sailing with us.

When society is ready and cruising resumes, we will sail with strengthened health measures developed in conjunction with government health authorities, public health experts, local ports and the Cruise Lines International Association (CLIA). We also are working closely with the top minds in medical science and infectious disease control to understand the unique challenges posed by this virus and how best to apply the latest science and protocols throughout the guest experience – from transfers and check-in to shipboard operations and shore excursions.

With the current global health environment still evolving, our operational protocols will be flexible and may be modified to quickly adapt as guidance evolves with greater scientific understanding.

### HEALTH ENHANCEMENTS CURRENTLY BEING PLANNED\*

#### HEALTH SCREENING AND EDUCATION

- All guests and crew embarking a ship will undergo enhanced pre-embarkation health screening in accordance with prevailing health best practices. This may include health questionnaires and touch-free temperature checks as appropriate.
- Those identified at risk will undergo an additional health evaluation by medical staff.
- Health checks will continue as appropriate throughout the cruise for guests and crew.
- Establishing rapid response and contact tracing plans for every cruise in case of onboard illness.

#### ENHANCED SANITATION PROCEDURES

- Expanded disinfection methods using emerging and advanced technologies that are proven effective against coronavirus and other germs.
- Routinely use a safe disinfectant proven to quickly kill novel coronaviruses with the latest application advice for COVID-19 and other germs.
- Staterooms and public areas sanitized multiple times a day with cleaning and disinfection protocols developed in coordination with the U.S. Centers for Disease Control & Prevention (CDC).
- Extensive sanitization of transfer coaches and terminals.

## GUEST EXPERIENCE

- Responsible physical distancing managed by adjusting the flow, timing and size of groups.
- Additional handwashing facilities and hand-sanitizing stations positioned in high-traffic areas throughout the ship.
- Provide regular health information about the ways to stay healthy on board and when ashore through daily programming, entertainment systems, announcements, in-stateroom literature and our Navigator App.

## HEALTH CARE

- A team of highly trained medical staff are part of the crew, including qualified doctors and nurses who have experience in caring for a broad range of medical conditions.
- Shipboard Medical Centers that have both outpatient and inpatient facilities including critical care capabilities.
- Shipboard Medical Centers modified for infection control best practices, including dedicated air handling systems with 100% fresh air supply and HEPA exhaust filtration.
- Stocking the latest therapeutics and dispensing medication on board that improves clinical outcomes.
- Establish extensive COVID-19 testing capabilities on board and/or ashore with designated laboratories for potential cases aboard ship.
- Dedicated isolation and quarantine staterooms should they be needed.
- Ongoing training and education of shipboard medical staff in the latest clinical care practices for managing COVID-19 cases.
- Partnerships with local and regional medical providers.
- Training of all crew in COVID-19 health protocols and how to assist with monitoring compliance with health measures by both guests and crew.

## VENTILATION SYSTEMS

- Enhanced fresh air distribution into public spaces and staterooms.
- HEPA filtration systems to key areas such as Medical Centers and dedicated isolation rooms.

## COLLABORATION WITH LOCAL PARTNERS

- Working with local health authorities, destinations and other key partners to ensure alignment on our enhanced health measures.
- Monitor disease activity and health regulations in the destinations we visit, and adjust the itinerary as necessary.

*\*Final protocols and practices will be provided with final documentation when cruising resumes. Specifics may change.*