

We have continued to develop and introduce comprehensive health standards that go beyond regulatory requirements to help protect the health of our guests, crew and port employees. These standards are implemented and enforced by each of our brands and the port facilities that we own and operate (i.e. Puerto Maya, Cozumel, Mexico; Grand Turk Cruise Center, Turks & Caicos Islands; Amber Cove Cruise Center, Puerto Plata, Dominican Republic and Mahogany Bay Cruise Center, Roatán, Honduras).

The following is a summary of procedures adopted to protect health onboard and ashore:

- Managing of food and water safety through comprehensive shore-based and onboard processes and systems. These include ensuring safe food sourcing and protecting food safety from delivery through storage, preparation, cooking and final service. Managing of food safety is based on the principles of the international best practice system of Hazard Analysis and Critical Control Point (HACCP). We similarly protect water safety throughout production, storage and distribution to the final consumer.
- Managing housekeeping and laundry to follow best practices for cleaning and disinfection in cabins, public areas, crew areas and within laundry operations on our ships.
- Preventing the spread of illnesses through contaminated surfaces by carefully managing all cleaning operations throughout the ship. For ship and port operations, we ensure the regular and effective cleaning and sanitizing of frequently contacted hand touch surfaces such as door handles, railings, tables and elevator buttons.
- Managing air handling systems and air conditioning to help ensure safe indoor air quality.
- Managing recreational water facilities including the quality of water and safety of swimming pools, spa pools and other leisure facilities.
- Managing onboard child activity centers and facilities to help prevent the spread of childhood illnesses.
- Managing the public health standards in onboard beauty spas, salons and gym facilities.
- Managing the prevention and control of pests using an integrated pest management (IPM) approach.
- Promoting guest, crew and port employees health by ensuring hand washing facilities and hand sanitizers are made readily available and encouraging their frequent use.
- Ensuring ready access to public health specialists and comprehensive medical and health services to deal with outbreaks and other health emergencies. This includes ensuring arrangements are in place to provide additional medical and public health personnel.
- Promoting effective isolation of anyone who may spread communicable diseases. Including requesting that ill guests and crew report relevant symptoms immediately and that they recuperate in their cabins until these subside, in an effort to reduce the spread of any illness of public health concern.
- Communicating well established good hand hygiene practices and other infection control measures to guests, crew and port employees. This includes specific public health training for crew and port staff on implementing our procedures.