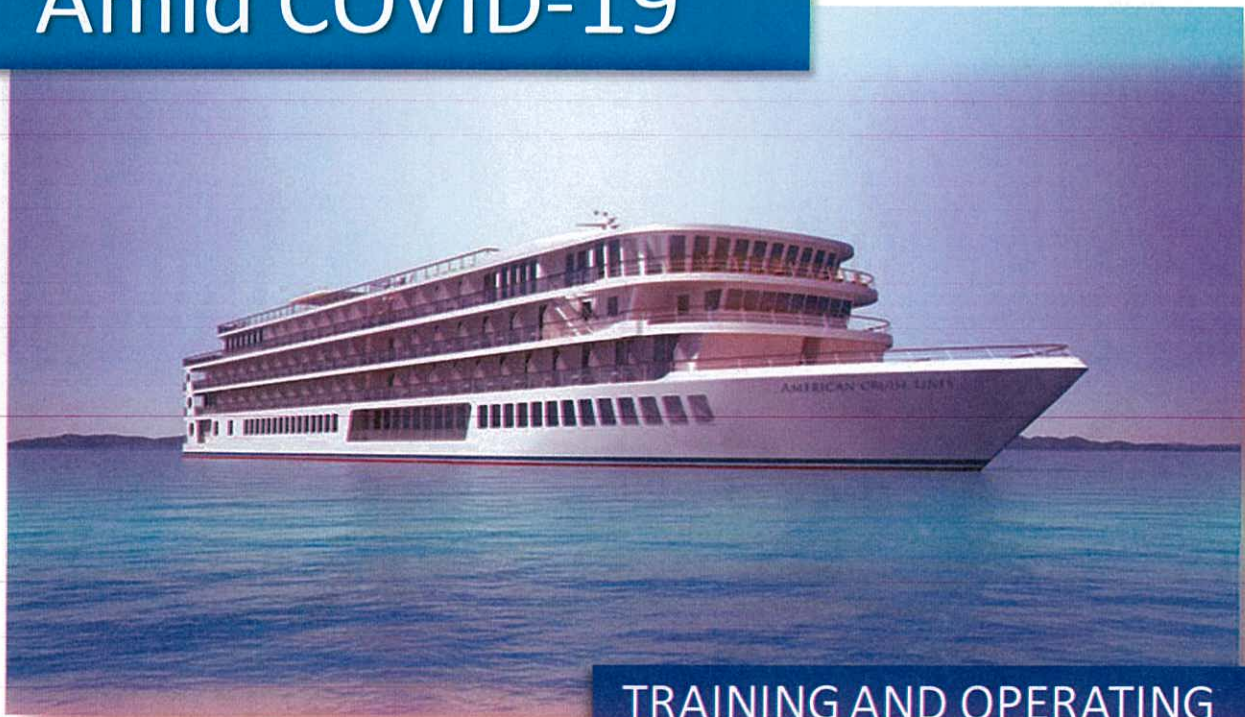




Operating Safely Amid COVID-19



TRAINING AND OPERATING
PLAN FOR RESUMING CRUISE
SHIP OPERATIONS IN RESPONSE
TO THE COVID-19 PANDEMIC

Introduction

OUR VALUE STATEMENT

At American Cruise Lines our duty is to provide the perfect small ship cruising experience for our guests.

We provide superior personalized service to all of our guests, with gracious hospitality onboard the newest fleet of US-Flag cruise vessels that visit premier destinations all across America.

We are committed to operating modern and safe cruise vessels that are purposely designed, well appointed, clean, and comfortable.

Safety is American Cruise Lines number one priority.

American Cruise Lines is committed to SAFELY returning to cruise operations on June 20, 2020 with the support of our crew members and the communities we visit.

In response to the COVID-19 pandemic, American Cruise Lines has implemented many new operating procedures to keep our ships COVID-19 free, our guests and crew members safe, and not to over burden the communities we visit.

For additional information please go to our website:

<https://www.americancruiselines.com/about-us/covid-19-operating-protocol>



Small Ship Cruising

American Cruise Lines vessels are regulated to carry a maximum of 249 persons onboard including guests and crew.

The small number of persons onboard is consistent with guidance from the CDC to limit gathering to less than 250 persons.

A maximum of 249 persons onboard allows enough space onboard for the implementation of effective prevention, mitigation, response efforts and social distancing.



Federal, State, and Local Government

American Cruise Lines has aligned *Operating Safely Amid COVID-19* with the President's Guidelines *Opening up America Again* and the National Governors Association *Roadmap to Recovery: A Public Health Guide for Governors*.

American Cruise Lines resuming cruise operations will help open local economies, get people back to work, all while keeping America safe. As states and regions satisfy the Gating Criteria and American Cruise Lines implements enhanced protocols, we do not expect our guests or crew to burden the local health care system.

Small Ship Cruising (cont.)

Guest Capacity reduced to 75%

- Increases space per passenger to 475 square feet – three times more than many other cruise lines

Dedicate 5% of guest staterooms to isolation rooms, should need arise

Dedicate 10% of guest staterooms as crew rooms to increase private crew accommodations to allow for social distancing

Remainder of guest rooms to remain empty

Lounge converted to second dining room

- Allows social distancing while dining
- Main dining room capacity will be less than 50% of normal



Onboard Certified Medical Management Provided By Vikand



Vikand Medical Solutions

Vikand is a leading global maritime healthcare best practice partner and solutions provider.

Offering a wide range of services and product solutions to help ensure optimal levels of care and comfort for passengers and crew.

Vikand will provide reliable services by skilled professionals onboard American Cruise Lines' ships with maritime experience supported by the most current technology and medical guidance as related to COVID-19.

Onboard Certified Medical Management Provided By Vikand (cont.)

Vikand is aligned with Medical and Regulatory Organizations including the CDC, American College of Physicians, United States Coast Guard, and others.

Vikand sources expert Medical Managers, Specialists, and Doctors.

Vikand will manage the ship board Medical Facility with a Resident nurse and/or EMT onboard each ship.

Vikand collaborates with multiple agencies on COVID-19 pandemic response including ACEP, CDC, WHO, and US Coast Guard.

Vikand experts will coordinate and administer COVID-19 tests to passengers and crew as well as other testing, response, and isolation as necessary to be provided onboard.

Vikand will assist with pre-arranged and coordinated care with local health authorities for onboard medical evaluations, quarantine, PCR sampling, shore side PCR sample testing, medivac, and evacuation as required.

Guest Pre-Cruise Procedure

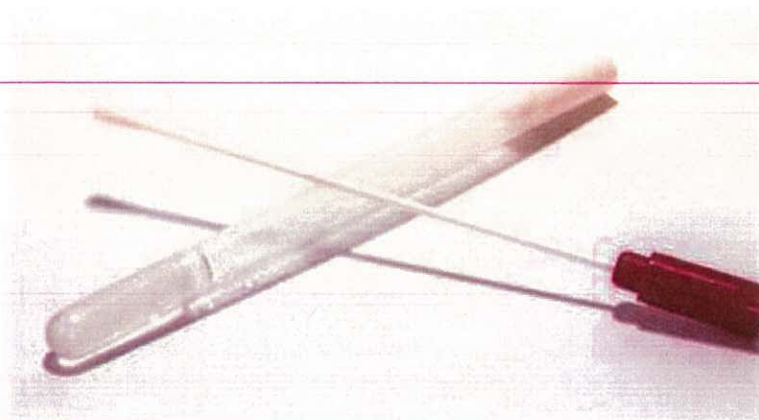
Guest Pre-Cruise Screening

7 days before cruise

- Pre-screening individual health assessment
- Authorization that person is fit to travel in the USA
- Require guests wear masks and follow social distancing requirement if they need to leave their home during their 7 day home self-quarantine period and practice strict healthy hygiene practices

4 days before cruise

- Guests receive pre-cruise preventative travel care package
 - PPE including disposable masks, gloves, and hand sanitizer
- CDC guidelines on traveling safely in USA
- PCR Swab Test Complete



Guest Pre-Cruise Procedure (cont.)

Guest Pre-Cruise Screening

1 day before cruise

- Guests travel to turn around ports taking proper travel precautions and make use of PPE provided by ACL.
- Passengers follow social distancing recommendations of the CDC during travel to the vessel

Embarkation day of the cruise

- Private transportation from airport directly to ship
- Embarkation tents allow screening before boarding
- Required screening includes pulse, respirations, oxygen, and temperature check
- COVID-19 testing is available
- Touch-free boarding process (except as required by medical personnel)
- **Boarding is denied for symptomatic persons**

Medications

- Guests should travel with medication equal to the number of days of their itinerary, as well as an additional 2-week supply of all prescribed and PRN (as needed) medications in the unlikely event they need to be quarantined.

Crew Pre-Cruise Procedure

Crew Pre-Cruise Screening

9 days before cruise

- Crew begin 9 day quarantine period at home
- Crew Member sent sealed PPE travel kit that includes a mask, gloves and sanitizer with instructions for proper use and travel safe instructions per CDC guidelines.
- COVID fit to travel form completed
- Form reviewed by nurse

8 Days before cruise

- Crew travel to the vessel using PPE travel kit per CDC guidelines
- Each crew member evaluated by nurse prior to boarding

7 Days before cruise

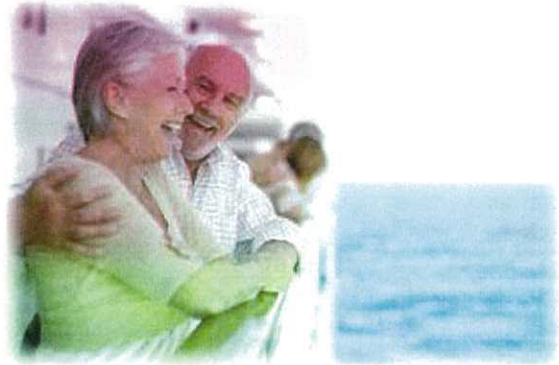
- Crew members begin 7 day onboard quarantine period
- Monitored daily by the nurse to ensure no symptoms present

1 day before cruise

- All crew members will meet with the nurse and go through the medical questionnaire again as a last check before passengers arrive

Enhanced Cleaning & Sanitation

American Cruise Lines has established and implemented enhanced cleaning and sanitizing procedures to ensure the safety & health of all guests and crewmembers aboard our vessels.



Training of all crew members is and will continue to be a high priority to ensure policies and procedures are followed including, but not limited to, advanced cleaning and disinfecting protocols, social distancing, use of Personal Protective Equipment (PPE), and personal hygiene.



Each crewmember on board plays a vital role in the prevention of COVID-19 on American Cruise Lines vessels.

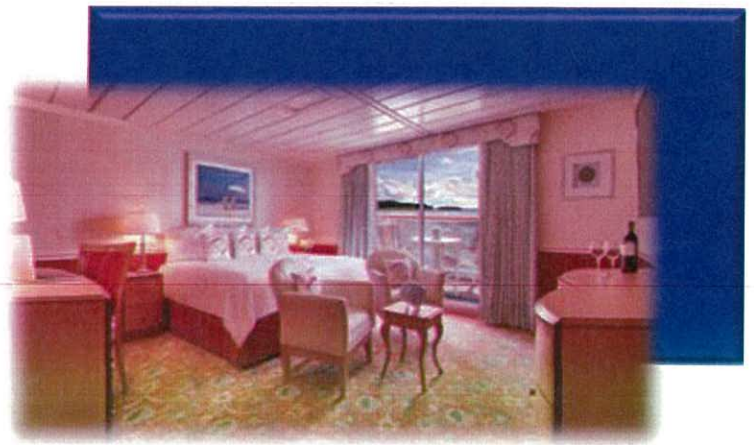


Cleaning & Sanitation

American Cruise Lines areas of focus for enhanced cleaning and sanitation procedures include, but are not limited too:

- ⚓ Embarkation Day
 - ⚓ Prepping for new cruise
- ⚓ Guest Staterooms
- ⚓ Guest Public Areas
- ⚓ Laundry Facility
- ⚓ Dining Room & Food Service Areas
- ⚓ Dining Room Operations
- ⚓ Crew Service Areas
- ⚓ Crew Personal Hygiene and Quarters
- ⚓ Marine Operations
- ⚓ Guest Programs

American Cruise Lines is following guidance and recommendations regarding COVID-19 from the CDC, EPA, CLIA, AHHA as well as other applicable agencies.



Embarkation Day

Embarkation Day (Turnaround Day)

As guests depart the vessel and new guests arrive, we work diligently to thoroughly clean the ship between groups of guests from one cruise to the next.

American Cruise Lines has dedicated more than 250 man-hours to cleaning and sanitizing between cruise departures.

This is to allow for enhanced disinfecting and sanitizing ensuring a clean and safe environment for all guests and crew.

Delayed boarding of the ship has increased the amount of time between guest arrivals to aid in social distancing protocol and minimize the potential for transmission.



Embarkation Day (cont.)

Personal Protective Equipment (PPE)



ALL cleaning staff are required to wear the following PPE while performing cleaning duties onboard:

- FDA Approved Ear Loop Disposable Facemasks
- Eye protection such as goggles or disposable face shields that cover the front and sides of the face
- Disposable single use medical gloves
- Disposable single use medical gowns
- Disposable single use shoe protectors

Staff is required to don clean PPE for the cleaning and sanitizing of EACH guest stateroom on Embarkation Day.

Reusable PPE will be sanitized and stored in a designated location.

Guest Staterooms

Pre COVID-19: Average stateroom cleaning time allotted 20 mins

Enhanced procedure: cleaning time will be increased to approximately 40 mins* per stateroom

*Cleaning Times may vary due to size of stateroom and guest requests



Housekeeping Staff

Only 1 Housekeeper and Manager is authorized in a Guest Stateroom during the cleaning process to reduce the potential for contamination

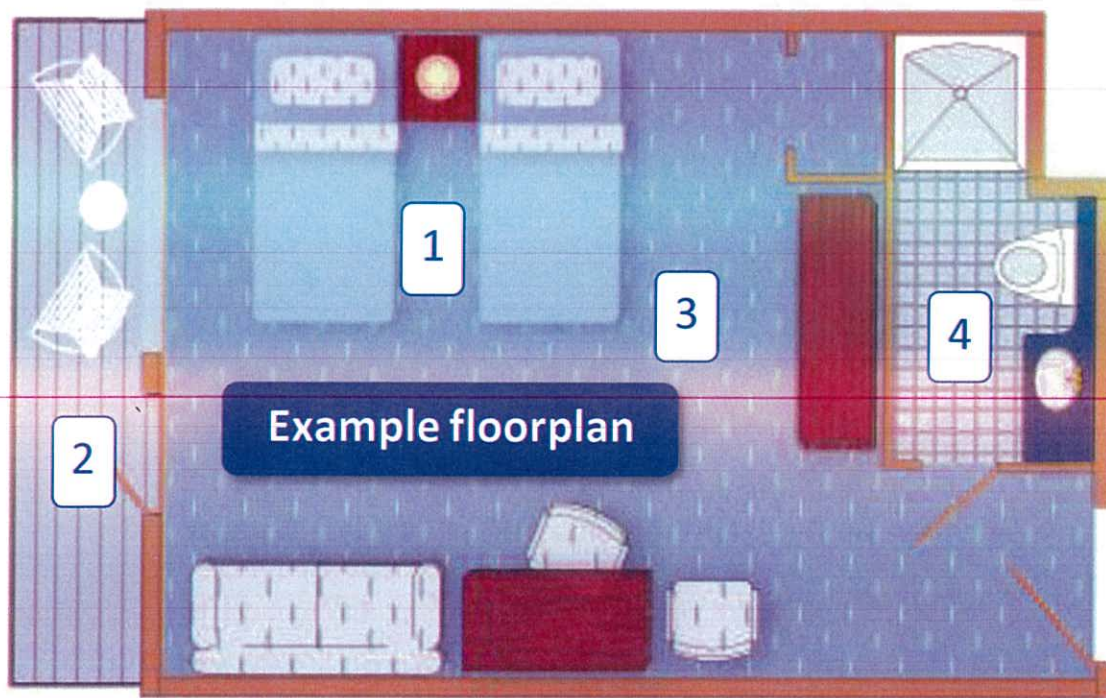
Guest Stateroom (cont.)

Housekeepers clean each stateroom in the following order:

1. Make the bed(s)
2. Balcony (if applicable)
3. Stateroom
4. Bathroom

Housekeepers clean themselves out of the stateroom

- Soiled linens are removed and laundered in accordance with approved procedures
- Trash is disposed of per company policy
- All ACL literature i.e. brochures, maps, etc. is disposed of and replaced



Guest Stateroom (cont.)

Single Use Items



All Single Use Items are disposed of and replaced with new items on turnaround day.

Hotel Amenities-

Soaps

Lotion

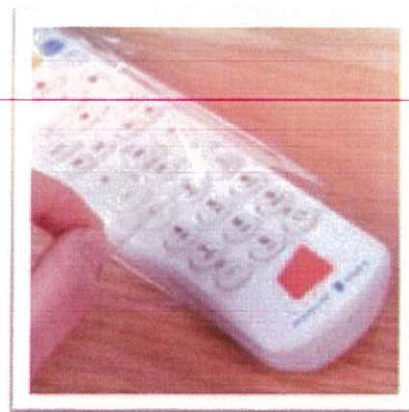
Toilet paper

Tissue Boxes



Remote Control Sleeves

Single Use remote control sleeves
Are used in addition to sanitizing



Guest Stateroom (cont.)

“High-Touch” surfaces are cleaned and disinfected in accordance with CDC recommendations.



EPA Approved chemicals are used to sanitize all “High-Touch” surfaces.



“High-Touch”

These surfaces include, but are not limited too:

- Vanity counter
- TV buttons
- TV remote control
- All light switches
- Safe door
- Door handles
- Chair arms and top of chair back
- Medical Emergency button
- A/C control
- Phone (handset and touch buttons)
- Hair dryer
- Dresser drawer handles/knobs
- Cabinet handles/knobs
- Bedside & coffee tables
- Bathroom

Toilet flush knob

Shower control knobs

Sink basin faucet knobs/handles

Countertop (sink/vanity area)

Guest Public Areas

The enhanced cleaning and disinfection protocols of the guest public areas, where our guests frequently visit aboard American Cruise Lines vessels, are following the recommended procedures of the CDC regarding cleaning and sanitizing to include the following:

The Housekeeping Department will be properly trained on use of EPA approved cleaning chemicals to prevent COVID-19. Enhanced cleaning & sanitizing practices of all public areas & high-touch areas will be implemented.

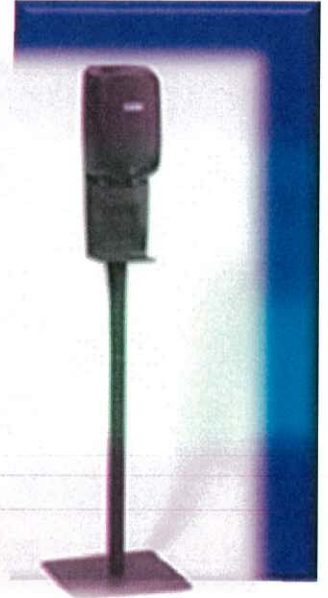
Designated crew members from the Housekeeping Department will be assigned to sanitize all of the following public areas of the ship every 1 hour or as necessary

Cleaning/Disinfecting “high-touch” areas throughout the day:

- Doorknobs & doors
- Door and Window Handles
- Faucet Handles
- Credenzas
- Gangway railings
- Chair armrests & chair rails
- Picture frames
- Board games
- Magazines & books
- Tabletops
- Bulkheads
- Vessel railings (Corridor & stairways)

Guest Public Areas (cont.)

- Use of no-touch/automatic sanitizing dispensers are available throughout each vessel.
- Public restrooms are closed for guest use. Restrooms in the individual guest stateroom will be utilized.
- Fitness Center is cleaned & sanitized every 1 hour. Limit 2 guests
- Public area air filters are cleaned weekly at the end of every cruise.
- All elevator buttons, doors, bulkheads and frames on each level are sanitized every 30 mins. Limit 2 Guests in elevator.
- All buttons, knobs, inside and outside of washers and dryers are sanitized in the Passenger Laundry facility.



**After hours deep
cleaning/disinfecting**

**All vessel surfaces
cleaned & disinfected
using appropriate PPE
and safety protocols.**

Public Lounges:

- Only pre-packaged snacks are served in the lounge areas.
- All tables, columns, chairs, chair rails, bulkheads and fixtures that include – but are not limited to – telephones, coffee pot handles, water container spigot, sink handles and faucets, audio and AV equipment, piano keys and bench, magazines, remote controls, computer keyboard and mouse, table centerpieces, counter tops, cabinets and cabinet handles are cleaned and sanitized.
- The dance floor (if applicable) is cleaned and sanitized.

Laundry Operations

American Cruise Lines is following all recommendations and requirements set forth by the Centers for Disease Control (CDC). ACL has implemented the following procedures and practices in regards to Laundry onboard:



The Housekeeping Department is properly trained on use of EPA approved cleaning chemicals to prevent COVID-19 and the successful cleaning & sanitizing practices to maintain a safe environment.

Designated crew members from the Housekeeping Department are assigned to the laundry room.

All laundry room attendants are required to wear personal protective equipment including, but not limited to, single use disposable gloves, FDA Approved ear loop face mask, and apron.

Crew Uniforms will be laundered onboard DAILY.

Laundry Operations (cont.)

Laundry outside of the laundry room:

- All staterooms are cleaned every other day
- All laundry is placed in a plastic, sealed bag. Each bag is brought to the laundry staging area directly after each service
- All soiled laundry is placed in a soiled linen room to allow for sorting and to prevent cross contamination
- No laundry is left in the corridors unless it has been cleaned and is in a clear bag. Clear bags are available in the linen closets

Laundry Staging Room:

- All soiled linen is immediately taken to the soiled linen staging room. Only the Laundry Attendants are to remove the laundry from this room once a machine is available for proper cleaning.
-
- Laundry will remain in the biohazard bag until it is placed in the machine. Soiled linen will not be stored in the room where washing is taking place.

Laundry Operations (cont.)

NOTICE **SOILED** **LINEN**



Cleaning of Soiled Linen:

- Linens are serviced according to routine standards and procedures set forth by the CDC. For hot-water laundry cycles, wash with detergent or disinfectant in water at 70°C (160°F) for at least 25 minutes. **Ecolab** Chemicals will be used to ensure all items are properly sanitized.
- When transferring items from the washing machine to the dryer, new gloves are used to prevent cross contamination.
- When removing from the drying cycle, new gloves are used to prevent cross contamination.
- All clean linen is placed in clear plastic bags for storage until use.
- Machines are cleaned daily with approved machine cleaner.

Dining Service Operations

The Food and Beverage operation on board American Cruise Lines vessels is a high priority to ensure a safe and healthy experience for our guests and crew. These strategies will deliver guidance to the on board crew to demonstrate how we can effectively do so. We have put these practices into place on each ship and trained all crew extensively to mitigate the spread of COVID-19.

Dining Service and Galley Operations will utilize EPA Approved Ecolab cleaning products in all dining, food prep and food storage areas.

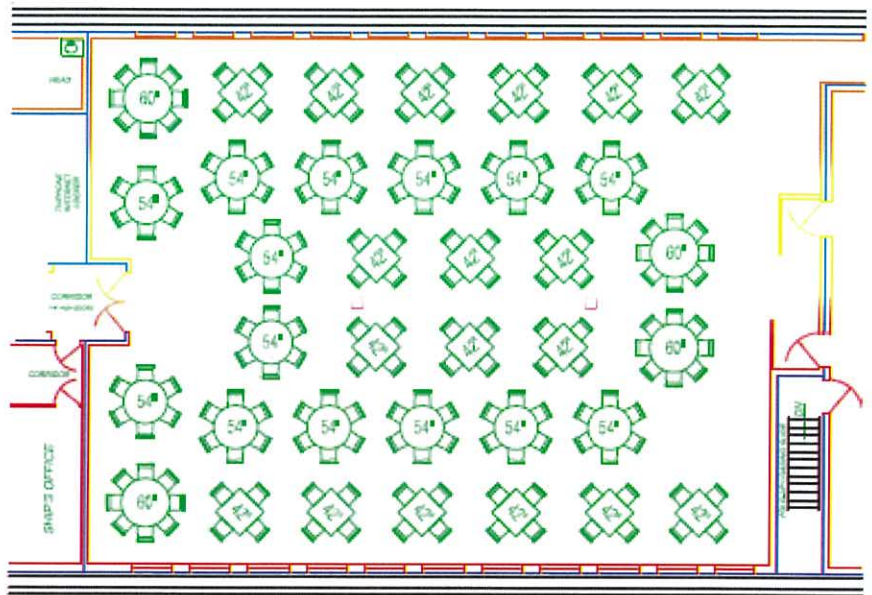
ECOLAB®



Dining Service Operations (cont.)

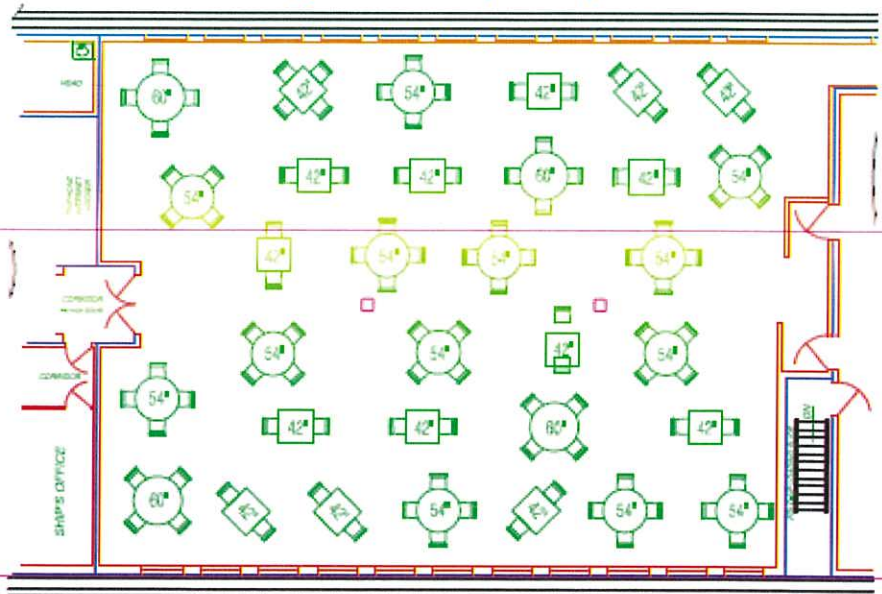
American Cruise Lines has reduced the capacity of the dining rooms by nearly 50% to comply with our enhanced Social Distancing Policy.

Pre-COVID-19
Dining room capacity of 196



Social Distancing Layout
Dining room capacity of 98

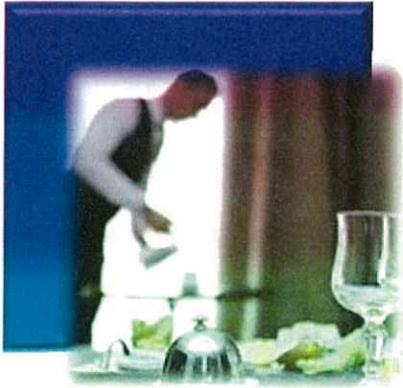
The dining rooms on each of our vessels has been reconfigured to increase the distance between guests while dining.



Dining Service Operations (cont.)

- Touch-less sanitizer is available for guests to use prior to entering or exiting Dining Room and bar areas
 - Updated floor plans for tables to follow social distancing guidelines of at least 6 feet between tables
 - Dining stewards & managers are required to wear FDA Approved ear loop facemasks and gloves when in direct contact with guests. Gloves are changed throughout meal services.
 - Party sizes are limited to have no more than the maximum approved as recommended by the CDC or local and state governments
 - All crewmembers entering or exiting the Dining Room or galley are required to wash his or her hands under warm running water with soap for 20 seconds
 - Wash and sanitize the tables including wooden arms on the dining room chairs
 - Buffet-style foods has been eliminated from Dining Room & public lounges
 - Only individually packaged or wrapped food items is available for guests
-
- Bread served at meal services is served by dining steward for each tabled directly to the guests

Dining Service Operations (cont.)



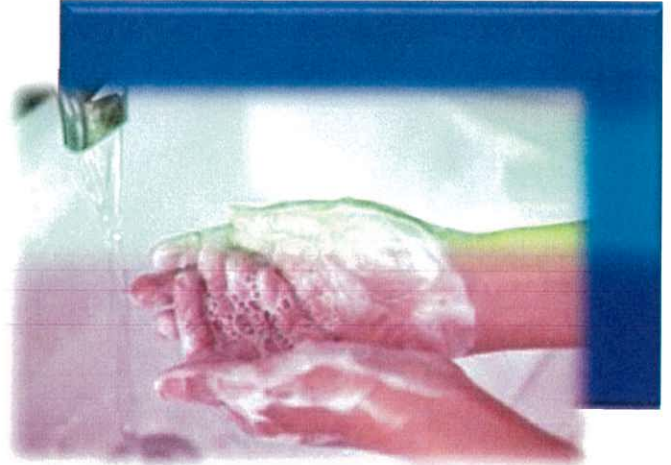
Room service is available for a dining option outside of the Dining Room for all meals. Assigned delivery personnel leave the cart or tray outside of the guest stateroom with a knock on the door without entering the stateroom. Room Service materials are retrieved wearing appropriate PPE & discard of food/materials immediately.

- No pre-set place settings are used for guests. Each table receives their rolled silverware upon sitting down at the table
- Table centerpiece items are removed from all table settings and each guest receives single use condiments.
- All unused linen and tableware are treated as used and will go through the proper laundry/sanitizing methods before being used again.
- EPA approved chemicals are used on all fixtures and tables that include – but are not limited to –all touch-points on chairs, table bottoms, bulkheads, AC controls, telephones - after every crew meal and passenger meal service.
- The self-service, alternative dining option of the Back Porch Café has a 6ft area blocked off area for guests to order food.
- The number of crew members in meetings or pre-shift gatherings are limited.

Dining Service Operations (cont.)

Handwashing

- When starting a shift and when changing duties, thorough hand-washing procedures will be followed
- Posters explaining CDC hand-washing procedures are placed in crew service areas
- Handwashing stations are well-stocked with soap and disposable paper towels at all times.



Crew Service Areas



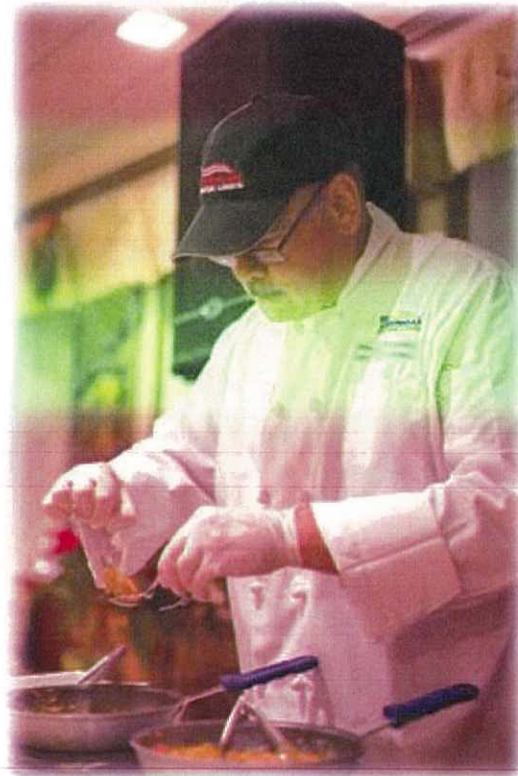
- Crew members are only authorized single use cups for personal beverages
- Cleaning & sanitizing of all server service stations every 1 hour or as necessary.
- Regular cleaning and sanitizing of tea & coffee equipment

Galley Operations

American Cruise Lines Galley Operations will continue to maintain safe food handling, storage and sanitation of all galley areas in accordance with FDA regulations.

Galley Staff wear appropriate PPE while preparing food or working in galley areas. Face masks, disposable gloves and clean aprons.

All food prep surfaces are sanitized frequently with approved CDC, FDA and EPA chemicals. Ecolab products are used onboard all vessels.



Service Ware Cleaning

All service wares such as utensils, glassware, dishes, etc. are thoroughly sanitized with EPA approved Ecolab chemicals.

Handling of clean service wares will be assigned to specific galley staff.



Crew Personal Hygiene, Quarters & Social Distancing

Crew members are required to practice good personal hygiene and practice social distancing at work and during his or her down time.

Crew members are issued PPE in accordance with CDC & FDA recommendations

FDA Approved ear loop facemasks are required to be worn by crew when leaving the vessel to go in to port

Frequent handwashing and sanitizing are required

Disinfect frequently-used items and high-touch surfaces in crew quarters

Avoid sharing personal items

Remain in individual cabin when not working

Frequent changing of personal linens, towels, etc.

CDC signage posted in high traffic crew areas for reference

Crew are required to wear new uniform items daily.

Crew staffing has been reduced by 20% to accommodate ACL's enhanced social distancing policy.

Crew will maintain 6 feet of distance whenever possible during work related duties



6 FEET



Marine Operations

Marine Operations will continue to operate each vessel in accordance with Coast Guard regulations and recommendations.

The Marine Operations department onboard is responsible for cleanliness and sanitation of the exterior of the vessel. EPA approved chemicals are used to sanitize all “High Touch” areas on the exterior of the vessel.

Sanitizing of these areas is done every hour from 6am to 10 pm. In addition sanitizing takes place during evolutions such as:

- Excursion departure/return
- Deliveries
- Turnaround Day

All Marine Operations staff wear appropriate PPE and follow CDC guidance regarding cleaning and sanitation.



Marine Operations (cont.)

Guest Luggage

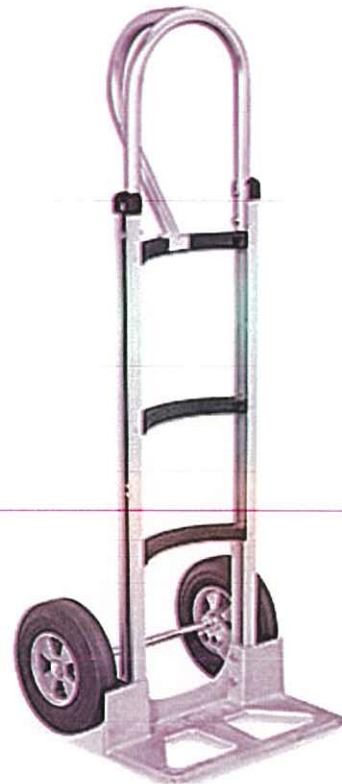
Safe and sanitary luggage handling is a high priority for American Cruise Lines.

Marine crew are wearing face masks and disposable gloves during baggage operations.

Gloves are changed frequently and disposing of used gloves in a garbage bag to be sealed and disposed of once complete.

Each piece of luggage's exterior is sanitized prior to being brought onboard the vessel with EPA approved chemicals.

Equipment such as baggage carts and shared/common two-way radios or other mobile devices are sanitized frequently and after each use.



Marine Operations (cont.)

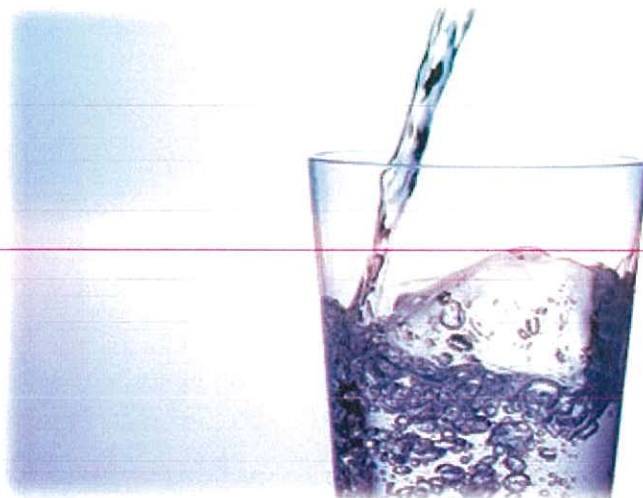
UV-C Potable water Treatment

In UV water disinfection technology, Ultraviolet light of wavelength 253.7 nanometers is used for disinfection of bacteria, viruses, molds, algae, and other microorganisms, which multiply and grow.

UV disinfection technology destroys the DNA of microorganisms which leaves them dead and unable to grow further.

UV disinfection technology can be used for drinking water disinfection, process water disinfection, wastewater disinfection, and surface disinfection.

Vessels in the American Cruise Lines fleet are equipped with UV-C treatment capabilities.



Guest Programs

Our excursion vendors have reduced capacity to allow for social distancing. Typically, they are starting-up at 25% capacity and expanding that to 50% over time.

In addition to social distancing, vendors are providing hand sanitizer and all excursion personnel are in masks and gloves.

Coach loading has been reduced significantly to allow for social distancing.

Coaches are fully sanitized before every boarding and luggage bays are wiped down after every luggage transfer.

Hotels are practicing social distancing and have elevated cleaning and sanitation procedures and protocols significantly.

