

HEALTH AND SAFETY IS OUR #1 PRIORITY.

We continue to enhance our comprehensive and robust health and safety protocols which are being developed in conjunction with expert public health and medical advisors to meet or exceed the standards required by governments and health authorities around the globe. This is just the start of a wave of new technologies and enhancements we plan to roll out prior to the resumption of cruise voyages to ensure allow our guests to Sail Safe and explore the world with the ultimate comfort and ease.

ENHANCED SCREENING PROTOCOLS

All guests and crew will undergo pre-embarkation health screening. Once on board, touchless temperature checks and monitoring of guests and crew throughout the voyage will help identify potential health issues, offering an additional layer of prevention and protection.

• Temperature Screenings

Touchless temperature checks will occur:

- Prior to embarkation and disembarkation
- Upon returning to the ship while in a port of call
- Prior to all activities in public venues
- Prior to all meals in dining venues

• Crew Screenings

A healthy crew helps ensure healthy guests. Constant monitoring of crew health includes temperature checks multiple times per day as well as rigid sanitation protocols.

We're enhancing our existing Pre-Employment Medical Examination process, which already screens for a wide variety of infectious diseases, to ensure the health and safety of our crew. We're exploring on board testing capabilities that could allow crew members to undergo COVID-19 testing at any time throughout their employment contract.

RESPONSIBLE SOCIAL DISTANCING

We are reducing guest capacity on board all ships in our fleet to enable responsible social distancing measures.

- We continue to work with port and government authorities to determine procedures that are in accordance with CDC and global health agencies' guidelines, to implement protocols that allow for proper social distancing during the embarkation process, including staggered embarkation and advanced check-in procedures.
- Onboard activities will still be available, although operated at a reduced capacity, and in some cases, slightly modified in order to ensure safe social distancing. We will take necessary precautions and follow applicable public health guidelines to protect guest health and safety, which is our highest priority at all times.

INCREASED SANITATION MEASURES

All ships are thoroughly cleaned and disinfected prior to every voyage in accordance with company protocols, which are developed in partnership with the CDC's Vessel Sanitation Program. Embarkation terminals will be sanitized continuously, and, where possible, sanitized with electrostatic sprayers before and after each embarkation and debarkation. Further, all staterooms, suites and public areas will be cleaned, sanitized and disinfected at an increased frequency.

- The disinfectant we use in staterooms and public areas is hypochlorous acid (HOCl). Hypochlorous acid is a non-toxic, powerful oxidant that effectively kills bacteria, spores, and viruses. It is natural and safe to use in open areas since it is comprised of natural elements such as water and salt, and electric charge.
- Our 24/7 prevention schedule will feature continuous disinfection of public areas and high-traffic touch points. We will ensure that cleaning occurs continuously for all elevators and all public areas.
- Buffets and beverage stations will be full service with staff available to serve guests.
- All guests will be strongly encouraged to engage in frequent handwashing, including when entering food and beverage venues, and hand sanitizer will be prominently displayed and easily accessible throughout the ship.

UPGRADED MEDICAL-GRADE AIR FILTERS

Strategic installation of medical-grade air filters to provide cleaner air for our guests. The upgraded H13 HEPA air filters are capable of removing 99.9% of airborne pathogens and are fine enough to catch particles of COVID-19.

- H13 HEPA is one of the highest grades of particulate air filter, capable of removing 99.9% of all particulates 0.1 microns or larger.

SHIP TO SHORE HEALTH & SAFETY

We are collaborating with local destinations and tour operators around the globe to extend our robust health and sanitation protocols are extended to the shoreside experience. Embarkation terminals, tour coaches, and the attractions we visit must have appropriate health and safety protocols in place.

ENHANCED MEDICAL RESOURCES

We are enhancing our onboard medical centers to be equipped with testing kits and medical supplies, including onboard testing for COVID-19 as available. Our onboard medical teams will also be increased fleetwide and will include a new dedicated Public Health Officer on every ship. Additionally, each ship has dedicated isolation accommodations should the need arise.

- Testing kits and medical supplies include:
 - Advanced onsite COVID-19 testing
 - Increased inventory of medications to treat COVID-19
- We will begin to introduce a newly created onboard position of Public Health Officer, responsible for the oversight of all sanitation and outbreak prevention initiatives. Additionally, they will monitor the day-to-day cleanliness of all public areas and accommodations, maintaining compliance with the CDC's Vessel Sanitation Program.
- Enhanced health & safety trainings and continued education for crew members
- Webinars developed by our various health partners
- WHO and CDC materials are available to vessels and crew
- All crew will have public health training when joining the ship

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