



SCYLLA

Statement COVID 19: Onboard protocol

Update: 19/05/2020

After a long period of uncertainty, we can finally begin the gradual restart of the sailing season. International statistics show that COVID-19 has passed its peak, borders are starting to open again, travel restrictions are gradually being lifted and confidence to travel is growing again. Thanks to these evolutions, Scylla is delighted to announce the restart of our sailing activities for guests at an adapted and safe capacity.

In the past period, Scylla has been working hard to prepare its postponed season by installing procedures to make safe and carefree journeys happen again. While our ships were on pause, we started to create new dynamics, addressing our resilience. By restarting our activities, Scylla wants to take the first step in a new reality. This way we start our journey towards the new normal.

Detailed protocols are provided onboard, creating clear guidelines for crew and guests. In this statement, we want to summarize the main procedures and provide insights into the nature of the measures being taken.

Guest embarkation

- Scylla requests its tour operators to investigate the whereabouts and physical health of guests before boarding the ship by means of a questionnaire.
- Scylla AG requires a **pre-boarding** statement from the tour operator confirming the validated health checks for all passengers participating in the journey, ensuring all passengers being fit to travel.
- Only registered guests and crew are allowed to enter the ship, after performing safety/health checks such as measurement of body temperature and hand disinfecting.
- In case elevated temperature is measured, the passenger will not be allowed on board until the potential risk of a passenger has been defined by the local health authorities.
- Embarkation is arranged with respect for social distance and adapted procedures minimize the interaction between guests and crew.
- Every step of the check-in procedure is being revised to have a contactless experience.
- The main safety rules will be communicated to guests (verbal and in writing) before entering the ship the first time.
- The use of plastic screens and other protective gear is used for embarkation steps that require interaction.
- Before embarkation, the entire ship, including cabins is being cleaned/disinfected and ventilated.

Guest interaction on board

- The use of mouth masks is mandatory onboard when walking around.
- Respect for 1,5-meter social distance or compliance with local guidelines with regards to social distancing is guaranteed and clearly communicated onboard.
- General safety measures such as coughing hygiene are requested and clearly communicated on board.



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- When needed, meals and activities are being arranged in time slots to lower the used capacity of communal areas.
- When spaces do not allow social distancing, one-way movements are being installed and clear routing is defined onboard to exclude crossings without a safe interpersonal distance.
- All meals are being served and no buffet services are offered.

Onboard services and facilities

- A doctor accompanies journeys to perform health checks with crew and guests, for onboard consultations and to assess the potential risks on a frequent basis.
- Quick tests for COVID-19 are available onboard. These can be used by the accompanying doctor in case of suspected risk.
- The temperature of every guest is being measured on a daily basis.
- Clear signage is provided onboard to make guests and crew comply with the defined routing plans.
- Services such as massage, hairdresser for which social distancing is impossible are not available.
- Services with a medium risk of spreading bacteria such as luggage handling are being minimized and performed with adapted procedures to limit risks.
- Facilities with limited space or elevated infection risks such as elevators and public toilets are out of order.
- Our cleaning staff will be taking additional measures in disinfecting surfaces to minimize the spread of bacteria by cleaning handles, staircases, toilets, armrests, guardrails ... with cleaning solutions adapted to COVID-19 on an even more frequent basis than is usually done.
- Room service is being stimulated as one of the measures to limit the number of people in the restaurant.
- Non-essential items that would be touched by multiple people are not made available (newspapers/umbrellas/ ...)
- No orders can be placed at the bar, all services are based on table services at all times.
- All food and beverages will be served as individual portions with a minimal need for contact between the person serving and the food/drink item.
- Each cabin is being disinfected twice a day, without the presence of the guest. Cabins are cleaned by the same member of the housekeeping staff every time and all members of the housekeeping staff are obliged to wear a face mask and gloves during their activities.
- All cabins will be provided with a bottle of hand sanitizer.
- Payments can be made by credit card only, except for tips which will be deposited in a tip box.

Crew for hotel and nautical operations

- Every crew member will be officially tested on COVID-19 before boarding.
- The crew arrives onboard days before guests to guarantee a quarantine period, after being questioned about their past whereabouts and current and past health situation.
- Procedures are being put in place to ensure social distance between crew members in sleeping, recreational and mutual areas for the crew.



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- All crew is being clearly instructed and trained to ensure compliance with the COVID-19 protocols.
- The onboard crew is obliged to wear protective gear during working hours and when interacting with guests.
- If it is determined by the onboard doctor that there is a confirmed or suspected case of COVID-19 disease on board, an outbreak management plan will be activated. The suspected case will be immediately instructed to wear a medical mask, follow cough etiquette, and practice hand hygiene; the suspected case will be isolated in a predefined isolation cabin with the door closed. Infection control measures will be applied in accordance with WHO guidance (2, 6). The disembarkation and transfer of the suspected case to an onshore healthcare facility for further assessment and laboratory testing will be arranged as soon as possible in cooperation with the health authorities at the port.