



Covid - safe

PONANT'S PROTOCOL

Sail with peace of mind





A WORD FROM JEAN EMMANUEL SAUVÉE

Today our fleet, that sails under the French flag, the World's safest in all rankings, has some of the most complete and renowned medical centers in the world of cruising. For many years, large investments have been made to equip our ships with advanced technologies in terms of safety, security and environment, including in the medical sector. Today the company follows up on these policies with the acquisition of high-tech equipments with an objective of strengthening our anti-Covid-19 health protocols thanks to on-board hospitals.

The unprecedented sanitary crisis we just faced was handled with great professionalism and efficiency by our shore-based teams and crews. The small size of our ships, unique in the cruise industry (an average of 170 guests) has made it possible to deploy our protocols with rigour, speed and efficiency. As a result, no cases of Covid-19 were detected on board any of our ships.

To ensure everyone's safety, passengers and crew members, the SSE team, in collaboration with the Medical Department, is developing reinforced protocols and new rules to limit all risks of contamination on board. Our engagement ? The guarantee of a Covid-safe zone on board our ships.

Among the key measures, we guarantee that 100% of the people on board (passengers and crew members) will be tested on each cruise, and that we will apply a double protection principle. Filtering and decontamination measures when boarding will be added to our on-board sanitary protocols as well as strict barrier measures to be applied all during the cruise.

Thus, our commitment is total to guarantee you peace of mind when sailing.

Jean Emmanuel Sauvée
PONANT's CEO



THE STRICT PRINCIPLES OF THE PONANT'S PROTOCOL SAFETY FIRST

Goals

To delimit and preserve around the ship a Covid-safe zone, a sealed sanitary bubble.

Approach

Ensure a maximum level of protection well above all standards in the industry of tourism, hotels and cruises by integrating all necessary technological, human and material measures.

Apply the double precautionary protection principle: to the on-board sanitary protocols will be added filtering and decontamination measures when boarding.

Deploy an on-board daily check to maintain the Covid-safe status of the ongoing cruise.

Expertise

PONANT's expertise and the medical resources at our disposal: procedures, on-board technologies, the company's medical team, our medical experts and on-board hospitals. Our past experience with Covid-19: none of our ships has been contaminated.

Anticipation and reactivity with the implementation of our protocols since January 2020.

Our close ties with the best worldwide experts: Marseille's University Hospital Center, Marseille Firefighters Battalion, Navy.

3 shields

Drastic on-board access conditions • Strict on-board sanitary protocols • Daily control and monitoring (guests, equipment, ships)

6 key points

Latest generation on-board hospitals with expert medical team • Strictly controlled boarding for goods and merchandise • Constant and systematic cleaning and decontamination of all areas on board • Sanitation and sanitary management of air circulation • On-board activities and access to highly supervised public areas • Shore visits in compliance with sanitary protocols



COVID-SAFE ZONE
3 SHIELDS



CONDITIONS TO ENTER THE COVID-SAFE AREA

Before boarding

Every guest is covid-free tested and exposed to the conditions for entering the Covid-safe zone.

- Getting to know the guest journey according to PONANT's sanitary protocol
- Medical check-in
- Health questionnaire
- Mandatory virological test (PCR) and optional serological test
- Disinfection tunnel for both people and personal belongings
- Temperature measurement

All goods and merchandise should be treated according to the disinfection/decontamination protocol.



THE COVID-SAFE AREA SHALL BE PROTECTED

Each person on board is submitted to the mandatory sanitary protocol
Each area on board is taken into account in the disinfection process.

- Provision of « precautionary kits » (category 2 surgical masks, wipes, disinfectant sprays, hydroalcoholic gel.)
- For guests: wearing a mask is mandatory when moving inside the ship, non-mandatory when staying still
- For crews: wearing a mask or a visor is mandatory when in contact with guests
- One-meter social distancing and barrier gestures
- Reinforced cleaning following protocol and using of virucidal products for each area
- Clean and renewed air (see page 16)
- Automated and systematic temperature measurement terminal at each passage at strategic locations (gangway, restaurant entrance, etc.)
- Possibility of PCR tests on board under medical decision



THE COVID-SAFE AREA SHALL BE MONITORED

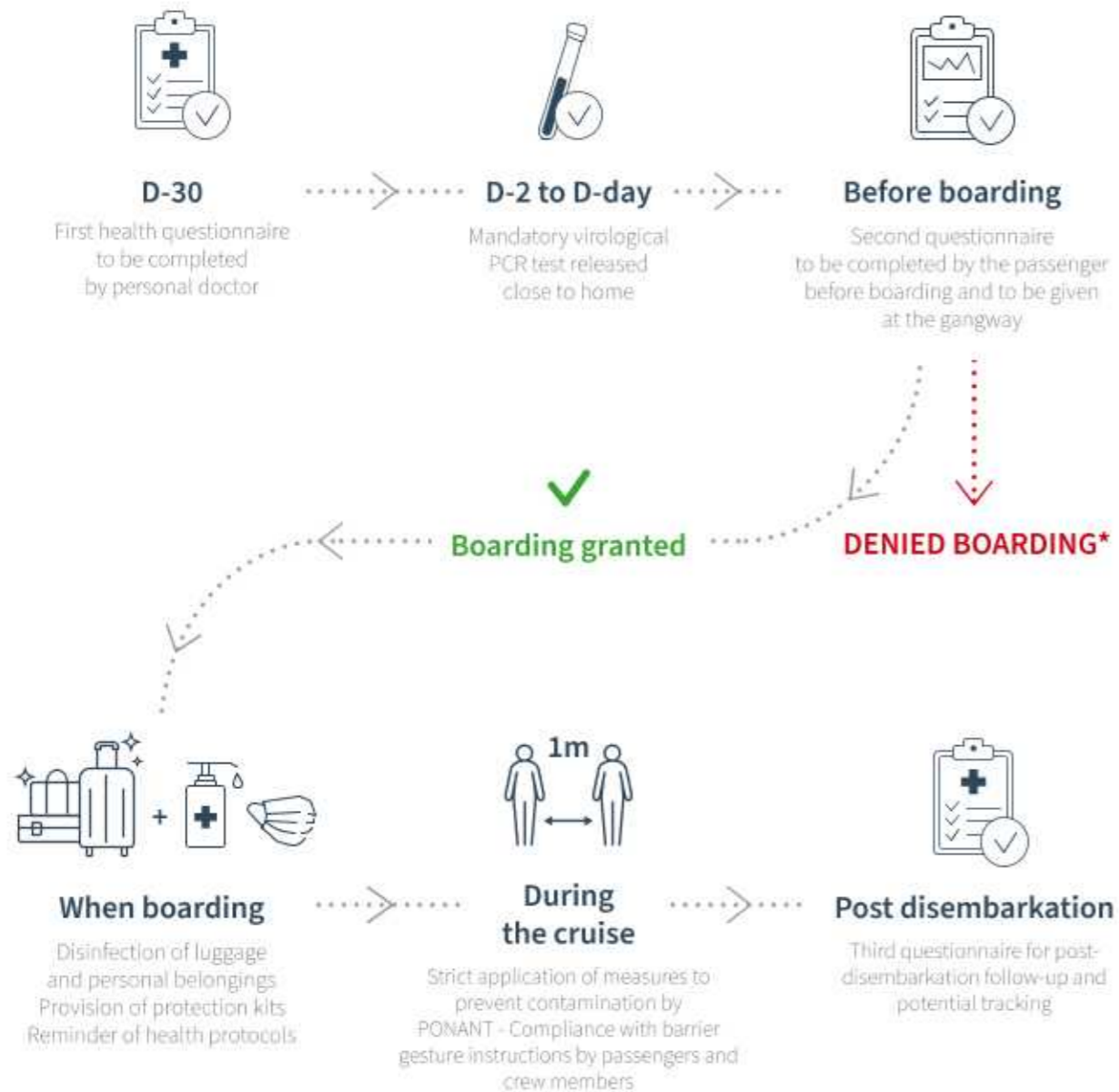
Tracking system of the sanitary situation for guests and crews on our ships.

- Daily medical supervision thanks to PONANT's medical team; PONANT Headquarters medical team + doctor and nurse on board
- Daily monitoring and diagnostics thanks to the on-board hospital (see page 13)
- Random samples from the areas identified as most sensitive for health control/no Covid-19 presence (10 samples taken per cruise)
- Direct contact and intervention if necessary from organizations dedicated to the fight against Covid-19: Marseille's University Hospital Center, Maritime Medical Consultation Center, Marseille Firefighters Battalion
- Strict compliance with the latest rules and protocols from the international health authorities: CDC (Centers for Diseases Control), WHO (World Health Organization), Ministry
- of Health and Tourism Organizations
- Set up of a "Covid-safe" label with recognized partners



THE GUEST JOURNEY

A SUM-UP OF THE PROTOCOL: THE GUEST JOURNEY



100% of guests and crew members tested before boarding

***DENIED BOARDING by PONANT medical team:**
 IF test results are positive, IF test results are older than 48hrs (another alternative is possible)
 IF confinement declared not implemented, IF mandatory confinement after PCR test is not respected
 IF temperature >38°C, or symptoms detected



THE SIX KEY POINTS OF THE PROTOCOL

1 | ON-BOARD HOSPITALS



Medical team composed by at least one doctor and one nurse on each cruise

- Trained to risks and protocols
- Available 24 hours a day, 7 days a week
- That could welcome more staff at any time if necessary

Next generation equipment on-board equipment beyond all tourism industry standards

- Medical equipment for quick diagnostics when in an isolated environment, carried out by mobile laboratory terminals, that enable to test on site infectious or tropical diseases such as influenza, strep throat, dengue fever, malaria, hiv, digestive infections...
- Advanced diagnostic equipment on each vessels: ultrasound, radiology and blood biological analysis; allowing the management and stabilization of cardiac pathologies (infarction, embolism, heart failure, rhythm disorders etc...), respiratory or digestive, orthopedic traumatology, wound sutures, complicated dressings and monitoring of anticoagulant treatment or diabetes ...
- Experts team for support 24 hours a day, 7 days a week

Pharmaceutical material upgraded with COVID-19 specific endowment

A biological PCR test device is available on board for being able to test 100% of guests

Trainings and dedicated exercises are performed regularly

Medevac plan ready to be deployed at any time if emergency

Isolation areas available: 5 free cabins at all times

2 | GOODS AND MERCHANDISE BOARDING



Preventive measures for every delivery

- « Covid-safe » areas identified
- Disinfection tunnels for luggage by misting or UV lamps
- Disinfection of food products and supplies by fumigation, chlorine bath or solution, high pressure steam or peroxide product

Handling ensured on land and on board in compliance with health protocols

- Only persons who have been authorised in advance may board the ship, in strict compliance with the boarding protocol
- No contact with external service providers
- Maintenance of a "pre Covid-safe" safety zone between the ship and the port
- Wearing masks, gloves and adapted safety suit if necessary
- Social distancing
- Systematic disinfection

3 | CLEANING AND DECONTAMINATION



Systematic cleaning of spaces with the virucidal product Ecolab PEROXIDE, the most effective product (100% elimination of germs, bacteria and against biological contamination)

- Twice a day for each cabin
- Every day for common areas
- Every hour for any object that is frequently used (door handles, handrails, some furniture...)
- At each stopover in between every re-boarding for zodiacs
- Footbath when returning to the marina
- After each use of nautical equipment

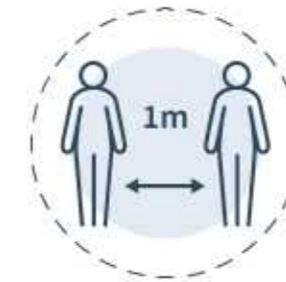
4 | CLEAN AIR



Sanitary management of air circulation

- 100% ventilation of fresh air in the cabins (no air recirculation)
- 24-hour supply ventilation and extraction
- Ventilation of the ship's compartments 5 times per hour
- Ventilated air renewed at least 5 times a day in common areas
- 100% elimination of viruses thanks to ventilation treatment units equipped with a UV sterilization and microfiltration system
- Constant maintenance of both the duct system and the sanitized machines with scheduled fumigation sessions
- Cleaning and disinfection of air conditioning grilles filters on at least each cruise
- Isolation and disinfection of ventilation ducts in case of doubt
- Ability to isolate ships' ventilation from questionable outside air in ports
- Possibility to isolate each area and / or adjust the differential pressure
- Possibility of accurate adjustment of the humidity of the ventilated air
- Ability to isolate ships' ventilation from questionable outside air in ports
- In ports, recirculation or overpressure with extraction stop

5 | ON-BOARD ACTIVITIES AND PUBLIC SPACES



Social Distancing

- Limited capacity usage of common areas: 50% of the gym, restaurant and theatre, maximum 2 passengers in the shop at a time
- Entertainment in the theatre in small groups
- Redesigned restaurant layout
- Different catering services in small groups at the restaurant
- 6 passengers maximum per zodiac

Mask wearing strongly advised when moving inside the ship outside of the cabin

Adapted Hotel Offer

- The Restaurants will only offer «A la Carte Services» (no more buffet), contactless
- Redesigned space layout
- SPA treatment protocol reviewed, hairdresser with gloves and visor

No contact with the outside

- No disembarking in populated areas
- No boarding without prior test and strict adherence to the protocol.

6 | ON SHORE VISITS



The « Covid-safe » zone extends itself beyond the ship and includes means of transportation to reach the land. These transports will be disinfected and controlled.

Shore excursions will be carried out only:

- In regions where the epidemic is under control
- In uninhabited areas where there will not be any contact with local populations
- For their protection, guests will be supervised under the implementation of health instructions
- 2-meter social distancing at every moment
- Barrier gestures and behaviors will be strictly observed throughout the visit
- Masks will be worn 100% of the time
- Re-boarding can only be done after a temperature control and going through the disinfection tunnel (individuals and personal belongings)
- The medical team will take these visits into account in their daily medical supervision

PONANT'S STRONG ORGANISATION TO ADDRESS THE CRISIS

A management team recognised as experts

- A Director of Operations and Fleet former Commander of the French Gendarmerie Intervention Squad with expertise in crisis management
- A Deputy Director former Merchant Navy Commander with expertise in maritime projects management
- A medical department made of former military doctors with expertise in the practice of medicine in isolated environments as well as a senior health executive nurse

On-board medical teams

- Physicians (one per ship) with emergency skills
- Nurses (one per ship) experienced in medical operations in the field

On-board hospitals

- Aboard each ship
- With high-tech equipments: radiology and biology equipments, resuscitation equipments...

Exceptional equipment dedicated to the fight against Covid-19

- Autonomous biological and serological detection capability to Covid-19
- Decontamination products
- High-capacity infrared temperature control tools
- Individual protection kits for passengers and crews

Exceptional partners

- Professors Emeritus Epidemiologists
- Marseilles' University Hospital and European Hospital of Marseilles
- Battalion of Marine Firemen of Marseilles
- Bureau Veritas



PONANT'S ROLE MODEL

French Flag

At the top of the World rankings of Paris Pavilions MoU (Memorandum of Understanding) in 2013 and 2014, the French flag is considered to be the safest in the maritime world. PONANT is the only French-owned cruise line, a pledge in terms of environmental quality, ship safety and social law.

The fleet is monitored by the PACA Corse Ship Safety Center located in Marseilles. Security equipment is checked and approved annually by the French administration and Bureau Veritas.

Each ship is certified ISM (International Safety Management), a very strict international regulation.

Member of the Blue Charter of "Armateurs de France".

Member of the International Association of Antarctic Tour Operators (IAATO), as well as of the Association of Arctic Expedition Cruise Operators (AECO).

2016 winner of the Blue Charter designed by "Armateurs de France" as a reward for his commitment.

MORE INFORMATION AND UPDATES ON:
WWW.PONANT.COM/SAIL-WITH-PEACE-OF-MIND

