

ms Rotterdam and ms Zaandam Repatriation Plan – Thursday 2 April 2020
1330ET 02Apr20 v24 – Includes Broward County edits and revises UK flight destination to LHR

Evolution objective:

Repatriate more than 1,200 Fit for Travel passengers from ms Rotterdam and ms Zaandam via flights from FLL to the US and other countries. No crew will be leaving either ship. Any future plan to repatriate crew members will be addressed separately. The objective is to use charter flights to transport passengers to destinations or airline hubs. Specific flight details are being finalized. Other than those gravely sick (if any) as agreed by Company and Government Agency medical professionals, there is no intent to disembark sick passengers with COVID, flu-like, or respiratory symptoms. Carnival Corporation and Holland America Line intend to be fully transparent about our plans while placing no undue burden on the state of Florida, Broward County, the greater Fort Lauderdale community or Port Everglades. Carnival Corporation and Holland America Line will reimburse costs incurred by the County for support provided by Port Everglades and other County and Broward Sheriff's Office resources.

Considerations:

Only well (medically fit for travel) passengers will be disembarked unless they require immediate hospital admission for severe illness. Any passengers with symptoms will not be allowed to disembark. All disembarkation will follow CDC guidelines for arriving travelers from level 3 locations (countries with high exposures to COVID). If passengers are symptomatic with acute respiratory illness, they will be retained onboard until well and determined as medically fit for travel per CDC recovery guidelines. Crew are not disembarking. If not travelling by a vehicle contracted by the Company directly home, passengers will board buses to the airport for charter flights.

Current Medical Status (as of 01 April 2020 2300PT):

Passengers onboard

Ship	Zaandam	Rotterdam	Total
Guest count	442	808	1,250

Passenger Health Status

A cumulative total of 107 passengers have reported influenza-like illness during the voyage. The majority had only mild illness and many are likely to be Fit for Travel for disembark.

Category	Zaandam	Rotterdam	Total
Hospitalized onboard with need for shoreside care	10 (2%)	3 (0.4%)	13 (1%)
For whom we have confirmed shoreside care	10	3	13
Current with symptoms*	13 (3%)	13 (1.6%)	26 (2%)
Expected Fit for Travel	419 (95%)	798 (98.8%)	1,211 (97%)

* A number of these passengers may be deemed as Fit to Travel by their disembarkation date

Crew Health Status (both ships)

A total of 143 crew have reported influenza-like illness during the voyage.

Category	Total (both ships)
Current with symptoms*	50 (4%)
Of whom are hospitalized onboard with need for shoreside care	1
Well	1,136 (96%)

*Prior data incorrectly showed 36 – this does not represent an increase in cases

Number of medevacs as of 02 April 2020 0730AM PT – 10 confirmed to Broward Health; 4 confirmed to Larkin.

1. Passenger Health Screening:

Passenger health will be evaluated per CDC guidelines. Passenger health screening will be conducted by ship’s medical personnel and four third party paramedics. All passengers will be placed in one of 2 categories: (1) Fit for Travel and (2) Not Fit for Travel. Fit for Travel means that the passenger answered ‘no’ to the questions in the screening questionnaire and does not have an elevated temperature. All other passengers will be considered Not Fit for Travel.

Based on categorization, the following process will be executed:

Fit for Travel

Passengers will:

- Complete an illness screening questionnaire that aligns with CDC airport screening from Level 3 countries prior to disembark (see below)

TODAY OR IN THE PAST 24 HOURS, HAVE YOU HAD ANY OF THE FOLLOWING SYMPTOMS?

SYMPTOM	YES/NO
Fever (100.4° F / 38° C or higher), felt feverish, or had chills?	<input type="radio"/> Yes <input type="radio"/> No
New or worsening persistent (frequent or continuing) cough?	<input type="radio"/> Yes <input type="radio"/> No
New or worsening difficulty breathing?	<input type="radio"/> Yes <input type="radio"/> No

- Have their temperature taken by medical staff.
- Receive a ‘Cleared to Debark’ card after screening to present at gangway - only individuals with this card will be allowed to disembark (form shown in the “Additional Information” section at the end of this document)
- Be given a copy of the CDC Health Alert for Coronavirus Disease 2019 (COVID-19), <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-Traveler-Info-Card.pdf>
- Be instructed to wear facemasks at all times until arrival at final destination and instructed to go immediately into 14 days self-isolation upon arrival at home

- Transfer by a vehicle contracted by the Company or charter air (details below)

Not Fit for Travel

Passengers will:

- For those with *severe illness* and critical care needs, be medevac'd as appropriate based on consultation between Company and Government medical professionals – Broward Health Medical Center has agreed to accept 10 patients under a recently executed Memorandum of Understanding, and Larkin Community Hospital has agreed to accept 4 patients. Ambulance services brokered by One Call Medical Transport.
- For those with ongoing *mild illness*, remain onboard in isolation. Once they recover and are deemed medically fit to travel by the shipboard physician, travel home per the Fit for Travel process above

2. Passenger Disembarkation Overview:

Clearance for individuals Fit for Travel

All individuals deemed Fit for Travel will proceed to terminals upon arrival for processing by CBP as per normal procedures. Flow will be metered to avoid long lines and adhere to social distancing protocols. Security personnel will be positioned to ensure passengers return to the ship unless departing by vehicle contracted by the Company. Per recent CDC guidance, all passengers will be provided with a face mask to be worn during disembarkation, during transport to their charter flights, for the duration of the flight(s), and while taking ground transportation contracted by the Company until they reach their final destination.

- Passengers leaving by vehicle contracted by the Company on day of arrival will collect their checked luggage in the terminal and proceed through CBP clearance and be escorted to the vehicle contracted by the Company.
- Passengers flying out on charters the following day(s) will return to the ship and remain onboard until being transferred direct to tarmac for their flight. Transfers will leave 1.5- 2 hours prior to their flight time. Checked luggage for these guests will come off the ship and be placed in the terminal to be cleared by Customs. Once cleared by Customs, luggage will be placed in sealed luggage trucks overnight for direct loading onto the aircraft approximately 3 hours prior to the scheduled flight time.

As a precaution, Holland America will provide surgical masks and gloves to all involved shoreside partners during the disembarkation process. Masks and gloves will be available at the crew entrance location in each terminal.

Clearance for individuals Not Fit for Travel (ongoing illness)

Individuals deemed Not Fit for Travel due to ongoing illness will stay onboard until recovered and deemed Fit for Travel. At that time they will be processed by CBP and cleared to disembark, and will follow travel protocols as described above for Fit for Travel individuals.

Individuals Not Fit for Travel (critical care needs)

Individuals deemed Not Fit for Travel due to requiring critical care will be cared for until they are transferred ashore or until they recover onboard.

3. Luggage Handling Overview:

Luggage collection onboard will be accomplished by only well crew members. Luggage to be sprayed with disinfectant spray by ship’s housekeeping team prior to being offloaded. Luggage will be laid down in the terminals and sprayed a second time with disinfectant spray (Oxivir tb) by shore side sanitization team (ABC Cleaners) prior to Customs clearance. Once luggage is cleared by Customs, it will be loaded into trucks and delivered to FLL airport for charter passengers by Safeguard America, Inc. DBA America’s Transportation.

4. Passenger Transportation Overview:

Charter Flights

Once cleared by CBP, individuals Fit for Travel will board buses by flight along with their carry-on luggage. As the buses are filled, each will depart for Fort Lauderdale International Airport. Buses will be escorted to the airport(s) by Broward Sheriff’s Office or other law enforcement. All buses to be cleaned by ABC Cleaners between runs and prior to return to service and/or end of service.

Passengers on charter flights will be transferred direct to tarmac to board the aircraft. Current charter flight plan (subject to final refinement) is as follows:

Date	Time	Origin	Destination	Passengers planned	TSA Screening Req’d?
03 April	1030	FLL	YYZ	243	No
03 April	1200	FLL	ATL	199	Yes
03 April	1330	FLL	SFO	236	Yes
03 April	1800	FLL	CDG, then FRA	260	No
04 April	0100	FLL	LHR	226	No

Ground Transportation

Once cleared by CBP, individuals Fit for Travel will be assigned transportation to their home via vehicles contracted by the Company. These passengers will collect their luggage in the terminal after disembarkation and proceed to the designated pickup area, maintaining appropriate social distancing. Guests will be picked up and driven directly to their home destination. For Florida residents living north of Ocala, charter flights will be provided.

Commercial Flights

There are no plans to use commercial flights for any passengers.

5. Operational Plan and Timeline:

Thursday, 02 April 2020

- 1300 ms Zaandam arrives at pilot pickup point and boards pilot who wears appropriate PPE (see "Additional Information" at the end of this document).
- 1330 ms Rotterdam arrives at pilot pickup point and boards pilot who wears appropriate PPE.
- 1400 ms Zaandam arrives at Terminal 21 in Port Everglades. Disembarkation health screening of individuals begins onboard.
- 1430 ms Rotterdam arrives at Terminal 19 in Port Everglades. Disembarkation health screening of individuals begins onboard.
- 1430 Luggage offload from ms Zaandam begins
- 1500 Luggage offload from ms Rotterdam begins
- 1500 Agreed medevacs from Zaandam to take place by private ambulance to the Broward Health Medical Center, 1600 S. Andrews Avenue, Fort Lauderdale, FL 33316. The company will cover the costs for all services provided.
- 1600 Private vehicles at terminals for Florida residents being transported home via ground transportation (38).
- 1600 CBP clearance for ms Rotterdam Fit for Travel passengers begins; those passengers departing by ground transportation will be picked up or provided vehicles. All other passengers will return to the ship until their bus departure time.
- 1630 CBP clearance for ms Zaandam Fit for Travel passengers begins; those passengers departing by ground transportation will be picked up or provided vehicles. All other passengers will return to the ship until their bus departure time.
- 2000 (Target time) CBP clearance for Fit for Travel passengers completed for both ships.
- TBD Medical examiner and BSO to attend to Zaandam for removal of deceased. Offload approval paperwork has been prepared and will be submitted once arrival authorization is received. Details to be coordinated between the cruise line and Medical Examiner's Office.

Friday, 03 April 2020

- 0730 Buses positioned alongside Port Everglades Terminal 19 and 21 for transport to FLL for YYZ flight.
- 0800 Cleared passengers for YYZ charter flight (243 planned) to leave ship and board buses. Charter flight scheduled for 1030. Charter Company: Volanteus, Carrier: Eastern Air Lines, Flight Number: EAL212. Social distancing practices in force, all wearing masks. 26 guests per bus.
- 0900 YYZ charter flight buses depart for FLL.
- 0900 Buses positioned alongside Port Everglades Terminal 19 and 21 for transport to FLL for ATL flight.
- 0930 YYZ charter buses offload passengers direct to aircraft on tarmac.
- 0930 Cleared passengers for ATL charter flight (199 planned) to leave ship and board buses. Charter flight scheduled for 1200. Charter Company: Volanteus, Carrier: Eastern Air Lines, Flight Number: EAL209. Social distancing practices in force, all wearing masks. 26 guests per bus.
- 1030 ATL charter flight buses depart for FLL.
- 1030 YYZ charter flight departs.
- 1030 Buses positioned alongside Port Everglades Terminal 19 and 21 for transport to FLL for SFO flight.
- 1100 Cleared passengers for SFO charter flight (236 planned) to leave ship and board buses. Charter flight scheduled for 1330. Charter Company: Volanteus, Carrier: Eastern Air Lines, Flight Number: EAL267. Social distancing practices in force, all wearing masks. 26 guests per bus.
- 1100 ATL charter buses offload passengers direct to aircraft on tarmac.
- 1200 SFO charter flight buses depart for FLL.
- 1200 ATL charter flight departs.
- 1230 SFO charter buses offload passengers direct to aircraft on tarmac.
- 1330 SFO charter flight departs.

- 1500 Buses positioned alongside Port Everglades Terminal 19 and 21 for transport to FLL for CDG flight.
- 1530 Clear passengers for CDG flight (260 planned) to leave ship and board buses. Charter flight scheduled for 1800. Charter Company: Volanteus, Carrier: Evelop, Flight Number: EVE7603. Social distancing practices in force, all wearing masks. 26 guests per bus.
- 1630 CDG charter flight buses depart for FLL.
- 1700 CDG charter buses offload passengers direct to aircraft on tarmac.
- 1800 CDG charter flight departs.
- 2200 Buses positioned alongside Port Everglades Terminal 19 and 21 for transport to FLL for LHR flight.
- 2230 Clear passengers for LHR flight (226 planned) to leave ship and board buses. Charter flight scheduled for 0100. Charter Company: Volanteus, Carrier: Privilege Style, Flight Number: PVG6886. Social distancing practices in force, all wearing masks. 26 guests per bus.
- 2330 LHR charter flight buses depart for FLL.

Saturday, 04 April 2020

- 0000 LHR charter buses offload passengers direct to aircraft on tarmac.
- 0100 LHR charter flight departs.

Notes: We are planning to repatriate the majority of Fit for Travel individuals by early Saturday morning. The only exception may be a few individuals whose home countries will not accept inbound citizens. These guests will be flown on the Atlanta or San Francisco charter flights on Friday.

Requesting that the ships stay in the respective or nearby berths at PEV until the afternoon of Saturday, 04 April 2020

6. Additional Information and Points of Contact:

Advance Notices of Arrival were sent on 30 March.

Terminal 2 and 4 Berth Requests were submitted on 31 March (PEV requested the move to 19 and 21 on 01 April)

Meet & Greet – SMS, Christopher Blanchard, cblanchard@sms.com.mt, cell: (786) 340-3795

Bus operator for Rotterdam – Academy, contact: Eddie Papanne, epapanne@academybus.com, cell: (201)725-5298

Bus Operator for Zaandam – Safeguard America, Inc. DBA America’s Transportation, contact: Steven Masdeu, StevenMasdeu@bellsouth.net, cell: (305) 972-1692

Melissa Melchior – Holland America Group, Senior Manager Guest Logistics: (661) 542-3129)

Donna Silvera-Barnett – Holland America Group Manager, Port Operations. (954) 802-7069)

Fleet Operations Center: (206) 626-9600

Miami Health Operations Center: (305) 599-2600 x10091

Disembarkation Clearance Cards





Holland America Line®

Disembarkation Clearance Card

Date: April 2nd, 2020 **Ship:** Rotterdam

The guest in possession of this card has been cleared to disembark the vessel.

Ship Medical Capabilities

Ships have medical centers and are staffed with physicians and nurses with experience in managing life support and ventilated patients. All ship doctors are experienced in Emergency Medicine, and specifically in providing ICU care, including the management of critically unwell and ventilated patients.

- Zaandam: Medical capability was enhanced in the last few days with two additional doctors:
 - 4 Medical Doctors and 5 Nurses
- Rotterdam:
 - 2 Doctors and 3 Nurses

Ships have access to telemedicine providers including critical care specialists. Ship's medical center has ICU capabilities for 1-2 ventilated patients. Emergency equipment available on board has been supplemented with additional supplies that arrived on a rescue flight, bringing the total on board Zaandam to:

- 6 Ventilators. 2 Additional ventilators available on Rotterdam.
- 2 Transport ventilators
- 5 Oxygen concentrators
- 8 Nebulizers on board
- 1 Extra Blood analyzer
- Extra oxygen 20 x MOX40 from Panama
- Extra 9xMOX40 (from Rotterdam). Rotterdam also has 10x MOX 40
- Additional infrared thermometers
- ICU medications supplemented in additional supplies brought over from Rotterdam (Propofol, Ketamine) & various other ICU Drugs

Regarding the current situation, we have calculated that we have sufficient supply on board both ships for the patients currently admitted. However, if we have additional admissions during the next 48 hours, there may be a risk of the supply being depleted simply because it is a finite amount. We have also ordered oxygen from our shoreside vendor which will be ready on our arrival to restock shipboard supply.

Pilot Procedures

Pilots will wear regular “surgical” facemasks and wash hands frequently and thoroughly or use hand sanitizer. The ships will place hand sanitizer in the areas that they will work in such as the forward and aft mooring stations and the bridge. Pilots should be informed to maintain a distance of at least 2m or 6ft whenever possible from crew. Pilots with respiratory symptoms or fever should not board the ship. Only healthy crew from the ships will be participating in the operations. They will have health screening done by the ship’s medical staff prior to the operations to ensure they have no symptoms of coronavirus. Pilots should avoid cross contamination between all persons by avoiding contact with shared objects such as pens, ID Cards, clipboards and papers. One pilot will pilot the Zaandam both in and out and another pilot will pilot the Rotterdam both in and out. They will pilot no other ships in the interim and both will then self-isolate for 14 days. An appropriate waste receptacle will be provided for Pilot PPE upon departure from the ship.