



PONANT PROTOCOL  
*Sail with confidence*



## OUR PARTNERS





## A WORD FROM JEAN EMMANUEL SAUVÉE

Today our fleet, sailing under the French flag, the world's safest in all rankings, has some of the most complete and renowned onboard medical centers in the world of cruising. For many years, large investments have been made to equip our ships with the most advanced technologies in terms of safety, security, medical equipment, and the environment, including in the medical sector. Today our company takes these initiatives even further with the acquisition of new high-tech equipment for our onboard hospitals to strengthen our Covid-19 health protocols.

The unprecedented crisis we have just faced was handled with great professionalism and efficiency by our shore-side 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 unprecedented rigour, speed and efficiency.

To ensure everyone's safety, guests and crew members, we are implementing all measures available to date that may detect the presence of the virus on board.

Among the key measures, we guarantee that 100% of the people on board (guests and crew members) will be checked 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 will be applied all during the cruise.

Therefore, we are committed to a safe and secure vacation, guaranteeing you peace of mind when sailing.

**Jean Emmanuel Sauvé**  
*PONANT CEO*

# PONANT'S EXPERTISE IN ANSWER TO CURRENT GLOBAL REQUIREMENTS

## **Small and secure ships**

Small ships allow passengers to sail with a free mind in an area that is hermetic to external risks. Inside this sanitary bubble, guests are independent and free to move around without being in contact with the outside world. When boarding, all guests boarding the ship will pass through the gangway and proceed to a checkpoint. Small, intimate ships ease these controls as well as the implementation of specific hygiene measures.

## **Safety, hygiene and environmental protection**

- Since the creation of the company, we have been taking our guests into the center of areas highly protected, only accessible to small ships. This has been made possible by our 30 years of experience as well as the expertise of our teams, who work closely with local and international authorities to obtain the regulatory approvals that allow the access to these sensitive areas.
- The experience we have been acquiring for more than 30 years, has enabled us to know and master all the risks related to our business as a small ship owner, in addition to carrying out expeditions. Many protocols and medical resources have been deployed to ensure the safety of our guests and crews.
- The entire PONANT fleet is sailing under the French flag, the safest in the world due to their equipment standards. Thus, PONANT's fleet is constantly controlled for matching their safety and environmental requirements.





## THE STRICT PRINCIPLES OF PONANT'S PROTOCOL

### 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 global industry of tourism, hotels and cruises by integrating all necessary technological, human and material measures.
- Apply the double precautionary protection principle: filtering and decontamination measures will be added to the on-board sanitary protocols 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.
- 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 checked and subject to the "Covid-safe" access protocol.

- Getting to know the guest journey according to PONANT's sanitary protocol
- Medical check-in
- Health questionnaire
- Guest test before their journey to the ship, followed by a health check and screening before boarding
- Disinfection step for personal belongings
- Temperature measurement

All goods and merchandise follow the disinfection / decontamination protocol and go through a decontamination zone by misting or UV lamp.





## THE “COVID-SAFE” AREA SHALL BE PROTECTED

**Each person on board is submitted to the mandatory sanitary protocol.  
Each area on board is treated to ensure total disinfection.**

- Provision of “precautionary kits” (cloth masks, category 2 surgical masks, wipes, disinfectant sprays, hydroalcoholic gel...)
- For guests: wearing a mask is obligatory in corridors, recommended the rest of the time
- For crews: wearing a mask or a protective visor is mandatory when in contact with guests
- Social distancing\* everywhere and barrier gestures
- Reinforced cleaning following protocol and using of virucidal products for each area
- Clean and renewed air (see page 18)
- Automated and systematic temperature measurement terminal at each passage through strategic locations (gangway, restaurant entrance, etc.)
- Possibility of PCR tests on board under medical decision
- Mobile device for implementing in-situ tests with rapid results and efficiency similar to PCR\*\*

\* In accordance with local health instructions: 1.8m/6ft in Polynesia, 1.5m/4.9ft in Australia and 1m/3.2 ft elsewhere.

\*\* Device for analysis aid. CIBU validation (Cellule d'Intervention Biologique d'Urgence - Institut Pasteur). Quick Detection of Human Pathogenic Coronavirus - from 02/06/2020



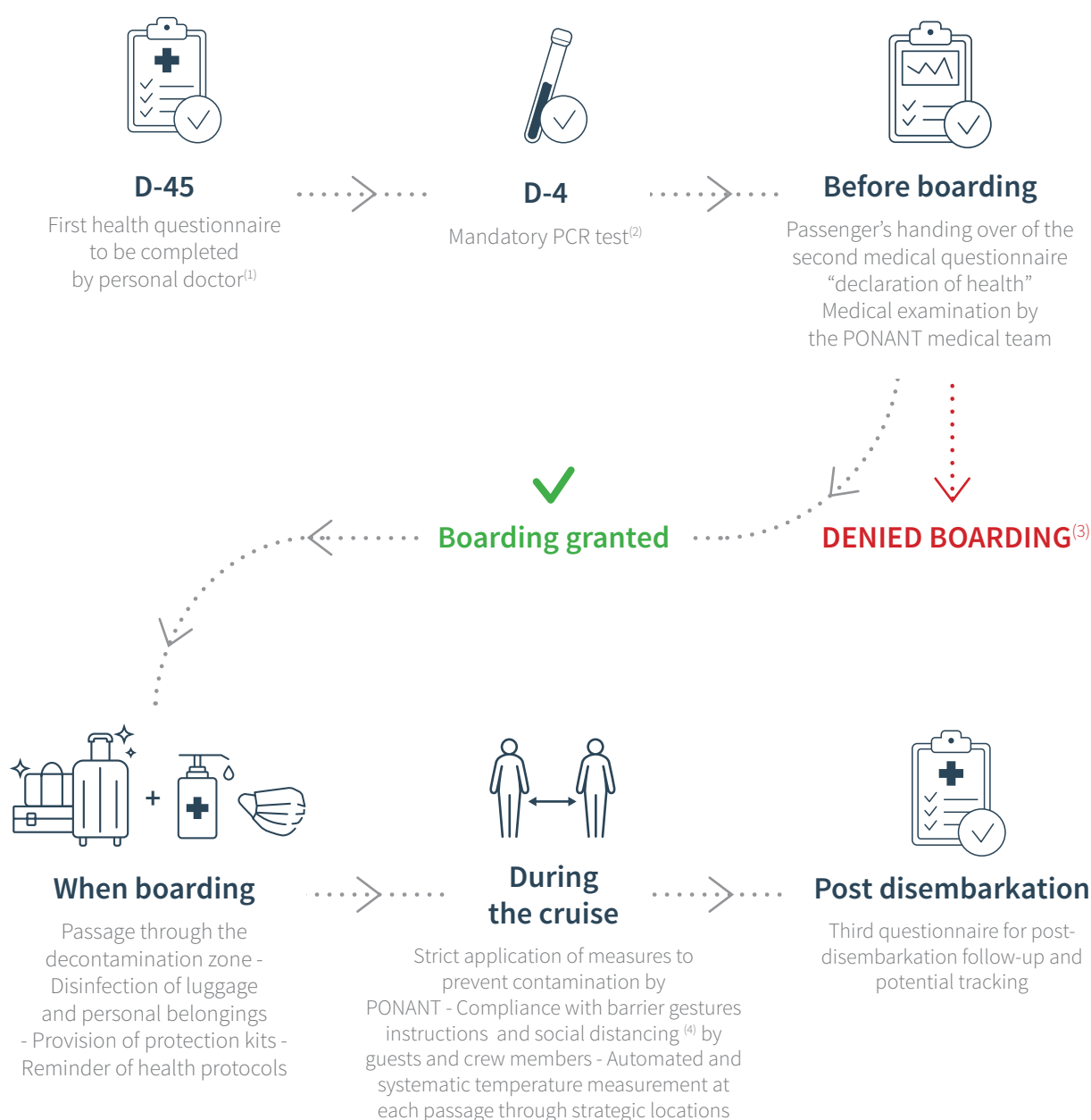
## THE “COVID-SAFE” AREA SHALL BE MONITORED

**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 15)
- Samples from the surfaces identified as most sensitive for health control / no Covid-19 presence (10 samples taken per cruise)
- Direct contact, intervention and/or advice 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), Ministries of Health and Tourism Organizations
- Set up of a “Covid-safe” label with recognized partners



# A SUMMARY OF THE PROTOCOL: THE GUEST JOURNEY



(1) Except for cruises in France. (2) Mandatory PCR test: do not travel if positive result or contact with Covid-19 case less than 14 days. Medical prescription sent by PONANT to implement the test. (4) Social distancing in accordance with local health instructions: 1.8m/6ft in Polynesia, 1.5m/4.9ft in Australia and 1m/3.2 ft elsewhere.

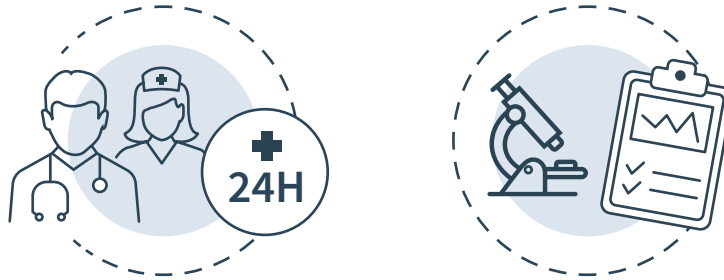


**100%** of guests and crew members  
checked before boarding

(3)DENIED BOARDING by PONANT medical team:  
IF test results are positive, 96hrs, having been in contact with Covid-19 case less than 14 days,  
IF temperature > 38°C / 100.4 °F, or symptoms detected



# 1 | ON-BOARD HOSPITALS



## **Medical team composed of at least one doctor and one nurse on each cruise**

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

## **Next generation equipment on-board 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 vessel: 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 ...

## **Pharmaceutical material upgraded with Covid-19 specific endowment**

**Biological PCR tests device available on board for being capable of testing everyone**

**Trainings and dedicated exercises are performed regularly**

**Medical evacuation plan ready to be deployed at any times if emergency**

**Isolation areas available: 5 free staterooms at all times**

## 2 | GOODS AND MERCHANDISE BOARDING



### **Preventive measures for every delivery**

- “Covid-safe” areas identified
- Systematic passage through a disinfection zone for luggage by steam, chlorine solution or UV lamps
- Disinfection of food products and supplies by misting, chlorine bath or solution.

### **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

\* Social distancing in accordance with local health instructions: 1.8m/6ft in Polynesia, 1.5m/3.2ft in Australia and 1m/4.9ft elsewhere.



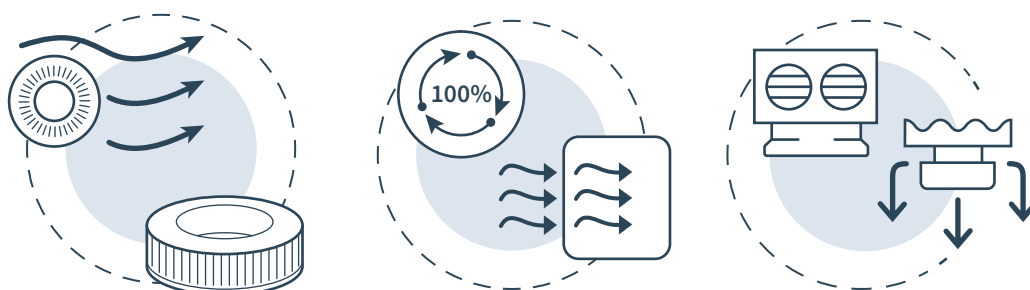
### 3 | CLEANING AND DECONTAMINATION



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 stateroom
- 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

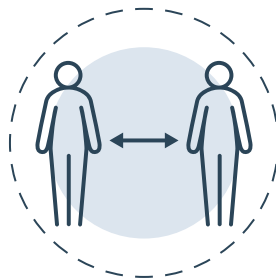
## 4 | CLEAN AIR



### Sanitary management of air circulation

- 100% fresh air ventilation in the staterooms (no air recirculation)
- Ventilated air renewed in the common areas at least 5 times per hour
- Disinfection of fresh air by specific treatment
- Continuous maintenance of clean air duct system and ventilation units
- Cleaning and disinfection of the air conditioning filters, at least once per cruise
- Isolation and disinfection of ventilation ducts in case of doubt
- Possibility to isolate the ventilation from questionable outside air
- Possibility to isolate each part and/or to adjust the differential pressure
- Precise adjustment of the humidity of the ventilated air is possible

## 5 | ON-BOARD ACTIVITIES AND PUBLIC SPACES



### Social Distancing

- Limited capacity usage of common areas: fitness centre, restaurant and theatre, maximum 2 guests in the shop at a time
- Entertainment in the theatre in small groups
- Redesigned restaurant layout
- For breakfast and lunch: continuous service in restaurants with extended time slots
- For dinner: 1 to 2 catering services at the gourmet restaurant depending on the number of guests, and on reservation for the restaurants on the pool deck when they are open.
- 6 guests maximum per zodiac

### Adapted Hotel Offer

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

### Controlled external contacts

- On-board/shore exchanges strictly supervised
- No boarding without prior health checks and screening as well as strict adherence to the protocol\*

**Wearing a mask is compulsory when moving outside the stateroom,  
defined in accordance with local health instructions\*\***  
**Mask is not required in a static position (theatre, restaurant, sitting position)**

\* except for Australian cruises \*\* wearing a mask is recommended for Australian cruises and mandatory for all other cruises.

## 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 checked.

Shore excursions will be carried out only in regions where the epidemic is under control:

- For their protection, guests will be supervised under the implementation of health mandates
- 2m/6.5ft social distancing at every moment with local populations
- 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 by applying protection and disinfection procedures (individuals and personal belongings)
- The medical team will take these visits into account in their daily medical supervision

### In case of an alert

**Should anyone on board show symptoms of contagion to Covid-19:**

Immediate treatment by our medical team • Diagnosis with the help of our on-board laboratory • Strict confinement in a protected and landscaped area • Exchange, coordination and instruction with shore-side health services and headquarters • If the case is confirmed, preparation of care and evacuation to a local facility • Immediate search and isolation of contact cases with diagnostic sampling if necessary • On-board risk analysis that may lead to decisions on the cruise progress • Complete disinfection of potentially infected areas according to a specific protocol

\*wearing of masks recommended, not mandatory in Australia / New Zealand

More information and updates visit:  
**[WWW.PONANT.COM/SAIL-WITH-CONFIDENCE](http://WWW.PONANT.COM/SAIL-WITH-CONFIDENCE)**

