

RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

From: Ruby Senior Doctor [REDACTED]
To: SESLHD-PublicHealthUnit-CruiseShipSurv [REDACTED]
 valerie.burrows [REDACTED] sydney.portagent [REDACTED]
Cc: Ruby Doctor [REDACTED] Ruby Administration Officer [REDACTED]
 [REDACTED] Ruby Crew Manager [REDACTED] Ruby Captain [REDACTED]
 [REDACTED] Ruby Hotel General Manager (RU) [REDACTED]
Bcc: 15.01.1713.001
Date: Sat, 07 Mar 2020 14:29:46 +1100

Good afternoon Vicky

Both guests were reviewed this morning.

- This guest with an URIT presented 5/7 after symptom onset; reports to never have been febrile; no fever recorded with either visits with us; mild cough reported; examens generally well

- This guest with URTI presented 2/7 after symptoms onset, denies fever/ malaise; states to be feeling well; mild cough reported and examens generally well

Both remain in isolation, and if required we would go ahead and do viral swabs on them. Please advise how collection would happen.
 Please also be advised we have limited swabs available onboard (6), and would greatly appreciate some more – is there anywhere we can procure some?

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
 M/V Ruby Princess



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From: Vicky Sheppard (South Eastern Sydney LHD) [REDACTED] **On Behalf Of**
 SESLHD-PublicHealthUnit-CruiseShipSurv
Sent: Saturday, March 07, 2020 2:44 PM
To: Ruby Senior Doctor [REDACTED] Valerie.Burrows [REDACTED]
 sydney.portagent [REDACTED]
Cc: Ruby Doctor [REDACTED] Ruby Administration Officer [REDACTED]
 Ruby Crew Manager [REDACTED] Ruby Captain [REDACTED] Ruby Hotel
 General Manager (RU) [REDACTED]
Subject: Re: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March
Importance: High

Dear Ilse and Ruby Princess colleagues

thank you for this information.

The NSW Health expert panel has had an initial review of the information you have provided and there is concern about your two UK passengers who spent several days in Singapore and developed cough +/- runny nose during the voyage. We note they are flu swab negative and remain in isolation.

As a priority can you please:

- advise us of their current clinical status - current symptoms, temperature?
 - either retain or re-collect and retain a nose and throat swab from each of those passengers
- Please ensure they remain in isolation.

Could you please also obtain and retain any swabs from other passengers and crew who may present between now and tomorrow morning with ARI or ILI.

Once we receive the update on those two passengers and the availability of swabs we will consult with our panel and advise you of procedures for tomorrow.

kind regards
Vicky

Dr Vicky Sheppard

Deputy Director | **Public Health Unit**

From: Ruby Senior Doctor [REDACTED]
Sent: 07 March 2020 08:09
To: SESLHD-PublicHealthUnit-CruiseShipSurv; [Valerie.Burrows](#) [REDACTED]
[sydney.portagent](#) [REDACTED]
Cc: Ruby Doctor; Ruby Administration Officer; Ruby Crew Manager; Ruby Captain; Ruby Hotel General Manager (RU)
Subject: RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Good morning All

As we have several different people working on the same response, I will start adding comments from the medical side.

By lunchtime yesterday, we had a total of 30 individuals on our log. Following the announcement you requested (made approximately 17:00 time), we consulted/ spoke with a further number of guests who had symptoms, pushing the total number of ARI on our books to 170.

Please see attached responses:

1. The full ARD log, including travel history in the 14 days before onset, whether a rapid flu test was collected and the result, and current condition for all passengers and crew assessed **Please see attached document, both sheets**
2. A list of passengers and crew who have been in mainland China, or in contact with a confirmed case of COVID-19, in the 14 days prior to embarkation **Admin Officer to provide data**
3. A list of passengers and crew who were in Thailand, Indonesia, Hong Kong, Singapore, South Korea, Iran, Japan, Italy and Cambodia in the 14 days prior to embarkation (excluding those who only transited through these countries i.e. less than 8 hours). Please confirm if any of these people have respiratory symptoms. **Admin Officer to provide data**
4. A list of any planned medical disembarkations **None at this time, and none due to respiratory illness for the duration of this cruise**
5. A list of any deaths during the cruise **None**
6. The ship's itinerary in the past 14 days and a future itinerary for the next 14 days **Admin Officer to provide data**
7. Please advise if your medical centre is charging a fee for respiratory consultations. **No**

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
M/V Ruby Princess



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To: Ruby Senior Doctor [REDACTED]; Valerie Burrows [REDACTED]; [sydney.portagent](#) [REDACTED]; Ruby Captain [REDACTED]
Cc: Ruby Doctor [REDACTED]; Ruby Administration Officer [REDACTED]; Ruby Crew Manager [REDACTED]
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Dear Dr Watzdorf and Captain Pomata

As you know, NSW Health has instituted a protocol for the novel coronavirus screening of all cruise ships arriving in NSW ports.

As a first step we require your assistance to undertake a risk assessment on the **Ruby Princess** which will be arriving in Sydney on the morning of 8 March 2020.

Please provide the following information by **9am Saturday 7 March**:

1. The full ARD log, including travel history in the 14 days before onset, whether a rapid flu test was collected and the result, and current condition for all passengers and crew assessed
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4. A list of any planned medical disembarkations
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6. The ship's itinerary in the past 14 days and a future itinerary for the next 14 days
7. Please advise if your medical centre is charging a fee for respiratory consultations.

Once we have reviewed this information we will advise if an on board public health assessment is required.

In the interim, you should make an announcement to your passengers and crew that anyone with respiratory symptoms or fever should present to your medical centre for assessment. Please collect respiratory swabs, hold at fridge temperature and we will arrange for CoVID-19 testing in a NSW Health Pathology reference laboratory if appropriate. If you have collected respiratory swabs throughout this cruise (e.g. for rapid flu testing), we are also able to test these if not discarded.

Please ensure any passengers or crew with current respiratory symptoms are appropriately isolated and provide them with masks and alcohol hand rub for onward travel.

SHOULD AN ON BOARD PASSENGER/CREW ASSESSMENT BY THE NSW PUBLIC HEALTH TEAM BE REQUIRED YOU WILL NEED TO DO THE FOLLOWING:

- Make a series of announcements to all passengers that **anyone with current respiratory symptoms and those who were in Thailand, Indonesia, China (including Hong Kong), Singapore, South Korea, Iran, Japan, Italy or Cambodia in the 14 days before embarkation (excluding brief transits)** will need to be assessed prior to the ship beginning disembarkation;
 - Provide a **Letter** and **Traveller Record Form** (will be emailed to you if required) to all passengers and crew asking those who need assessment by the Public Health Team to complete as much of the form as they can beforehand and to bring it with them,
 - Medical clinic to ensure that patients seen at the clinic with fever and/or ARI are also requested to attend for assessment,
 - Ensure all passengers and crew with respiratory symptoms/relevant travel history are advised to be at the designated location (see below) during the period advised by the public health team
- Arrange a suitable large, open space (e.g. ballroom, large gym) on the ship for the assessment area capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs; provide seating and bottled

water for those waiting for assessment; hand rub dispensers at entry and exit monitored by crew

- Have medical and other staff available to facilitate assessment process, including bilingual staff if relevant (wearing surgical masks)
- Ensure all passengers/crew requiring assessment are wearing a surgical mask
- Assign sufficient crew to request all people requiring assessment to complete traveler record form, for crowd control and to manage flow

PLEASE SHARE THIS REQUEST WITH RELEVANT CREW MEMBERS AND PROVIDE A COLLATED RESPONSE TO ITEMS 1 – 7 BY **9am Saturday 7 March**.

Also please confirm you have made announcements requesting people with respiratory symptoms come to your medical centre for assessment.

Kind regards
Kelly

Kelly-Anne Ressler

Epidemiologist | **Public Health Unit**
Locked Mail Bag 88 Randwick NSW 2031



On behalf of

Professor Mark Ferson MBBS MPH MD FRACP FAFPHM FRSPH
Director and Public Health Officer
Public Health Unit
South Eastern Sydney Local Health District

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To: SESLHD-PublicHealthUnit-CruiseShipSurv [REDACTED]
 valerie.burrows [REDACTED] sydney.portagent [REDACTED]
Cc: Ruby Doctor [REDACTED] Ruby Administration Officer [REDACTED]
 [REDACTED] Ruby Crew Manager [REDACTED] Ruby Captain [REDACTED]
 [REDACTED] Ruby Hotel General Manager (RU) [REDACTED]
 franz.odermatt [REDACTED] Vicky Sheppeard (South Eastern Sydney LHD) [REDACTED]
 [REDACTED] Toni Cains (South Eastern Sydney LHD) [REDACTED]
Bcc: 15.01.1713.001
Date: Sat, 07 Mar 2020 18:03:49 +1100

Good evening Kelly

Please be advised, we have provided masks to everyone yesterday, and throughout the cruise. I would not be able to guarantee we have enough masks for all the people that might present tomorrow, as well as have stock for the next cruise. Could we please ask additional masks brought onboard? Or where we could source them from otherwise. The same applies for swabs – we do not have stock to swab the affected individuals.

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
 M/V Ruby Princess



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Dear Ilse and Captain Pomata

Thank you for providing the requested information about the Ruby Princess which will be arriving in Sydney on the morning of 8 March 2020.

An expert public health panel has reviewed this information and recommended an on board public health assessment is required.

Could you now please:

1. Nominate a senior crew member as a liaison point for the public health team.
2. Make a series of announcements to all passengers that **anyone with current respiratory symptoms and those who were in Thailand, Indonesia, China (including Hong Kong), Singapore, South Korea, Japan, Cambodia or Italy in the 14 days before embarkation (excluding brief transits)** will need to be assessed prior to the ship beginning disembarkation;
 - Provide the attached **Letter** and **Traveller Record Form** to all passengers and crew asking for those who need assessment by the Public Health Team to complete as much of the form as they can beforehand and to bring it with them

- Medical clinic to ensure that patients seen at the clinic with fever and/or ARI are also requested to attend for assessment
- Ensure all passengers and crew with respiratory symptoms or travel history are advised to be at the designated location (see below) at 6:00am.

It will expedite the screening process if the medical clinic is able to swab any symptomatic passengers or crew this evening, label and store the swabs for collection by the public health team in a fridge. If possible, please use swabs with viral or universal transport medium, or if no transport medium is available ensure there is only one swab per bag.

3. Arrange a suitable large, open space (e.g. ballroom, large gym) on the ship for the assessment area capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs; provide seating and bottled water for those waiting for assessment; hand rub dispensers at entry and exit monitored by crew

4. Have medical and other staff available to facilitate assessment process, including bilingual staff if relevant (wearing surgical masks)

5. Ensure all passengers/crew requiring assessment are wearing a surgical mask

6. Assign sufficient crew to request all people requiring assessment to complete traveler record form, for crowd control and to manage flow

7. We will need contact details for all passengers on board. If you are able to provide this in an electronic format, including name, residential address, mobile phone number and email address, **please do so tonight**. If you are unable to provide a complete and accurate list, you will need to ask all passengers and crew to complete the attached traveller record form. You will need to have these collected before disembarkation can begin.

Please plan for a delayed disembarkation/embarkation tomorrow.

Please also confirm your estimated time of arrival, disembarkation and departure, and once determined, please advise the number of passengers and crew who will be providing swabs and attending the public health clinic.

In regard to the two passengers who have already been isolated and swabbed, we will assess them in their cabin separately, please ensure they are reassured and comfortable.

PLEASE ACKNOWLEDGE RECEIPT OF THIS EMAIL IMMEDIATELY

Kelly

Kelly-Anne Ressler

Epidemiologist | **Public Health Unit**

From: Ruby Senior Doctor [REDACTED]

Sent: 07 March 2020 16:49

To: SESLHD-PublicHealthUnit-CruiseShipSurv; [Valerie.Burrows](#) [REDACTED]
[sydney.portagent](#) [REDACTED]

Cc: Ruby Doctor; Ruby Administration Officer; Ruby Crew Manager; Ruby Captain; Ruby Hotel General Manager (RU)

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Good afternoon Vicky

With this confirmation that both guests have been swabbed as per your request. They remain in isolation in their cabins.

They are a little anxious about what will happen tomorrow, understandably so. Can I provide them with any further info or a plan moving ahead? They are quite understanding about the reasons for the process.

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
M/V Ruby Princess



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5. A list of any deaths during the cruise **None**
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Senior Physician
M/V Ruby Princess



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 - Ensure all passengers and crew with respiratory symptoms/relevant travel history are advised to be at the designated location (see below) during the period advised by the public health team
- Arrange a suitable large, open space (e.g. ballroom, large gym) on the ship for the assessment area capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs; provide seating and bottled water for those waiting for assessment; hand rub dispensers at entry and exit monitored by crew
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Also please confirm you have made announcements requesting people with respiratory symptoms come to your medical centre for assessment.

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Kelly

Kelly-Anne Ressler

Epidemiologist | **Public Health Unit**



On behalf of

Professor Mark Ferson MBBS MPH MD FRACP FAFPHM FRSPH
Director and Public Health Officer
Public Health Unit
South Eastern Sydney Local Health District

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 [REDACTED] Toni Cains (South Eastern Sydney LHD)
Bcc: 15.01.1713.001
Date: Sat, 07 Mar 2020 18:36:17 +1100

Hi Ilse

We will have masks and swabs and will be able to leave you any not used tomorrow. You should try to purchase more in one of your next ports. It is important you have a good supply going forward.

Kelly

Kelly-Anne Ressler

Epidemiologist | **Public Health Unit**

[REDACTED]

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Sent: 07 March 2020 18:03
To: SESLHD-PublicHealthUnit-CruiseShipSurv; Valerie.Burrows [REDACTED]
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Senior Physician
 M/V Ruby Princess

[REDACTED]



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<[REDACTED]>
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5. Ensure all passengers/crew requiring assessment are wearing a surgical mask

6. Assign sufficient crew to request all people requiring assessment to complete traveler record form, for crowd control and to manage flow

7. We will need contact details for all passengers on board. If you are able to provide this in an electronic format, including name, residential address, mobile phone number and email address, **please do so tonight**. If you are unable to provide a complete and accurate list, you will need to ask all passengers and crew to complete the attached traveller record form. You will need to have these collected before disembarkation can begin.

Please plan for a delayed disembarkation/embarkation tomorrow.

Please also confirm your estimated time of arrival, disembarkation and departure, and once determined, please advise the number of passengers and crew who will be providing swabs and attending the public health clinic.

In regard to the two passengers who have already been isolated and swabbed, we will assess them in their cabin separately, please ensure they are reassured and comfortable.

PLEASE ACKNOWLEDGE RECEIPT OF THIS EMAIL IMMEDIATELY

Kelly

Kelly-Anne Ressler

Epidemiologist | **Public Health Unit**

From: Ruby Senior Doctor [REDACTED]

Sent: 07 March 2020 16:49

To: SESLHD-PublicHealthUnit-CruiseShipSurv; [Valerie.Burrows](#) [REDACTED]
[sydney.portagent](#) [REDACTED]

Cc: Ruby Doctor; Ruby Administration Officer; Ruby Crew Manager; Ruby Captain; Ruby Hotel General Manager (RU)

Subject: RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Good afternoon Vicky

With this confirmation that both guests have been swabbed as per your request. They remain in isolation in their cabins.

They are a little anxious about what will happen tomorrow, understandably so. Can I provide them with any further info or a plan moving ahead? They are quite understanding about the reasons for the process.

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
M/V Ruby Princess



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From: Vicky Sheppard (South Eastern Sydney LHD) [REDACTED] **On Behalf Of**
 SESLHD-PublicHealthUnit-CruiseShipSurv
Sent: Saturday, March 07, 2020 2:44 PM
To: Ruby Senior Doctor [REDACTED] [Valerie.Burrows](#) [REDACTED]
[sydney.portagent](#) [REDACTED]
Cc: Ruby Doctor [REDACTED] Ruby Administration Officer [REDACTED]
 Ruby Crew Manager [REDACTED] Ruby Captain [REDACTED] Ruby Hotel
 General Manager (RU) [REDACTED]
Subject: Re: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March
Importance: High

Dear Ilse and Ruby Princess colleagues

thank you for this information.

The NSW Health expert panel has had an initial review of the information you have provided and there is concern about your two UK passengers who spent several days in Singapore and developed cough +/- runny nose during the voyage. We note they are flu swab negative and remain in isolation.

As a priority can you please:

- advise us of their current clinical status - current symptoms, temperature?
 - either retain or re-collect and retain a nose and throat swab from each of those passengers
- Please ensure they remain in isolation.

Could you please also obtain and retain any swabs from other passengers and crew who may present between now and tomorrow morning with ARI or ILI.

Once we receive the update on those two passengers and the availability of swabs we will consult with our panel and advise you of procedures for tomorrow.

kind regards
Vicky

Dr Vicky Sheppard

Deputy Director | **Public Health Unit**

From: Ruby Senior Doctor [REDACTED]
Sent: 07 March 2020 08:09
To: SESLHD-PublicHealthUnit-CruiseShipSurv; [Valerie.Burrows](#) [REDACTED]
[sydney.portagent](#) [REDACTED]
Cc: Ruby Doctor; Ruby Administration Officer; Ruby Crew Manager; Ruby Captain; Ruby Hotel General Manager (RU)
Subject: RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Good morning All

As we have several different people working on the same response, I will start adding comments from the medical side.

By lunchtime yesterday, we had a total of 30 individuals on our log. Following the announcement you requested (made approximately 17:00 time), we consulted/ spoke with a further number of guests who had symptoms, pushing the total number of ARI on our books to 170.

Please see attached responses:

1. The full ARD log, including travel history in the 14 days before onset, whether a rapid flu test was collected and the result, and current condition for all passengers and crew assessed **Please see attached document, both sheets**
2. A list of passengers and crew who have been in mainland China, or in contact with a confirmed case of COVID-19, in the 14 days prior to embarkation **Admin Officer to provide data**
3. A list of passengers and crew who were in Thailand, Indonesia, Hong Kong, Singapore, South Korea, Iran, Japan, Italy and Cambodia in the 14 days prior to embarkation (excluding those who only transited through these countries i.e. less than 8 hours). Please confirm if any of these people have respiratory symptoms. **Admin Officer to provide data**
4. A list of any planned medical disembarkations **None at this time, and none due to respiratory illness for the duration of this cruise**
5. A list of any deaths during the cruise **None**
6. The ship's itinerary in the past 14 days and a future itinerary for the next 14 days **Admin Officer to provide data**
7. Please advise if your medical centre is charging a fee for respiratory consultations. **No**

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
M/V Ruby Princess



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From: SESLHD-PublicHealthUnit-CruiseShipSurv [REDACTED]
Sent: Friday, March 06, 2020 12:58 PM
To: Ruby Senior Doctor [REDACTED] [Valerie.Burrows](#)
[sydney.portagent](#) [REDACTED] Ruby Captain [REDACTED]
Cc: Ruby Doctor [REDACTED] Ruby Administration Officer <[REDACTED]>
 Ruby Crew Manager [REDACTED]
Subject: RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Dear Dr Watzdorf and Captain Pomata

As you know, NSW Health has instituted a protocol for the novel coronavirus screening of all cruise ships arriving in NSW ports.

As a first step we require your assistance to undertake a risk assessment on the **Ruby Princess** which will be arriving in Sydney on the morning of 8 March 2020.

Please provide the following information by **9am Saturday 7 March**:

1. The full ARD log, including travel history in the 14 days before onset, whether a rapid flu test was collected and the result, and current condition for all passengers and crew assessed

2. A list of passengers and crew who have been in mainland China, or in contact with a confirmed case of COVID-19, in the 14 days prior to embarkation
3. A list of passengers and crew who were in Thailand, Indonesia, Hong Kong, Singapore, South Korea, Iran, Japan, Italy and Cambodia in the **14 days prior to embarkation** (excluding those who only transited through these countries i.e. less than 8 hours). Please confirm if any of these people have respiratory symptoms.
4. A list of any planned medical disembarkations
5. A list of any deaths during the cruise
6. The ship's itinerary in the past 14 days and a future itinerary for the next 14 days
7. Please advise if your medical centre is charging a fee for respiratory consultations.

Once we have reviewed this information we will advise if an on board public health assessment is required.

In the interim, you should make an announcement to your passengers and crew that anyone with respiratory symptoms or fever should present to your medical centre for assessment. Please collect respiratory swabs, hold at fridge temperature and we will arrange for CoVID-19 testing in a NSW Health Pathology reference laboratory if appropriate. If you have collected respiratory swabs throughout this cruise (e.g. for rapid flu testing), we are also able to test these if not discarded.

Please ensure any passengers or crew with current respiratory symptoms are appropriately isolated and provide them with masks and alcohol hand rub for onward travel.

SHOULD AN ON BOARD PASSENGER/CREW ASSESSMENT BY THE NSW PUBLIC HEALTH TEAM BE REQUIRED YOU WILL NEED TO DO THE FOLLOWING:

- Make a series of announcements to all passengers that **anyone with current respiratory symptoms and those who were in Thailand, Indonesia, China (including Hong Kong), Singapore, South Korea, Iran, Japan, Italy or Cambodia in the 14 days before embarkation (excluding brief transits)** will need to be assessed prior to the ship beginning disembarkation;
 - Provide a **Letter** and **Traveller Record Form** (will be emailed to you if required) to all passengers and crew asking those who need assessment by the Public Health Team to complete as much of the form as they can beforehand and to bring it with them,
 - Medical clinic to ensure that patients seen at the clinic with fever and/or ARI are also requested to attend for assessment,
 - Ensure all passengers and crew with respiratory symptoms/relevant travel history are advised to be at the designated location (see below) during the period advised by the public health team
- Arrange a suitable large, open space (e.g. ballroom, large gym) on the ship for the assessment area capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs; provide seating and bottled water for those waiting for assessment; hand rub dispensers at entry and exit monitored by crew
- Have medical and other staff available to facilitate assessment process, including bilingual staff if relevant (wearing surgical masks)
- Ensure all passengers/crew requiring assessment are wearing a surgical mask
- Assign sufficient crew to request all people requiring assessment to complete traveler record form, for crowd control and to manage flow

PLEASE SHARE THIS REQUEST WITH RELEVANT CREW MEMBERS AND PROVIDE A COLLATED RESPONSE TO ITEMS 1 – 7 BY **9am Saturday 7 March**.

Also please confirm you have made announcements requesting people with respiratory symptoms come to your medical centre for assessment.

Kind regards
Kelly

Kelly-Anne Ressler

Epidemiologist | **Public Health Unit**



Health
South Eastern Sydney
Local Health District

On behalf of

Professor Mark Ferson MBBS MPH MD FRACP FAFPHM FRSPH
 Director and Public Health Officer
 Public Health Unit
 South Eastern Sydney Local Health District

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Thank you.

To the extent that the matters contained in this email relate to services being provided by Princess Cruises and/or Holland America Line (together "HA Group") to Carnival Australia/P&O Cruises Australia, HA Group is providing these services under the terms of a Services Agreement between HA Group and Carnival Australia.

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Views expressed in this message are those of the individual sender, and are not necessarily the views of NSW Health or any of its entities.

RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

From: Ruby Senior Doctor [REDACTED]
To: SESLHD-PublicHealthUnit-CruiseShipSurv [REDACTED]
 valerie.burrows [REDACTED] sydney.portagent [REDACTED]
Cc: Ruby Doctor [REDACTED] Ruby Administration Officer [REDACTED]
 [REDACTED] Ruby Crew Manager [REDACTED] Ruby Captain [REDACTED]
 [REDACTED] Ruby Hotel General Manager (RU) [REDACTED]
 franz.odermatt [REDACTED] Vicky Sheppard (South Eastern Sydney LHD) [REDACTED]
 [REDACTED] Toni Cains (South Eastern Sydney LHD) [REDACTED]
Bcc: 15.01.1713.001
Date: Sat, 07 Mar 2020 19:19:38 +1100

Good evening Kelly

We have placed large amounts on order since I've taken over onboard the Ruby on the 24th of Feb. Unfortunately our lead time for delivery is quite long (2-4 weeks). During this cruise I tried to obtain in New Zealand, but they were not as forthcoming as I had hoped they would be.

Thank you for what you can provide, we appreciate the assistance! And I agree, unfortunately it's unlikely to get any easier.

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
 M/V Ruby Princess



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From: SESLHD-PublicHealthUnit-CruiseShipSurv [REDACTED]
Sent: Saturday, March 07, 2020 7:36 PM
To: Ruby Senior Doctor [REDACTED] Valerie.Burrows [REDACTED]
 sydney.portagent [REDACTED]
Cc: Ruby Doctor [REDACTED] Ruby Administration Officer [REDACTED]
 Ruby Crew Manager [REDACTED] Ruby Captain [REDACTED] Ruby Hotel
 General Manager (RU) [REDACTED] franz.Odermatt [REDACTED] Vicky Sheppard
 (South Eastern Sydney LHD) [REDACTED] Toni Cains (South Eastern Sydney LHD) [REDACTED]
Subject: Re: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Hi Ilse

We will have masks and swabs and will be able to leave you any not used tomorrow. You should try to purchase more in one of your next ports. It is important you have a good supply going forward.

Kelly

Kelly-Anne Ressler

Epidemiologist | Public Health Unit

From: Ruby Senior Doctor [REDACTED]
Sent: 07 March 2020 18:03
To: SESLHD-PublicHealthUnit-CruiseShipSurv; [Valerie.Burrows](#) [REDACTED]
[sydney.portagent](#) [REDACTED]
Cc: Ruby Doctor; Ruby Administration Officer; Ruby Crew Manager; Ruby Captain; Ruby Hotel General Manager (RU); [franz.Odermatt](#) [REDACTED]; Vicky Sheppard (South Eastern Sydney LHD); Toni Cains (South Eastern Sydney LHD)
Subject: RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Good evening Kelly

Please be advised, we have provided masks to everyone yesterday, and throughout the cruise. I would not be able to guarantee we have enough masks for all the people that might present tomorrow, as well as have stock for the next cruise. Could we please ask additional masks brought onboard? Or where we could source them from otherwise. The same applies for swabs – we do not have stock to swab the affected individuals.

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
M/V Ruby Princess



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From: SESLHD-PublicHealthUnit-CruiseShipSurv [REDACTED]
Sent: Saturday, March 07, 2020 6:42 PM
To: Ruby Senior Doctor [REDACTED]; [Valerie.Burrows](#) [REDACTED]
[sydney.portagent](#) [REDACTED]
Cc: Ruby Doctor [REDACTED]; Ruby Administration Officer [REDACTED]; Ruby Crew Manager [REDACTED]; Ruby Captain [REDACTED]; Ruby Hotel General Manager (RU) [REDACTED]; [franz.Odermatt](#) [REDACTED]; Vicky Sheppard (South Eastern Sydney LHD) [REDACTED]; Toni Cains (South Eastern Sydney LHD) [REDACTED]
Subject: Re: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Dear Ilse and Captain Pomata

Thank you for providing the requested information about the Ruby Princess which will be arriving in Sydney on the morning of 8 March 2020.

An expert public health panel has reviewed this information and recommended an on board public health assessment is required.

Could you now please:

1. Nominate a senior crew member as a liaison point for the public health team.

2. Make a series of announcements to all passengers that **anyone with current respiratory symptoms and those who were in Thailand, Indonesia, China (including Hong Kong), Singapore, South Korea, Japan, Cambodia or Italy in the 14 days before embarkation (excluding brief transits)** will need to be assessed prior to the ship beginning disembarkation;

- Provide the attached **Letter** and **Traveller Record Form** to all passengers and crew asking for those who need assessment by the Public Health Team to complete as much of the form as they can beforehand and to bring it with them
- Medical clinic to ensure that patients seen at the clinic with fever and/or ARI are also requested to attend for assessment
- Ensure all passengers and crew with respiratory symptoms or travel history are advised to be at the designated location (see below) at 6:00am.

It will expedite the screening process if the medical clinic is able to swab any symptomatic passengers or crew this evening, label and store the swabs for collection by the public health team in a fridge. If possible, please use swabs with viral or universal transport medium, or if no transport medium is available ensure there is only one swab per bag.

3. Arrange a suitable large, open space (e.g. ballroom, large gym) on the ship for the assessment area capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs; provide seating and bottled water for those waiting for assessment; hand rub dispensers at entry and exit monitored by crew

4. Have medical and other staff available to facilitate assessment process, including bilingual staff if relevant (wearing surgical masks)
5. Ensure all passengers/crew requiring assessment are wearing a surgical mask
6. Assign sufficient crew to request all people requiring assessment to complete traveler record form, for crowd control and to manage flow
7. We will need contact details for all passengers on board. If you are able to provide this in an electronic format, including name, residential address, mobile phone number and email address, **please do so tonight**. If you are unable to provide a complete and accurate list, you will need to ask all passengers and crew to complete the attached traveller record form. You will need to have these collected before disembarkation can begin.

Please plan for a delayed disembarkation/embarkation tomorrow.

Please also confirm your estimated time of arrival, disembarkation and departure, and once determined, please advise the number of passengers and crew who will be providing swabs and attending the public health clinic.

In regard to the two passengers who have already been isolated and swabbed, we will assess them in their cabin separately, please ensure they are reassured and comfortable.

PLEASE ACKNOWLEDGE RECEIPT OF THIS EMAIL IMMEDIATELY

Kelly

Kelly-Anne Ressler

Epidemiologist | Public Health Unit

From: Ruby Senior Doctor [REDACTED]
Sent: 07 March 2020 16:49
To: SESLHD-PublicHealthUnit-CruiseShipSurv; [Valerie.Burrows](#) [REDACTED]
[sydney.portagen](#) [REDACTED]
Cc: Ruby Doctor; Ruby Administration Officer; Ruby Crew Manager; Ruby Captain; Ruby Hotel General Manager (RU)
Subject: RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Good afternoon Vicky

With this confirmation that both guests have been swabbed as per your request. They remain in isolation in their cabins.

They are a little anxious about what will happen tomorrow, understandably so. Can I provide them with any further info or a plan moving ahead? They are quite understanding about the reasons for the process.

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
M/V Ruby Princess



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From: Vicky Sheppard (South Eastern Sydney LHD) [REDACTED] **On Behalf Of**
SESLHD-PublicHealthUnit-CruiseShipSurv
Sent: Saturday, March 07, 2020 2:44 PM
To: Ruby Senior Doctor [REDACTED]; [Valerie.Burrows](#) [REDACTED]
[sydney.portagen](#) [REDACTED]
Cc: Ruby Doctor [REDACTED]; Ruby Administration Officer [REDACTED]
Ruby Crew Manager [REDACTED]; Ruby Captain [REDACTED]; Ruby Hotel [REDACTED]

General Manager (RU) [REDACTED]

Subject: Re: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Importance: High

Dear Ilse and Ruby Princess colleagues

thank you for this information.

The NSW Health expert panel has had an initial review of the information you have provided and there is concern about your two UK passengers who spent several days in Singapore and developed cough +/- runny nose during the voyage. We note they are flu swab negative and remain in isolation.

As a priority can you please:

- advise us of their current clinical status - current symptoms, temperature?
 - either retain or re-collect and retain a nose and throat swab from each of those passengers
- Please ensure they remain in isolation.

Could you please also obtain and retain any swabs from other passengers and crew who may present between now and tomorrow morning with ARI or ILI.

Once we receive the update on those two passengers and the availability of swabs we will consult with our panel and advise you of procedures for tomorrow.

kind regards
Vicky

Dr Vicky Sheppard

Deputy Director | Public Health Unit
[REDACTED]

From: Ruby Senior Doctor [REDACTED]

Sent: 07 March 2020 08:09

To: SESLHD-PublicHealthUnit-CruiseShipSurv; [Valerie.Burrows](#) [REDACTED]
[sydney.portagent](#) [REDACTED]

Cc: Ruby Doctor; Ruby Administration Officer; Ruby Crew Manager; Ruby Captain; Ruby Hotel General Manager (RU)

Subject: RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Good morning All

As we have several different people working on the same response, I will start adding comments from the medical side.

By lunchtime yesterday, we had a total of 30 individuals on our log. Following the announcement you requested (made approximately 17:00 time), we consulted/ spoke with a further number of guests who had symptoms, pushing the total number of ARI on our books to 170.

Please see attached responses:

1. The full ARD log, including travel history in the 14 days before onset, whether a rapid flu test was collected and the result, and current condition for all passengers and crew assessed **Please see attached document, both sheets**
2. A list of passengers and crew who have been in mainland China, or in contact with a confirmed case of COVID-19, in the 14 days prior to embarkation **Admin Officer to provide data**
3. A list of passengers and crew who were in Thailand, Indonesia, Hong Kong, Singapore, South Korea, Iran, Japan, Italy and Cambodia in the 14 days prior to embarkation (excluding those who only transited through these countries i.e. less than 8 hours). Please confirm if any of these people have respiratory symptoms. **Admin Officer to provide data**
4. A list of any planned medical disembarkations **None at this time, and none due to respiratory illness for the duration of this cruise**
5. A list of any deaths during the cruise **None**
6. The ship's itinerary in the past 14 days and a future itinerary for the next 14 days **Admin Officer to provide data**
7. Please advise if your medical centre is charging a fee for respiratory consultations. **No**

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician
M/V Ruby Princess



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From: SESLHD-PublicHealthUnit-CruiseShipSurv [REDACTED]

Sent: Friday, March 06, 2020 12:58 PM

To: Ruby Senior Doctor [REDACTED] [Valerie.Burrows](#) [REDACTED]

[sydney.portagent](#) [REDACTED]

Ruby Captain [REDACTED]

Cc: Ruby Doctor [REDACTED] Ruby Administration Officer [REDACTED]

Ruby Crew Manager [REDACTED]

Subject: RE: Ruby Princess COVID-19 health assessment Sydney arrival Sunday 8 March

Dear Dr Watzdorf and Captain Pomata

As you know, NSW Health has instituted a protocol for the novel coronavirus screening of all cruise ships arriving in NSW ports.

As a first step we require your assistance to undertake a risk assessment on the **Ruby Princess** which will be arriving in Sydney on the morning of 8 March 2020.

Please provide the following information by **9am Saturday 7 March**:

1. The full ARD log, including travel history in the 14 days before onset, whether a rapid flu test was collected and the result, and current condition for all passengers and crew assessed
2. A list of passengers and crew who have been in mainland China, or in contact with a confirmed case of COVID-19, in the 14 days prior to embarkation
3. A list of passengers and crew who were in Thailand, Indonesia, Hong Kong, Singapore, South Korea, Iran, Japan, Italy and Cambodia in the **14 days prior to embarkation** (excluding those who only transited through these countries i.e. less than 8 hours). Please confirm if any of these people have respiratory symptoms.
4. A list of any planned medical disembarkations
5. A list of any deaths during the cruise
6. The ship's itinerary in the past 14 days and a future itinerary for the next 14 days
7. Please advise if your medical centre is charging a fee for respiratory consultations.

Once we have reviewed this information we will advise if an on board public health assessment is required.

In the interim, you should make an announcement to your passengers and crew that anyone with respiratory symptoms or fever should present to your medical centre for assessment. Please collect respiratory swabs, hold at fridge temperature and we will arrange for CoVID-19 testing in a NSW Health Pathology reference laboratory if appropriate. If you have collected respiratory swabs throughout this cruise (e.g. for rapid flu testing), we are also able to test these if not discarded.

Please ensure any passengers or crew with current respiratory symptoms are appropriately isolated and provide them with masks and alcohol hand rub for onward travel.

SHOULD AN ON BOARD PASSENGER/CREW ASSESSMENT BY THE NSW PUBLIC HEALTH TEAM BE REQUIRED YOU WILL NEED TO DO THE FOLLOWING:

- Make a series of announcements to all passengers that **anyone with current respiratory symptoms and those who were in Thailand, Indonesia, China (including Hong Kong), Singapore, South Korea, Iran, Japan, Italy or Cambodia in the 14 days before embarkation (excluding brief transits)** will need to be assessed prior to the ship beginning disembarkation;
 - Provide a **Letter** and **Traveller Record Form** (will be emailed to you if required) to all passengers and crew asking those who need assessment by the Public Health Team to complete as much of the form as they can

- beforehand and to bring it with them,
- o Medical clinic to ensure that patients seen at the clinic with fever and/or ARI are also requested to attend for assessment,
- o Ensure all passengers and crew with respiratory symptoms/relevant travel history are advised to be at the designated location (see below) during the period advised by the public health team
- Arrange a suitable large, open space (e.g. ballroom, large gym) on the ship for the assessment area capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs; provide seating and bottled water for those waiting for assessment; hand rub dispensers at entry and exit monitored by crew
- Have medical and other staff available to facilitate assessment process, including bilingual staff if relevant (wearing surgical masks)
- Ensure all passengers/crew requiring assessment are wearing a surgical mask
- Assign sufficient crew to request all people requiring assessment to complete traveler record form, for crowd control and to manage flow

PLEASE SHARE THIS REQUEST WITH RELEVANT CREW MEMBERS AND PROVIDE A COLLATED RESPONSE TO ITEMS 1 – 7 BY **9am Saturday 7 March**.

Also please confirm you have made announcements requesting people with respiratory symptoms come to your medical centre for assessment.

Kind regards
Kelly

Kelly-Anne Ressler

Epidemiologist | **Public Health Unit**



Health
South Eastern Sydney
Local Health District

On behalf of

Professor Mark Ferson MBBS MPH MD FRACP FAFPHM FRSPH
Director and Public Health Officer
Public Health Unit
South Eastern Sydney Local Health District

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Thank you.

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RE: RE: Urgent order RU2009-MED-SYD-0335

From: Ruby Senior Doctor [REDACTED]
To: "Hoffman, Norman (PCL)" [REDACTED] "Duty, Tahlia (PCL)" [REDACTED]
Cc: "Operations, Medical (HAGROUP)" [REDACTED] Ruby Senior Nurse 1
Date: Tue, 10 Mar 2020 11:48:59 +1100

Good afternoon

Please can we have some feedback on/ expedite this?

We have only a FEW surgical masks left (cannot count as boxes), we have NO stock of viral swabs and LOW stock of Influenza tests.

Thank you, appreciate it!

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician

M/V Ruby Princess



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From: Ruby Senior Nurse 1
Sent: Monday, March 09, 2020 6:14 PM
To: Hoffman, Norman (PCL)
Cc: Ruby Senior Doctor ; Operations, Medical (HAGROUP)
Subject: RE: Urgent order RU2009-MED-SYD-0335
Importance: High

Good day Norman,

Hope this email finds you well.

I am the new Senior Nurse on the Ruby Princess for the next 4 months.

I am just following up on above order (currently still awaiting order). As we all are aware of the current situation, we urgently need more surgical face masks as the ordered amount is not enough. (We tried ordering locally with no luck) Should I place another urgent order for the masks or is it possible to order more on above order?

We would need at least double the amount (MED160766) that was ordered initially.




Please advise further.

Johan Matthee

Senior Nurse

Medical Department | Ruby Princess

176 LHR 17151455

Shipper's Name and Address UNIVERSAL MARINE MEDICAL LTD OCEAN HOUSE 		Shipper's Account Number		Non negotiable AIR WAYBILL issued by EMIRATES PO BOX 686 DUBAI United Arab Emirates <small>Copies 1,2 and 3 of this Air Waybill are originals and have the same validity.</small>			
Consignee's Name and Address VESSEL: RUBY PRINCESS C/O ISS - MCKAY LTD - AUCKLAND  New Zealand		Consignee's Account Number		It is agreed that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN HEREON BY THE SHIPPER AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.			
Issuing Carrier's Agent Name and City Southampton Freight Services Ltd 				Accounting information Agent's Ref: AE000946-1 8538170			
Agent's IATA Code 91-4-7483 0005		Account Number					
Airport of Departure (Addr. of First Carrier) and Requested Routing LHR - London Heathrow				Reference Number		Optional Shipping Information	
To	By First Carrier	Routing and Destination		to	by	to	by
DXB	EMIRATES			AKL			
Airport of Destination AUCKLAND INTL				Requested Flight/Date EK30/11		EK450/13	
Handling Information PLEASE NOTIFY CONSIGNEE ON ARRIVAL THERE ARE NO DANGEROUS GOODS CONTAINED IN THIS SHIPMENT. REGULATED AGENTS UAI:UK/RA/00538-02 KNOWN CARGO				Amount of Insurance		INSURANCE - If carrier offers insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in box marked "Amount of Insurance".	
						SCI X	

No. of Pieces RCP	Gross Weight	kg	lb	Rate Class	Commodity Item No.	Chargeable Weight	Rate	Charge	Total	Nature and Quantity of Goods (incl. Dimensions or Volume)
10	103.40	K	Q			157.50		6.65	1047.38	SHIP STORES
10	103.40								1047.38	6@47x47x47 2@52x42x39 1@47x32x32 1@32x82x39 cms

Prepaid 1047.38	Weight Charge	Collect	Other Charges A/H (c) 23.00 FUEL (c) 17.38
Valuation Charge			Shipper certifies that the particulars on the face hereof are correct and that insofar as any part of the consignment contains dangerous goods, such part is properly described by name and is in proper condition for carriage by air according to the applicable Dangerous Goods Regulations. Southampton Freight Services as agents for carrier EMIRATES Signature of Shipper or his Agent
Tax			
Total Other Charges Due Agent			
Total Other Charges Due Carrier 40.38			
Total Prepaid 1087.76		Total Collect	
Currency Conversion Rates		CC Charges in Dest. Currency	
Executed on (date) 10/03/2020		at (place) SOUTHAMPTON	
Signature of Issuing Carrier or its Agent Stuart Green			
For Carrier's Use only at Destination		Charges at Destination	
		Total Collect Charges	

176 / LHR / 17151455

ORIGINAL 3 (FOR SHIPPER)

105

NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY

If the carriage involves an ultimate destination or stop in a country other than the country of departure, the Montreal Convention or the Warsaw Convention may be applicable to the liability of the Carrier in respect of loss of, damage or delay to cargo. Carrier's limitation of liability in accordance with those Conventions shall be as set forth in subparagraph 4 unless a higher value is declared.

CONDITIONS OF CONTRACT

1. In this contract and the Notices appearing hereon:

CARRIER includes the air carrier issuing this air waybill and all carriers that carry or undertake to carry the cargo or perform any other services related to such carriage. SPECIAL DRAWING RIGHT (SDR) is a Special Drawing Right as defined by the International Monetary Fund.

WARSAW CONVENTION means whichever of the following instruments is applicable to the contract of carriage:

the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929;

that Convention as amended at The Hague on 28 September 1955;

that Convention as amended at The Hague 1955 and by Montreal Protocol No. 1, 2, or 4 (1975) as the case may be.

MONTREAL CONVENTION means the Convention for the Unification of Certain Rules for International Carriage by Air, done at Montreal on 28 May 1999.

2./2.1 Carriage is subject to the rules relating to liability established by the Warsaw Convention or the Montreal Convention unless such carriage is not "international carriage" as defined by the applicable Conventions.

2.2 To the extent not in conflict with the foregoing, carriage and other related services performed by each Carrier are subject to:

2.2.1 applicable laws and government regulations;

2.2.2 provisions contained in the air waybill, Carrier's conditions of carriage and related rules, regulations, and timetables (but not the times of departure and arrival stated therein) and applicable tariffs of such Carrier, which are made part hereof, and which may be inspected at any airports or other cargo sales offices from which it operates regular services. When carriage is to/from the USA, the shipper and the consignee are entitled, upon request, to receive a free copy of the Carrier's conditions of carriage. The Carrier's conditions of carriage include, but are not limited to:

2.2.2.1 limits on the Carrier's liability for loss, damage or delay of goods, including fragile or perishable goods;

2.2.2.2 claims restrictions, including time periods within which shippers or consignees must file a claim or bring an action against the Carrier for its acts or omissions, or those of its agents;

2.2.2.3 rights, if any, of the Carrier to change the terms of the contract;

2.2.2.4 rules about Carrier's right to refuse to carry;

2.2.2.5 rights of the Carrier and limitations concerning delay or failure to perform service, including schedule changes, substitution of alternate Carrier or aircraft and rerouting.

3. The agreed stopping places (which may be altered by Carrier in case of necessity) are those places, except the place of departure and place of destination, set forth on the face hereof or shown in Carrier's timetables as scheduled stopping places for the route. Carriage to be performed hereunder by several successive Carriers is regarded as a single operation.

4. For carriage to which the Montreal Convention does not apply, Carrier's liability limitation for cargo lost, damaged or delayed shall be 19 SDRs per kilogram unless a greater per kilogram monetary limit is provided in any applicable Convention or in Carrier's tariffs or general conditions of carriage.

5./5.1 Except when the Carrier has extended credit to the consignee without the written consent of the shipper, the shipper guarantees payment of all charges for the carriage due in accordance with Carrier's tariff, conditions of carriage and related regulations, applicable laws (including national laws implementing the Warsaw Convention and the Montreal Convention), government regulations, orders and requirements.

5.2 When no part of the consignment is delivered, a claim with respect to such consignment will be considered even though transportation charges thereon are unpaid.

6./6.1 For cargo accepted for carriage, the Warsaw Convention and the Montreal Convention permit shipper to increase the limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.

6.2 In carriage to which neither the Warsaw Convention nor the Montreal Convention applies Carrier shall, in accordance with the procedures set forth in its general conditions of carriage and applicable tariffs, permit shipper to increase the limitation of liability by declaring a higher value for carriage and paying a supplemental charge if so required.

7./7.1 In cases of loss of, damage or delay to part of the cargo, the weight to be taken into account in determining Carrier's limit of liability shall be only the weight of the package or packages concerned.

7.2 Notwithstanding any other provisions, for "foreign air transportation" as defined by the U.S. Transportation Code:

7.2.1 in the case of loss of, damage or delay to a shipment, the weight to be used in determining Carrier's limit of liability shall be the weight which is used to determine the charge for carriage of such shipment; and

7.2.2 in the case of loss of, damage or delay to a part of a shipment, the shipment weight in 7.2.1 shall be prorated to the packages covered by the same air waybill whose value is affected by the loss, damage or delay. The weight applicable in the case of loss or damage to one or more articles in a package shall be the weight of the entire package.

8. Any exclusion or limitation of liability applicable to Carrier shall apply to Carrier's agents, employees, and representatives and to any person whose aircraft or equipment is used by Carrier for carriage and such person's agents, employees and representatives.

9. Carrier undertakes to complete the carriage with reasonable dispatch. Where permitted by applicable laws, tariffs and government regulations, Carrier may use alternative carriers, aircraft or modes of transport without notice but with due regard to the interests of the shipper. Carrier is authorised by the shipper to select the routing and all intermediate stopping places that it deems appropriate or to change or deviate from the routing shown on the face hereof.

10. Receipt by the person entitled to delivery of the cargo without complaint shall be prima facie evidence that the cargo has been delivered in good condition and in accordance with the contract of carriage.

10.1 In the case of loss of, damage or delay to cargo a written complaint must be made to Carrier by the person entitled to delivery. Such complaint must be made:

10.1.1 in the case of damage to the cargo, immediately after discovery of the damage and at the latest within 14 days from the date of receipt of the cargo;

10.1.2 in the case of delay, within 21 days from the date on which the cargo was placed at the disposal of the person entitled to delivery.

10.1.3 in the case of non-delivery of the cargo, within 120 days from the date of issue of the air waybill, or if an air waybill has not been issued, within 120 days from the date of receipt of the cargo for transportation by the Carrier.

10.2 Such complaint may be made to the Carrier whose air waybill was used, or to the first Carrier or to the last Carrier or to the Carrier, which performed the carriage during which the loss, damage or delay took place.

10.3 Unless a written complaint is made within the time limits specified in 10.1 no action may be brought against Carrier.

10.4 Any rights to damages against Carrier shall be extinguished unless an action is brought within two years from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

11. Shipper shall comply with all applicable laws and government regulations of any country to or from which the cargo may be carried, including those relating to the packing, carriage or delivery of the cargo, and shall furnish such information and attach such documents to the air waybill as may be necessary to comply with such laws and regulations. Carrier is not liable to shipper and shipper shall indemnify Carrier for loss or expense due to shipper's failure to comply with this provision.

12. No agent, employee or representative of Carrier has authority to alter, modify or waive any provisions of this contract.

Universal Marine Medical Limited



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027538
 Invoice Date: 09.03.20
 Invoice Due Date: 09.03.20
 Your Ref: 725-1638966

Business Partner Information

Code: C00291
 Name: PRINCESS CRUISES
 Vessel: RUBY PRINCESS

Tax/VAT ID:
 Contact: Invoices

Your Contact
 Jack Lynch

Ship To:

MASTER & OWNER OF RUBY PRINCESS
 ISS – MCKAY LIMITED
 [REDACTED]
 NEW ZEALAND

Bill To:

MASTER & OWNER OF RUBY PRINCESS
 C/O PRINCESS CRUISES
 MEDICAL DEPARTMENT
 SANTA CLARITA CA 91387
 USA

Document Currency: GBP

Payment Terms: Net 30

Shipping Method: Southampton Freight Services

Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
SPE004194YU MED160370	VIRAL SPECIMEN COLLECTION & TRANSPORT SYSTEM (1)	20A27	30	2021-01-30	30	EACH	1.3800	0	41.40
URI003252YU MED160515	URINE DRAINAGE BAG 2000ML W'SPIGOT (1)	9K05207	6	2023-09-01	6	EACH	0.6200	0	3.72

ALL GOODS SHIPS STORES IN TRANSIT

Net total: GBP 45.12
 Freight: GBP 0.00
 Tax/VAT: GBP 0.00
 Document Total: GBP 45.12

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.
 All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.

Universal Marine Medical Limited



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]

Web: www.ummuk.com

EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027550

Invoice Date: 09.03.20

Invoice Due Date: 09.03.20

Your Ref: 725-1638966

Your Contact

Jack Lynch

Business Partner Information

Code: C00291

Name: PRINCESS CRUISES

Vessel: RUBY PRINCESS

Tax/VAT ID:

Contact: Invoices

Ship To

Bill To:

MASTER & OWNER OF RUBY PRINCESS
ISS MCKAY SHIPPING. [REDACTED]

NEW ZEALAND

MASTER & OWNER OF RUBY PRINCESS
C/O PRINCESS CRUISES
MEDICAL DEPARTMENT
SANTA CLARITA CA 91387
USA

Document Currency: GBP

Payment Terms: Net 30

Shipping Method: Southampton Freight Services

Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
QBC002560YU MED160365	QBC STAR TUBES (100)	19103105	3	2021-04-30	3	PACK	340.0000	0	1,020.00

ALL GOODS SHIPS STORES IN TRANSIT

Net total: GBP 1,020.00

Freight: GBP 0.00

Tax/VAT: GBP 0.00

Document Total: GBP 1,020.00

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.

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Universal Marine Medical Limited



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027412
 Invoice Date: 04.03.20
 Invoice Due Date: 04.03.20
 Your Ref: 725-1636416

Business Partner Information

Code: C00291
 Name: PRINCESS CRUISES
 Vessel: RUBY PRINCESS

Tax/VAT ID:
 Contact: Invoices

Your Contact
 Jack Lynch

Ship To:

MASTER & OWNER OF RUBY PRINCESS
 ISS - MCKAY LIMITED
 [REDACTED]
 NEW ZEALAND

Bill To:

MASTER & OWNER OF RUBY PRINCESS
 C/O PRINCESS CRUISES
 MEDICAL DEPARTMENT
 SANTA CLARITA CA 91387
 USA

Document Currency: GBP		Payment Terms: Net 30			Shipping Method: Southampton Freight Services				
Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
FLE004132YU MED160177	WASHPROOF FLESH DRESSING 7.5CM X 5CM (50)	002163	12	2024-08-30	12	PACK	1.4600	0	17.52
FLE004136YU MED160176	WASHPROOF FLESH DRESSING 7.2CM X 2.5CM (100)	002173	6	2024-08-30	6	PACK	1.7200	0	10.32
DRE004148YU MED160180	WATERPROOF ADHESIVE DRESSING (BLUE) 7.2CM X 5CM (50)	AHC1984813	12	2024-10-30	12	PACK	3.1300	0	37.56
DRE004133YU MED160179	WATERPROOF ADHESIVE DRESSING (BLUE) 7.2CM X 2.2CM X-WIDE (100)	AHC1984791	6	2024-08-30	6	PACK	3.1200	0	18.72
CON000788YU MED160485	CONDOM NON SPERMICIDALLY LUBRICATED NATURAL (12)	1905191816	20	2024-04-30	20	PACK	2.8200	0	56.40
CON007643YU MED160486	CONDOMS LATEX FREE (12)	1812043216	20	2023-11-30	20	PACK	4.9100	0	98.20
SWA003027YU MED160139	SWAB NONWOVEN 4PLY 10CM X 10CM STERILE (25)	002190	2	2024-10-30	2	PACK	0.6700	0	1.34
CON007298YU MED160319	CONTOUR CONTROL SOLUTION [NORMAL] (1)	9BW2T07	1	2021-08-30	1		10.1300	0	10.13

ALL GOODS SHIPS STORES IN TRANSIT

Universal Marine Medical Limited



universalmarinemedical

UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027412
 Invoice Date: 04.03.20
 Invoice Due Date: 04.03.20
 Your Ref: 725-1636416

Document Currency: GBP

Payment Terms: Net 30

Shipping Method: Southampton Freight Services

Net total:	GBP 250.19
Freight:	GBP 0.00
Tax/VAT:	GBP 0.00
Document Total:	GBP 250.19

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.
 All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.

Universal Marine Medical Limited



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027414
 Invoice Date: 04.03.20
 Invoice Due Date: 04.03.20
 Your Ref: 725-1636416

Business Partner Information

Code: C00291
 Name: PRINCESS CRUISES
 Vessel: RUBY PRINCESS

Tax/VAT ID:
 Contact: Invoices

Your Contact
 Jack Lynch

Ship To:

MASTER & OWNER OF RUBY PRINCESS
 ISS – MCKAY LIMITED
 [REDACTED]
 NEW ZEALAND

Bill To:

MASTER & OWNER OF RUBY PRINCESS
 C/O PRINCESS CRUISES
 MEDICAL DEPARTMENT
 SANTA CLARITA CA 91387
 USA

Document Currency: GBP

Payment Terms: Net 30

Shipping Method: Southampton Freight Services

Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
MAS001178XA	MASK SURGICAL FACE WITH EAR LOOP (50)				100	Each	35.5000	0	3,550.00

ALL GOODS SHIPS STORES IN TRANSIT

Net total: GBP 3,550.00
 Freight: GBP 0.00
 Tax/VAT: GBP 0.00
 Document Total: GBP 3,550.00

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.
 All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.

Universal Marine Medical Limited



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]

Web: www.ummuk.com

EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027554

Invoice Date: 09.03.20

Invoice Due Date: 09.03.20

Your Ref: 725-1636416

Your Contact

Jack Lynch

Business Partner Information

Code: C00291

Name: PRINCESS CRUISES

Vessel: RUBY PRINCESS

Tax/VAT ID:

Contact: Invoices

Ship To

MASTER & OWNER OF RUBY PRINCESS

ISS MCKAY SHIPPING, [REDACTED]

NEW ZEALAND

Bill To

MASTER & OWNER OF RUBY PRINCESS

C/O PRINCESS CRUISES

MEDICAL DEPARTMENT

SANTA CLARITA CA 91387

USA

Document Currency: GBP

Payment Terms: Net 30

Shipping Method: Southampton Freight Services

Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
QBC002560YU MED160365	QBC STAR TUBES (100)	19103105	3	2021-04-30	3	PACK	340.0000	0	1,020.00

ALL GOODS SHIPS STORES IN TRANSIT

Net total: GBP 1,020.00

Freight: GBP 0.00

Tax/VAT: GBP 0.00

Document Total: GBP 1,020.00

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.

All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.

Universal Marine Medical Limited

COMMERCIAL INVOICE



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

Invoice Number: 22027434
 Invoice Date: 04.03.20
 Invoice Due Date: 04.03.20
 Your Ref: 725-1636328

Business Partner Information

Code: C00291
 Name: PRINCESS CRUISES
 Vessel: RUBY PRINCESS

Tax/VAT ID:
 Contact: Invoices

Your Contact
 Jack Lynch

Ship To:

MASTER & OWNER OF RUBY PRINCESS
 ISS – MCKAY LIMITED
 [REDACTED]
 NEW ZEALAND

Bill To:

MASTER & OWNER OF RUBY PRINCESS
 C/O PRINCESS CRUISES
 MEDICAL DEPARTMENT
 SANTA CLARITA CA 91387
 USA

Document Currency: GBP		Payment Terms: Net 30			Shipping Method: Southampton Freight Services				
Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
AQU003607YU MED150260	AQUEOUS CREAM 100G (1)	1699	120	2021-03-30	120	TUBE	0.8500	0	102.00
LIS004325YU MED150055	LISINOPRIL TAB 10MG (28)	ABV179002	5	2021-12-01	5	PACK	0.6500	0	3.25
LOR003701YU MED150077	LORATADINE TABS 10MG (30)	AA38345	10	2022-03-30	10	PACK	0.4500	0	4.50
LOS001828YU MED150056	LOSARTAN TAB 50MG (28)	OL5019008-A	2	2022-05-01	2	PACK	6.7000	0	13.40
MIC006055YU MED150182	MICROGYNON 30 TAB (84)	KT049KB	10	2024-02-28	10	PACK	4.1900	0	41.90
PAR003839YU MED150090	PARACETAMOL 10MG/ML 100ML (10)	G1477	2	2020-10-30	2	PACK	17.9600	0	35.92
PRE007004YU MED150234	PRED FORTE EY/D 1% (PREDNISOLONE ACETATE 1.0% 5ML (1)	E86762	6	2021-05-30	6	EACH	2.7200	0	16.32
PRO002539YU MED160808	PROBE COVER BRAUN THERMOSCAN (20)	0000	15		15	PACK	1.2800	0	19.20

ALL GOODS SHIPS STORES IN TRANSIT

Universal Marine Medical Limited

universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
Web: www.ummuk.com
EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027434
Invoice Date: 04.03.20
Invoice Due Date: 04.03.20
Your Ref: 725-1636328

Document Currency: GBP

Payment Terms: Net 30

Shipping Method: Southampton Freight Services

Net total:	GBP 236.49
Freight:	GBP 0.00
Tax/VAT:	GBP 0.00
Document Total:	GBP 236.49

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.
All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.

Universal Marine Medical Limited

COMMERCIAL INVOICE



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]

Web: www.ummuk.com

EORI: GB 946 8970 58 000

Invoice Number: 22027549
 Invoice Date: 09.03.20
 Invoice Due Date: 09.03.20
 Your Ref: 725-1636328

Business Partner Information

Code: C00291
 Name: PRINCESS CRUISES
 Vessel: RUBY PRINCESS

Tax/VAT ID:
 Contact: Invoices

Your Contact
 Jack Lynch

Ship To

MASTER & OWNER OF RUBY PRINCESS
 ISS MCKAY SHIPPING [REDACTED]
 NEW ZEALAND

Bill To

MASTER & OWNER OF RUBY PRINCESS
 C/O PRINCESS CRUISES
 MEDICAL DEPARTMENT
 SANTA CLARITA CA 91387
 USA

Document Currency: GBP		Payment Terms: Net 30			Shipping Method: Southampton Freight Services				
Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
GLU001419YU MED150277	SKIN GLUE - DERMABOND MINI (1)	MLA121	10	2020-09-30	10	PACK	26.6400	0	266.40
ALL GOODS SHIPS STORES IN TRANSIT									

Net total: GBP 266.40
 Freight: GBP 0.00
 Tax/VAT: GBP 0.00
 Document Total: GBP 266.40

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.
 All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.

Universal Marine Medical Limited

COMMERCIAL INVOICE



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

Invoice Number: 22027432
 Invoice Date: 04.03.20
 Invoice Due Date: 04.03.20
 Your Ref: 725-1636329

Business Partner Information

Code: C00291
 Name: PRINCESS CRUISES
 Vessel: RUBY PRINCESS

Tax/VAT ID:
 Contact: Invoices

Your Contact
 Jack Lynch

Ship To:

MASTER & OWNER OF RUBY PRINCESS
 ISS – MCKAY LIMITED
 [REDACTED]
 NEW ZEALAND

Bill To:

MASTER & OWNER OF RUBY PRINCESS
 C/O PRINCESS CRUISES
 MEDICAL DEPARTMENT
 SANTA CLARITA CA 91387
 USA

Document Currency: GBP		Payment Terms: Net 30			Shipping Method: Southampton Freight Services				
Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
CRE000829YU MED160111	CREPE BANDAGE 15CM x 4.5M (1)	7326	1		12	EACH	1.5600	0	18.72
		3167	11						
ECG006824YU MED160007	ECG MONITORING ELECTRODES 50MM (30)	191127-0078	4	2022-11-27	4	PACK	4.3400	0	17.36
SWA003027YU MED160139	SWAB NONWOVEN 4PLY 10CM X 10CM STERILE (25)	002190	2	2024-10-30	2	PACK	0.6700	0	1.34
GLO001406YU MED160746	GLOVES NITRILE P/F XL (100)	K101196B05	4	2022-11-09	4	PACK	2.9000	0	11.60
GLV001434YU MED160747	GLOVES NITRILE P/ FREE LARGE (100)	K24129603	4	2022-12-23	4	PACK	2.9000	0	11.60
GLO001399YU MED160748	GLOVES NITRILE P/FREE MED (100)	K101196B03	4	2022-11-09	4	PACK	2.9000	0	11.60
GLO006069YU MED160749	GLOVES NITRILE P/F SMALL (100)	K101196B02	11	2022-11-09	11	PACK	2.9000	0	31.90
GOW007838YU MED160534	PATIENT GOWN [CLOTH] (1)	0000	10		10	EACH	21.2500	0	212.50
GOW001448YU MED160535	ISOLATION GOWN REGULAR/LARGE (10)	0000	1		1	PACK	31.6200	0	31.62

Universal Marine Medical Limited

COMMERCIAL INVOICE



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

Invoice Number: 22027432
 Invoice Date: 04.03.20
 Invoice Due Date: 04.03.20
 Your Ref: 725-1636329

Document Currency: GBP		Payment Terms: Net 30			Shipping Method: Southampton Freight Services				
Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
INF001585YU MED160345	INFLUENZA A+B TEST CASSETTE (10)	20020605	5	2022-02-28	5	PACK	41.8500	0	209.25
ADM007710YU MED160255	ADMINISTRATION SET CONTINU-FLO (1)	19J08T070N	80	2022-09-30	160	EACH	5.5900	0	894.40
		19L11T668N	80	2022-11-30					
CAN000484YU MED160272	BIOVALVE SAFE IV CANNULAE 20G X 32MM (1)	80254	50	2023-06-30	50	PACK	0.7300	0	36.50
EXT007403YU MED160275	LUER LOCK EXTENSION (1)	M76556-1	20	2024-09-28	20	EACH	0.6900	0	13.80
NEE002190YU MED160717	NEEDLE HOLDER 14CM (1)	57095	24	2023-01-19	24	EACH	1.7000	0	40.80
PAD007484YU MED160090	HEAVY-DUTY PADLOCK SEALS NUMBERED RED (50)	0000	1		1	PACK	32.0000	0	32.00
BAG000281XA	BAG RED BIOHAZARD RED 30-32GAL (25)	0000	2		2	EACH	6.9000	0	13.80
BIN000338YU MED160388	MEDICAL SHARPS DISPOSAL BOX 7L (1)				6	EACH	1.4600	0	8.76
TRA003180YU MED160369	TRANSWAB STANDARD PLASTIC CARY BLAIR (1)	19K31	10	2021-10-30	10	EACH	0.9800	0	9.80
STR004302YU MED160371	STREP A ONE STEP TEST KIT (20)	172952	1	2022-08-30	1	PACK	62.3800	0	62.38
SYR003049YU MED160309	SYRINGE DISP 10ML (10)	19111004	20	2024-11-30	20	PACK	0.6900	0	13.80
SYR006354YU MED160310	SYRINGE HYPODERMIC CONCENTRIC LUER LOCK 10ML (100)	19091001	1	2024-09-30	1	PACK	15.1200	0	15.12
CAT004180YU MED160509	CATHETER FOLEY TRIPLE LUMEN 5CC 18FR (5)	MYDS5639	1	2024-03-30	1	PACK	33.3700	0	33.37
URI003252YU MED160515	URINE DRAINAGE BAG 2000ML W'SPIGOT (1)	9K05207	6	2023-09-01	6	EACH	0.6200	0	3.72

Universal Marine Medical Limited



universalmarinemedical

UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027432
 Invoice Date: 04.03.20
 Invoice Due Date: 04.03.20
 Your Ref: 725-1636329

Document Currency: GBP		Payment Terms: Net 30			Shipping Method: Southampton Freight Services				
Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
WIP007290YU MED160545	WIPES PATIENT DRY (100)	0000	1		1	PACK	1.4300	0	1.43

ALL GOODS SHIPS STORES IN TRANSIT

Net total: GBP 1,737.17
 Freight: GBP 0.00
 Tax/VAT: GBP 0.00
 Document Total: GBP 1,737.17

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.
 All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.

Universal Marine Medical Limited



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027548
 Invoice Date: 09.03.20
 Invoice Due Date: 09.03.20
 Your Ref: 725-1636329

Business Partner Information

Code: C00291
 Name: PRINCESS CRUISES
 Vessel: RUBY PRINCESS

Tax/VAT ID:
 Contact: Invoices

Your Contact
 Jack Lynch

Ship To

MASTER & OWNER OF RUBY PRINCESS
 ISS MCKAY SHIPPING.
 [REDACTED]
 NEW ZEALAND

Bill To

MASTER & OWNER OF RUBY PRINCESS
 C/O PRINCESS CRUISES
 MEDICAL DEPARTMENT
 SANTA CLARITA CA 91387
 USA

Document Currency: GBP		Payment Terms: Net 30			Shipping Method: Southampton Freight Services				
Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
QBC002560YU MED160365	QBC STAR TUBES (100)	19103105	3	2021-04-30	3	PACK	340.0000	0	1,020.00
BAG000219XA	BAG RED BIOHAZARD 8-10GAL (50)				1	PACK	2.7900	0	2.79
REC007826YU	RECTAL PROBE & WELL 690/692 (1)	0000	1		1	EACH	25.7600	0	25.76
ALL GOODS SHIPS STORES IN TRANSIT									

Net total: GBP 1,048.55
 Freight: GBP 0.00
 Tax/VAT: GBP 0.00
 Document Total: GBP 1,048.55

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.
 All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.

Universal Marine Medical Limited



universalmarinemedical UNITED KINGDOM

Phone: [REDACTED]
 Web: www.ummuk.com
 EORI: GB 946 8970 58 000

COMMERCIAL INVOICE

Invoice Number: 22027433
 Invoice Date: 04.03.20
 Invoice Due Date: 04.03.20
 Your Ref: 725-1636414

Business Partner Information

Code: C00291
 Name: PRINCESS CRUISES
 Vessel: RUBY PRINCESS

Tax/VAT ID:
 Contact: Invoices

Your Contact
 Jack Lynch

Ship To:

MASTER & OWNER OF RUBY PRINCESS
 ISS – MCKAY LIMITED
 [REDACTED]
 NEW ZEALAND

Bill To:

MASTER & OWNER OF RUBY PRINCESS
 C/O PRINCESS CRUISES
 MEDICAL DEPARTMENT
 SANTA CLARITA CA 91387
 USA

Document Currency: GBP		Payment Terms: Net 30			Shipping Method: Southampton Freight Services				
Item Code/ Customer Part #	Description Manufacturer & Origin	Batch Number	Batch Qty	Expiry Date	Quantity	Unit	Price	Tax %	Total
LOS001828YU MED150056	LOSARTAN TAB 50MG (28)	OL5019008-A	10	2022-05-01	10	PACK	6.7000	0	67.00
MIC006055YU MED150182	MICROGYNON 30 TAB (84)	KT049KB	10	2024-02-28	10	PACK	4.1900	0	41.90

ALL GOODS SHIPS STORES IN TRANSIT

Net total: GBP 108.90
 Freight: GBP 0.00
 Tax/VAT: GBP 0.00
 Document Total: GBP 108.90

All goods remain the property of Universal Marine Medical Ltd. For return authorization please call our finance dept on +44(0)1794 830 090 Option 3. No Credit will be given without a return authorization.
 All claims must be made within 7 days from receipt of goods. Returns may be subject to a 15% restocking fee. Our full terms and conditions can be obtained from www.universalmarinemedical.com.



Delivery Receipt

(Proof of Delivery)

Sender:	Universal Marine Medical Ltd. Unit 24a, Romsey Industrial Estate, Greatbridge Road, Romsey, Hampshire, SO51 0HR, United Kingdom
Freight Forwarder Used:	Southampton Freight Services Ltd. (SFS) Units F & G, Griffin Industrial Park, Totton, Southampton, Hampshire, SO40 3SH, United Kingdom
Recipient:	THE MASTER & OWNER OF RUBY PRINCESS
C/O:	ISS MCKAY LIMITED - AUCKLAND
Description of Goods:	SHIP SPARES IN TRANSIT

Consignment Details:
10 BOXES

I can confirm that the consignment has been received in good condition and in full by the Captain / Medical Staff / Authorized Person(s):

Print Name:

Signature / Stamp:

Date:

Once the above form is complete please e-mail a soft copy to:





SOUTHAMPTON FREIGHT SERVICES LTD

LOCAL KNOWLEDGE • GLOBAL SCALE



Good afternoon and please find a pre-alert as attached

SFS AIRFREIGHT SHIPMENT PRE-ALERT

Vessel Name	VESSEL: RUBY PRINCESS	
Vessel call date (if known)	17/03/2020	
Air Waybill	176 - 17151455	
Carrier	EMIRATES	
Destination	Auckland Intl	
Flight 1 / Date	EK30	11/03/2020
Flight 2 (if applicable) / Date	EK450	13/03/2020
ETA / Date	14/03/2020	525
Connecting Point	Dubai	
Pieces	10	
Weight (Kilos)	103.400	
Charges	for the vessel	
Special Instructions		

We would be grateful if you could confirm receipt.

Regards and best wishes

For and on behalf of,

SOUTHAMPTON FREIGHT SERVICES LTD.

Stuart Green

IMPORT - EXPORT - AIR FREIGHT - SEA FREIGHT - ROAD FREIGHT - INTL COURIER - GLOBAL WAREHOUSING - CRUISE & MARINE LOGISTICS



Registered in England no. 3536715. Registered Office: Units E, F & G, Griffin Industrial Park,
Totton, Southampton, Hampshire. SO40 3SH. United Kingdom | T: +44(0)23 8086 0999
sotonfreight.co.uk | DfT Regulated Agent



Cargo
Agent

All business transactions subject to BIFA Standard Trading Terms & Conditions and UK Warehousing Association (UKWA), Latest Edition. Copies available upon request or from our website.

RE: RE: Urgent order RU2009-MED-SYD-0335

From: "Hoffman, Norman (PCL)" [REDACTED]
To: Ruby Senior Doctor [REDACTED] "Duty, Tahlia (PCL)" [REDACTED]
Cc: "Operations, Medical (HAGROUP)" [REDACTED] Ruby Senior Nurse 1
Bcc: 15.01.1713.001
Date: Wed, 11 Mar 2020 09:37:56 +1100

Good Day Johan,
 Welcome aboard. I have increased your order of the masks and am awaiting vendor confirmations.

Norman Hoffman

Expediting Supervisor | Supply Chain

Holland America Group | Serving Princess Cruises, Holland America Line, Seabourn, and P&O Australia

From: Ruby Senior Doctor [REDACTED]
Sent: Monday, March 09, 2020 5:49 PM
To: Hoffman, Norman (PCL) ; Duty, Tahlia (PCL)
Cc: Operations, Medical (HAGROUP) ; Ruby Senior Nurse 1
Subject: RE: RE: Urgent order RU2009-MED-SYD-0335

Good afternoon

Please can we have some feedback on/ expedite this?

We have only a FEW surgical masks left (cannot count as boxes), we have NO stock of viral swabs and LOW stock of Influenza tests.

Thank you, appreciate it!

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician



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From: Ruby Senior Nurse 1
Sent: Monday, March 09, 2020 6:14 PM
To: Hoffman, Norman (PCL) [REDACTED]
Cc: Ruby Senior Doctor [REDACTED] Operations, Medical (HAGROUP)
Subject: RE: Urgent order RU2009-MED-SYD-0335

Importance: High

Good day Norman,

Hope this email finds you well.

I am the new Senior Nurse on the Ruby Princess for the next 4 months.

I am just following up on above order (currently still awaiting order). As we all are aware of the current situation, we urgently need more surgical face masks as the ordered amount is not enough. (We tried ordering locally with no luck)

Should I place another urgent order for the masks or is it possible to order more on above order?

We would need at least double the amount (MED160766) that was ordered initially.

Please advise further.

Johan Matthee

Senior Nurse

Medical Department | Ruby Princess

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Re: VESSEL: RUBY PRINCESS- 176-17151455

From: Shirley Bareman [REDACTED]
To: Janness Qin - ISS McKay Auckland <[REDACTED]>
Cc: Ruby Senior Doctor [REDACTED]; SFS AirExport Dept [REDACTED]; Stuart.Harper [REDACTED]; ISS McKay - Cruise [REDACTED]; Clearance [REDACTED]
Bcc: 15.01.1713.001
Date: Sun, 15 Mar 2020 10:11:18 +1100
Attachments: image001.png (1.77 kB); image004.png (2.03 kB); image007.png (2.05 kB); image008.png (26.81 kB); image011.png (372 bytes); image012.png (8.24 kB); image013.png (1.48 kB); image014.png (1.61 kB); image015.png (1.64 kB); image016.png (21.07 kB); image017.jpg (3.46 kB); image018.jpg (37.53 kB)

Nope little one just landed

Sent from my iPhone

On 15/03/2020, at 12:10 PM, Janness Qin - ISS McKay Auckland [REDACTED] wrote:

Hi Shirley

Can you please confirm your receive both shipments? And also please arrange delivery to Tauranga tomorrow, as per below email.

Warm Regards

Janness Qin
 Senior Cruise Operations



Follow us:

Inchcape Shipping Services - McKay, 2 Akaroa Street,
 Parnell, Auckland 1052, New Zealand

From: Ruby Senior Doctor [REDACTED]
Sent: Sunday, 15 March 2020 11:25 AM
To: Janness Qin - ISS McKay Auckland [REDACTED]; Shirley Bareman [REDACTED]; SFS AirExport Dept [REDACTED]; Stuart.Harper [REDACTED]
Cc: ISS McKay - Cruise [REDACTED]
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Good morning

Yes, I would want it delivered to Tauranga, in time for us to pick it up before departure tomorrow afternoon, since as per Captain there are real concerns regarding us not being able to dock due to weather. I would rather not take the chance of not receiving it.

Please confirm – as far as I know there are two shipments?

Thank you so much for organizing this!

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician

M/V Ruby Princess

[REDACTED]

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From: Janness Qin - ISS McKay Auckland [REDACTED]
Sent: Sunday, March 15, 2020, 11:05 AM
To: Ruby Senior Doctor [REDACTED], Shirley Bareman [REDACTED] SFS
 AirExport Dept [REDACTED], Stuart Harper [REDACTED]
Cc: ISS McKay - Cruise [REDACTED]
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Hi Doctor Ilse

As per phone call, customs broker confirm the freight has arrived Auckland. And they can manage delivery to Tauranga tomorrow. As it will be an urgent arrangement tomorrow morning and 3.5-4 hrs driver to Tauranga that cost will be more expensive than normal arrangements.

Please confirm if you would like the freight deliver to Tauranga tomorrow.

Warm Regards

Janness Qin

Senior Cruise Operations

[REDACTED]

Follow us:

Inchcape Shipping Services - McKay, 2 Akaroa Street,
 Parnell, Auckland 1052, New Zealand

From: Ruby Senior Doctor [REDACTED]
Sent: Sunday, 15 March 2020, 9:11 AM
To: Shirley Bareman [REDACTED], SFS AirExport Dept [REDACTED], Stuart Harper [REDACTED]
 [REDACTED], Janness Qin - ISS McKay Auckland [REDACTED]
Cc: ISS McKay - Cruise [REDACTED]
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Good morning Shirley

Can you please confirm that both deliveries have been delivered?

The reason I am all over this – there is a small chance we would not make Auckland, due to weather. I cannot be without those supplies.

We would need to perhaps look at plans to have the delivery sent to Tauranga?

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician

M/V Ruby Princess

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From: Shirley Bareman [REDACTED]
Sent: Friday, March 13, 2020 9:02 AM
To: Ruby Senior Doctor [REDACTED]; SFS AirExport Dept [REDACTED]; Stuart.Harper [REDACTED]
Cc: Ruby Administration Officer [REDACTED]; ISS McKay - Cruise [REDACTED]
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Hello all – this is not arriving on a flight until tomorrow

Will confirm when received

Best Regards
Shirley Bareman

From: Ruby Senior Doctor [REDACTED]
Sent: Thursday, 12 March 2020 11:27 PM
To: ISS McKay - Cruise [REDACTED]
Cc: Ruby Administration Officer [REDACTED]
Subject: FW: VESSEL: RUBY PRINCESS- 176-17151455

Good morning

Can you please confirm receipt of this shipment for the Ruby Princess?

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician

M/V Ruby Princess

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From: SFS AirExport Dept [REDACTED]
Sent: Thursday, March 12, 2020 11:22 PM
To: Shirley Bareman [REDACTED]; ISS McKay - Cruise [REDACTED]
Cc: Aaron Medley [REDACTED]; [uk warehouse](#) [REDACTED]; Laura Medley [REDACTED]; [Stuart Harner](#) [REDACTED]; Clearance [REDACTED]; [Jamie Honev](#) [REDACTED]; [Jack Lynch](#) [REDACTED]; Vidal, Susie (PCL) [REDACTED]; Peterson, Michelle [REDACTED]; (PCL) [REDACTED]; Operations, Medical (HAGROUP) [REDACTED]; Ruby Senior Doctor [REDACTED]; [rumsnur1](#) [REDACTED]
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Good Morning,

Please find attached the post flight confirmation for the above shipment of yours.


Regards and best wishes

Angela Skilton

Angela Skilton

Airfreight Export Supervisor

Southampton Freight Services Ltd

 Before printing this mail make sure it is completely necessary. The environment is everyone's business. Thank you.

Registered in England Number: 3536715. DFT Regulated Agent:

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From: Shirley Bareman
Sent: 10 March 2020 18:29
To: SFS AirExport Dept; ISS McKay - Cruise
Cc: Aaron Medley; [uk warehouse](#); Laura Medley; [Stuart Harner](#); [Clearance](#); [Jamie Honey](#); [Jack Lynch](#); [svidal](#); [mpeterson](#); [medicaloperations](#); [rumsdoc1](#); [rumsnur1](#)
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Thank you, will do

Best Regards
Shirley Bareman

From: SFS AirExport Dept
Sent: Wednesday, 11 March 2020 5:06 AM
To: ISS McKay - Cruise
Cc: Aaron Medley; [uk warehouse](#); Laura Medley; [Stuart Harner](#); [Clearance](#); [Jamie Honey](#); [Jack Lynch](#); [svidal](#); [mpeterson](#); [medicaloperations](#); [rumsdoc1](#); [rumsnur1](#); Shirley Bareman
Subject: VESSEL: RUBY PRINCESS- 176-17151455

Good afternoon,

Please kindly find a pre-alert attached for 176-17151455 going to Auckland Intl for the VESSEL: RUBY PRINCESS
Vessel Call Date based on current information 17/03/2020 00:00:00.

Please kindly acknowledge receipt of this pre-alert & kindly request the delivery receipt attached be signed and returned

Please do not hesitate to ask if you have any questions,

Best regards,

SFS Air Export Team
Southampton Freight Services Ltd

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(As Agents Only)

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RESTRICTIONS ON ENTRY TO AUSTRALIA RELATING TO COVID-19 FOR CRUISE SHIPS

30 day suspension on cruise ships

On 15 March 2020, the Australian Government announced a full restriction on arrivals of any cruise ship that has left a foreign port. The restrictions are inclusive of direct arrivals and Round Trip Cruises (RTC). This measure will be reviewed after 30 days.

The health, welfare and safety of Australians, both at home and overseas, is the highest priority of the Australian Government.

From 0001 AEDST 16 March 2020, Australia will deny entry to any cruise ship that has left a foreign port, with the exception of:

- Australian-flagged vessels.
- International cruise ships en route having departed their last overseas port and destined for Australia.
- Australian cruise vessels (domestic cruise ships) operating within the Australian Exclusive Economic Zone can continue to operate without restriction.
- RTC's that are already in progress and currently returning to Australia.

Cruise ships that do not meet the above exemptions, may be approved through the Maritime Traveller Processing Committee (MTPC). These approved cruise ships will be required to go to Brisbane or Sydney.

Crew

- Cruise ship crew must self-isolate for 14 days* or for the duration of their stay whichever is shorter.

Cruise Passengers entering Australia

On 15 March 2020, the Australian Government announced that all travellers entering Australia from 0001 AEDST 16 March 2020 must undertake a precautionary self-isolation period for up to 14 days* upon entry to Australia. This applies to any traveller entering Australia, inclusive of Australian citizens and permanent residents. For any travellers who are entering Australia for less than 14 days*, they must self-isolate for the entire duration of their stay.

These measures apply to all travellers entering Australia via aircraft and cruise ships.

Travellers with existing domestic transfer bookings or arrangements may complete their domestic transfer and commence their precautionary self-isolation period (of up to 14 days*) at the final destination.

The travel restrictions for mainland China, Iran, the Republic of Korea and Italy remain in place.

All travellers will be notified of the precautionary self-isolation requirement through updated a health fact sheet. Travellers may be required to complete a form confirming that they understand they are required to complete the self-isolation period for up to 14 days*.

Additional messages for travellers

- On 15 March 2020, the Australian Government restricted all cruise ships from entering Australia for 30 days, inclusive of direct arrivals and Round Trip Cruises.
- Cruise ship crew must self-isolate for 14 days* or for the duration of their stay whichever is shorter.
- Australian citizens and residents may complete a domestic transfer and commence their precautionary 14 day* self-isolation period in the final destination.
 - While in transit, they must remain in the airport or if they have a layover, they must self-isolate in their accommodation for that transit period.
- Foreign nationals must complete the 14 day* isolation period or they may disembark the cruise ship and return to their home country.
 - While in transit, they must remain in the airport or if they have a layover, they must self-isolate in their accommodation for that transit period.

* Please note that the 14 day period commences from the day of departure from the last port of embarkation. As an example, if a ship has travelled for 10 days prior to arrival in Australia, the self-isolation period will only be the remaining four days. This is only applicable provided no crew member falls ill or displays symptoms of illness.

These arrangements are kept under constant review and will be updated as necessary.

The ABF appreciates your ongoing support and cooperation during this time. For additional support, please contact the Border Operations Centre at [REDACTED]

RE: VESSEL: RUBY PRINCESS- 176-17151455

From: Ruby Senior Doctor [REDACTED]
To: Shirley Bareman [REDACTED] Janness Qin - ISS McKay Auckland [REDACTED]
 [REDACTED] ISS McKay - Cruise [REDACTED]
Cc: SFS AirExport Dept [REDACTED] Stuart.Harper [REDACTED] Clearance [REDACTED]
Date: Sun, 15 Mar 2020 18:43:55 +1100

Good evening

I have just received notification that we will NOT be visiting Tauranga OR Auckland. Please can we re-route the order to our Sydney Port Agency URGENTLY?

Thank you, and my sincerest apologies for the change in plans – I am unfortunately not in control of these factors.

Warm Regards

Ilse

Dr Ilse von Watzdorf
 Senior Physician
 M/V Ruby Princess



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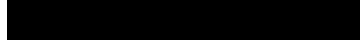
From: Shirley Bareman [REDACTED]
Sent: Sunday, March 15, 2020 12:33 PM
To: Ruby Senior Doctor [REDACTED]
Cc: Janness Qin - ISS McKay Auckland ; SFS AirExport Dept ; Stuart.Harper ; ISS McKay - Cruise ; Clearance [REDACTED]
Subject: Re: VESSEL: RUBY PRINCESS- 176-17151455
 Yes flight landed an hour ago - freight available after 4 hours so we will collect in the morning and deliver to the ship TRGA

Sent from my iPhone

On 15/03/2020, at 12:18 PM, Ruby Senior Doctor [REDACTED] wrote:

Good afternoon
 Please see post flight notification.
 Warm Regards
 Ilse

Dr Ilse von Watzdorf
 Senior Physician
 M/V Ruby Princess



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From: Janness Qin - ISS McKay Auckland [REDACTED]
Sent: Sunday, March 15, 2020 12:10 PM
To: Ruby Senior Doctor [REDACTED] Shirley Bareman [REDACTED] SFS [REDACTED]
 AirExport Dept [REDACTED] Stuart.Harper [REDACTED]
Cc: ISS McKay - Cruise [REDACTED]; Hobbs - Clearance [REDACTED]
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Hi Shirley

Can you please confirm your receive both shipments? And also please arrange delivery to Tauranga tomorrow, as per below email.

Warm Regards

Janness Qin
 Senior Cruise Operations



Follow us:

Inchcape Shipping Services - McKay, [REDACTED]
[REDACTED]

From: Ruby Senior Doctor [REDACTED]
Sent: Sunday, 15 March 2020 11:25 AM
To: Janness Qin - ISS McKay Auckland [REDACTED]; Shirley Bareman [REDACTED]
[REDACTED] SFS AirExport Dept [REDACTED] Stuart.Harper [REDACTED]

Cc: ISS McKay - Cruise [REDACTED]
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Good morning
Yes, I would want it delivered to Tauranga, in time for us to pick it up before departure tomorrow afternoon, since as per Captain there are real concerns regarding us not being able to dock due to weather. I would rather not take the chance of not receiving it.
Please confirm – as far as I know there are two shipments?
Thank you so much for organizing this!
Warm Regards
Ilse
Dr Ilse von Watzdorf
Senior Physician
M/V Ruby Princess
[REDACTED]

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From: Janness Qin - ISS McKay Auckland [REDACTED]
Sent: Sunday, March 15, 2020 11:05 AM
To: Ruby Senior Doctor [REDACTED]; Shirley Bareman [REDACTED] SFS
AirExport Dept [REDACTED] Stuart.Harper [REDACTED]
Cc: ISS McKay - Cruise [REDACTED]
Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Hi Doctor Ilse
As per phone call, customs broker confirm the freight has arrived Auckland. And they can manage delivery to Tauranga tomorrow. As it will be an urgent arrangement tomorrow morning and 3.5-4 hrs driver to Tauranga that cost will be more expensive than normal arrangements.
Please confirm if you would like the freight deliver to Tauranga tomorrow.
Warm Regards

Janness Qin
Senior Cruise Operations



Follow us:

Inchcape Shipping Services - McKay, [REDACTED]
[REDACTED]

Sent: Sunday, 15 March 2020 9:11 AM

To: Shirley Bareman [REDACTED] SFS AirExport Dept [REDACTED]
Stuart.Harper [REDACTED] Janness Qin - ISS McKay Auckland [REDACTED]

Cc: ISS McKay - Cruise [REDACTED]

Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Good morning Shirley

Can you please confirm that both deliveries have been delivered?

The reason I am all over this – there is a small chance we would not make Auckland, due to weather. I cannot be without those supplies.

We would need to perhaps look at plans to have the delivery sent to Tauranga?

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician

M/V Ruby Princess

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From: Shirley Bareman [REDACTED]

Sent: Friday, March 13, 2020 9:02 AM

To: Ruby Senior Doctor [REDACTED] SFS AirExport Dept [REDACTED]

Stuart.Harper [REDACTED]

Cc: Ruby Administration Officer [REDACTED]; ISS McKay - Cruise [REDACTED]

Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Hello all – this is not arriving on a flight until tomorrow

Will confirm when received

Best Regards

Shirley Bareman

From: Ruby Senior Doctor [REDACTED]

Sent: Thursday, 12 March 2020 11:27 PM

To: ISS McKay - Cruise [REDACTED]

Cc: Ruby Administration Officer [REDACTED]

Subject: FW: VESSEL: RUBY PRINCESS- 176-17151455

Good morning

Can you please confirm receipt of this shipment for the Ruby Princess?

Warm Regards

Ilse

Dr Ilse von Watzdorf

Senior Physician

M/V Ruby Princess

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From: SFS AirExport Dept [REDACTED]

Sent: Thursday, March 12, 2020 11:22 PM

To: Shirley Bareman [REDACTED] ISS McKay - Cruise [REDACTED]

Cc: Aaron Medley [REDACTED] uk.warehouse [REDACTED]

Laura Medley [REDACTED] Stuart.Harper [REDACTED] Clearance [REDACTED]

[REDACTED] Jamie.Honey [REDACTED] Jack.Lynch [REDACTED] Vidal, Susie (PCL)

[REDACTED] Peterson, Michelle (PCL) [REDACTED] Operations, Medical (HAGROUP)

[REDACTED] Ruby Senior Doctor [REDACTED]

rumshur1

Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Good Morning,

Please find attached the post flight confirmation for the above shipment of yours.

Regards and best wishes

Angela Skilton

Angela Skilton

Airfreight Export Supervisor

Southampton Freight Services Ltd

 **ety necessary. The environment is everyone's business. Thank you.**

Registe

d Agent:

All business transactions subject to our Standard Trading Terms and Conditions, you can view these [HERE](#) or on our website.

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From: Shirley Bareman [REDACTED]

Sent: 10 March 2020 18:29

To: SFS AirExport Dept [REDACTED]; ISS McKay - Cruise [REDACTED]

Cc: Aaron Medley [REDACTED]; [uk.warehouse](#) [REDACTED]

Laura Medley [REDACTED]; [Stuart Harper](#) [REDACTED] Clearance [REDACTED]

[REDACTED]; [Jamie Honey](#) [REDACTED]; [Jack Lynch](#) [REDACTED] [svidal](#) [REDACTED]

[mpeterson](#) [REDACTED]; [medicaloperations](#) [REDACTED]; [rumsdoc1](#) [REDACTED]

[rumsnur1](#) [REDACTED]

Subject: RE: VESSEL: RUBY PRINCESS- 176-17151455

Thank you, will do

Best Regards

Shirley Bareman

From: SFS AirExport Dept [REDACTED]

Sent: Wednesday, 11 March 2020 5:06 AM

To: ISS McKay - Cruise [REDACTED]

Cc: Aaron Medley [REDACTED]; [uk.warehouse](#) [REDACTED]

Laura Medley [REDACTED]; [Stuart Harper](#) [REDACTED] Clearance [REDACTED]

[REDACTED]; [Jamie Honey](#) [REDACTED]; [Jack Lynch](#) [REDACTED] [svidal](#) [REDACTED]

[mpeterson](#) [REDACTED]; [medicaloperations](#) [REDACTED]; [rumsdoc1](#) [REDACTED]

[rumsnur1](#) [REDACTED]

Shirley Bareman [REDACTED]

Subject: VESSEL: RUBY PRINCESS- 176-17151455

Good afternoon,

Please kindly find a pre-alert attached for 176-17151455 going to Auckland Intl for the VESSEL: RUBY PRINCESS

Vessel Call Date based on current information 17/03/2020 00:00:00.

Please kindly acknowledge receipt of this pre-alert & kindly request the delivery receipt attached be signed and returned

Please do not hesitate to ask if you have any questions,

Best regards,

SFS Air Export Team

Southampton Freight Services Ltd

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v1.02 MC-EOL [iss-shipping.com](#) default

Re: Ruby Princess Turnaround URGENTLY

From: Ruby Senior Doctor [REDACTED]
To: sydney.portagent [REDACTED]
Cc: Ruby Administration Officer [REDACTED]
Date: Mon, 16 Mar 2020 09:13:24 +1100

Good morning

Can you please advise who our port agent will be for the coming Sydney turnaround on the 19th of March?
I also need shipping address details – I have a shipment of supplies that need to be redirected from Auckland to Sydney urgently please!

Warm Regards

Ilse

Dr Ilse von Watzdorf
Senior Physician
M/V Ruby Princess
[REDACTED]



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RE: Ruby Princess -- Parcels to be forwarded

From: Shaun Olsen - ISS McKay Auckland
To: Ruby Senior Doctor; Ruby Doctor; Ruby Administration Officer; sydney.portagen; Ruby Deck Clerk
Cc: Ruby Staff Captain 1; Ruby FnB JAP < >; Ruby Safety Officer < >; Ruby Nurse 1; Ruby Senior Nurse 1; ISS McKay - Cruise
Bcc: 15.01.1713.001
Date: Fri, 20 Mar 2020 12:07:42 +1100

Good day Savio,
Please note I have made a mistake and only received one ERS from the doctor for the medical supplies. Please raise an ERS urgently for the rest of the packages that have been sent out.
Kind Regards,

Shaun Olsen
Cruise Operations Assistant



Inchcape Shipping Services - McKay, New Zealand

From: Shaun Olsen - ISS McKay Auckland
Sent: Tuesday, March 17, 2020 3:25 PM
To: Ruby Senior Doctor; Ruby Doctor; Armen Anouchian - ISS McKay Auckland; Ruby Administration Officer; sydney.portagen; Ruby Deck Clerk
Cc: ISS McKay - Cruise; Ruby Staff Captain 1; Ruby FnB JAP; Ruby Safety Officer; Ruby Nurse 1; Ruby Senior Nurse 1
Subject: RE: Ruby Princess -- Parcels to be forwarded
Good day all,
Please note the packages will cost NZD 217 to ship and will be sent out today.
Kind Regards,

Shaun Olsen
Cruise Operations Assistant



Inchcape Shipping Services - McKay, New Zealand

From: Shaun Olsen - ISS McKay Auckland >
Sent: Tuesday, March 17, 2020 9:19 AM
To: Ruby Senior Doctor; Ruby Doctor; Armen Anouchian - ISS McKay Auckland; Ruby Administration Officer; sydney.portagen; Ruby Deck Clerk >
Cc: ISS McKay - Cruise; Ruby Staff Captain 1; Ruby FnB JAP; Ruby Safety Officer; Ruby Nurse 1; Ruby Senior Nurse 1
Subject: RE: Ruby Princess -- Parcels to be forwarded
Good day,
I have received and ERS from the doctor for the medical parcel which will be sent out today.
FIC – Savio please raise an ERS for the rest of the packages.
Kind Regards,

Shaun Olsen
Cruise Operations Assistant



Inchcape Shipping Services - McKay,

New Zealand

From: Ruby Senior Doctor
Sent: Monday, March 16, 2020 4:47 PM
To: Ruby Doctor; Armen Anouchian - ISS McKay Auckland; Ruby Administration Officer
Cc: ISS McKay - Cruise; Sydney Portagen; Ruby Deck Clerk; Ruby Staff Captain 1; Ruby EnB JAP; Ruby Safety Officer
Subject: RE: Ruby Princess -- Parcels to be forwarded
Good afternoon All
Will raise the ERS tonight after clinic.
Warm Regards
Ilse

Dr Ilse von Watzdorf
Senior Physician
M/V Ruby Princess



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From: Ruby Doctor
Sent: Monday, March 16, 2020 4:46 PM
To: Armen Anouchian - ISS McKay Auckland; Ruby Administration Officer
Cc: Sydney Portagen; Ruby Deck Clerk; Ruby Staff Captain 1; Ruby EnB JAP; Ruby Safety Officer
Subject: RE: Ruby Princess -- Parcels to be forwarded
Copying in Senior Doctor
Kind regards
Zaeem

Dr Zaeem Dalvie
Ship's Physician
M/V Ruby Princess



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From: Armen Anouchian - ISS McKay Auckland
Sent: Monday, March 16, 2020 3:57 PM
To: Ruby Administration Officer; Sydney Portagen; Ruby Deck Clerk; Ruby Doctor
Cc: ISS McKay - Cruise; Ruby Staff Captain 1; Ruby EnB JAP; Ruby Safety Officer
Subject: RE: Ruby Princess -- Parcels to be forwarded
Good day All,
Please follow up on below and raise the ERS for us to ship the parcels.
Please always copy our group email address on your correspondence:
Best Regards,

Armen Anouchian
Cruise Operations



Follow us:



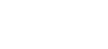
Inchcape Shipping Services - McKay

From: Armen Anouchian - ISS McKay Auckland
Sent: Monday, 16 March 2020 2:42 PM
To: Ruby Administration Officer; Sydney Portagen; Ruby Deck Clerk; Ruby Doctor
Cc: ISS McKay - Cruise; Ruby Staff Captain 1; Ruby EnB JAP; Ruby Safety Officer
Subject: RE: Ruby Princess -- Parcels to be forwarded
Good day All,
Adding the doctor for the parcel attached.
Kindly advise and raise the ERS.
Please always copy our group email address on your correspondence:
Best Regards,

Armen Anouchian
Cruise Operations



Follow us:





Inchcape Shipping Services - McKay,
New Zealand

From: Armen Anouchian - ISS McKay Auckland

Sent: Monday, 16 March 2020 12:14 PM
To: Ruby Administration Officer [redacted] [sydney.nortagent](#) [redacted] Ruby Deck Clerk [redacted]
Cc: ISS McKay - Cruise [redacted] Ruby Staff Captain 1 [redacted] Ruby FnB JAP [redacted] Ruby Safety Officer [redacted]
Subject: RE: Ruby Princess -- Parcels to be forwarded
Hi Savio,
Please raise the ERS for us to ship the parcels as per below:
Line Lorentzen
Port Agent
Carnival Australia
Level 5, 465 Victoria Avenue, Chatswood NSW 2067
Kindly note that we have also received the attached parcel - confirm it can be forwarded as well.
Please always copy our group email address on your correspondence: [redacted]
Best Regards,

Armen Anouchian
Cruise Operations



Follow us:
  



Inchcape Shipping Services - McKay,
New Zealand

From: Ruby Administration Office [redacted]
Sent: Monday, 16 March 2020 10:59 AM
To: Armen Anouchian - ISS McKay Auckland [redacted] [sydney.nortagent](#) [redacted] Ruby Deck Clerk [redacted]
Cc: ISS McKay - Cruise [redacted] Ruby Staff Captain 1 [redacted] Ruby FnB JAP [redacted] Ruby Safety Officer [redacted]
Subject: RE: Ruby Princess -- Parcels to be forwarded
Hi Armen
Please may I ask for the same to be routed to Sydney we are scheduled to be there on the 19/20 .
Kind Regards,

Savio Dsouza | Administration Officer | Ruby Princess



From: Armen Anouchian - ISS McKay Auckland [redacted]
Sent: Monday, March 16, 2020 10:10 AM
To: Ruby Administration Officer [redacted]
Cc: ISS McKay - Cruise [redacted]
Subject: Ruby Princess -- Parcels to be forwarded
Good day Savio,
Please note that we hold the below parcels for you :

EE074731078NZ	Estore Warehouse	NZ Post/EMS	Clothing	1 x 0.2kg	03.03.20	Attn: Aileen Carlos S
1213 7432 5014	Marine Press CANDADA	Fed Ex	Charts	1 x 3.5kg	12.03.20	Attn: Nav C
1213 7432 5025	Marine Press CANDADA	Fed Ex	charts	1 x 1kg	12.03.20	Attn: Nav C

Kindly advise where you want them forwarded and raise the ERS accordingly.
Please always copy our group email address on your correspondence: [redacted]
Best Regards,

Armen Anouchian
Cruise Operations



Follow us:
  



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New Zealand

(As Agents Only)
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announcement this morning

From: Ruby Hotel General Manager (RU) [REDACTED]
To: Ruby Entertainment Director [REDACTED] Cruise Director 1 [REDACTED]
 <[REDACTED]>
Cc: Customer Services Director [REDACTED]
Date: Tue, 17 Mar 2020 07:20:14 +1100

See below gentlemen, pls. have a look, I call you when broadcast is needed.....

Dear guests,

First of all let us start by wishing you a beautiful morning and a great day ahead.

In order for us to create a smooth disembarkation process so that you can return home in comfort we will need to make sure that we have the correct information about the wellbeing of our guests and crew. The New South Wales Public Health Officials will examine all records and the better the information the sooner we can start our disembarkation process on the 19th of March in Sydney.

Therefore Our medical team would like to see all guests and crew with fever or respiratory symptoms to present themselves to our medical center located on deck 4 mid-ship during clinic hours. If you do not have a fever or respiratory symptoms there is no need to come to our medical center, only guests that experience fever or respiratory symptoms.

Your cooperation and calm anticipation has already been fabulous and again we like to thank you enormously.

Thank you and best regards,

Charles Verwaal
 Hotel General Manager

[REDACTED]



Crew Experience - Fleet Pause

From: "Warren, Lorna (PCL)" [REDACTED]
To: Caribbean Hotel General Manager [REDACTED] Coral Hotel General Manager [REDACTED]
 [REDACTED] Crown Hotel General Manager [REDACTED]
 [REDACTED] Emerald Hotel General Manager [REDACTED]
 [REDACTED] Golden Hotel General Manager [REDACTED]
 [REDACTED] Island Hotel General Manager [REDACTED]
 [REDACTED] Majestic Hotel General Manager [REDACTED]
 [REDACTED] Pacific Hotel General Manager [REDACTED]
 [REDACTED] Royal Hotel General Manager [REDACTED]
 [REDACTED] Sapphire Hotel General Manager (SA) [REDACTED]
 [REDACTED] Sea Hotel General Manager [REDACTED]
 Sky Hotel General Manager [REDACTED] Star Hotel General Manager [REDACTED]
 [REDACTED], Sun Hotel General Manager [REDACTED]
 Majestic Captain [REDACTED] Regal Captain [REDACTED]
 [REDACTED] Royal Captain [REDACTED] Sky Captain [REDACTED]
 [REDACTED] Caribbean Captain [REDACTED] Crown [REDACTED]
 Captain [REDACTED] Emerald Captain [REDACTED]
 Golden Captain [REDACTED] Star Captain [REDACTED]
 Sapphire Captain [REDACTED] Doral Captain [REDACTED]
 [REDACTED] Island Captain [REDACTED] Sea Captain [REDACTED]
 [REDACTED] Sun Captain [REDACTED] Pacific Captain [REDACTED]
Cc: "Siebaldi, Mario (PCL)" [REDACTED] Coskey, Susan (HA Group)" [REDACTED]
 [REDACTED] "Caluori, Rai (PCL)" [REDACTED]
 "Lipburger, Lukas (PCL)" [REDACTED] Bardin, Kirk (PCL)" [REDACTED]
 [REDACTED] "Saviss, Denise (PCL)" [REDACTED]
 "Stendebach, Michael (PCL)" [REDACTED] Kent, Amanda (PCL)" [REDACTED]
 [REDACTED] "Flynn, Trevor (PCL)" [REDACTED] Sanchez, [REDACTED]
 Rene (PCL)" [REDACTED] Herman, Ovidiu (PCL)" [REDACTED]
 [REDACTED] "Rebagliati, Livio (PCL)" [REDACTED]
 "Lilly, Renee (PCL)" [REDACTED] Strong, Phil (PCL)" [REDACTED]
 [REDACTED] "Glass, Michael (PCL)" [REDACTED] Boxall, [REDACTED]
 Paul (PCL)" [REDACTED] Aloia, Stefano (PCL)" [REDACTED]
 "Pilling, Jon (PCL)" [REDACTED] Shrives, Nick (PCL)" [REDACTED]
 [REDACTED] Flavell, Kenneth (Princess AU)" [REDACTED]
 [REDACTED] Hawker-Thomas, Samantha (PCL)" [REDACTED]
Date: Fri, 20 Mar 2020 15:01:04 +1100
Attachments: Stateroom Familiarization_Mar19.2020.pdf (907.6 kB); Crew Guidelines_PCL Fleet Pause Procedures_Mar19.2020.pdf (601.01 kB); Fleet Resources.zip (8.73 MB)

Dear Captains and Hotel General Managers,
 Following on from my earlier email and having taken into account all the feedback received we are pleased to share the revised "Crew Experience" guidelines with you for review.

The guidelines are designed to support you and your leaders and will provide you with a tool kit that will bring alignment to our fleet during this unprecedented time.

We have made the decision that for the health, wellbeing, and overall product awareness we would like to immerse all our crew into a full guest experience and transition our crew into guest staterooms.

Not only will this benefit our crew to see a ship through the guest's eyes, it will allow us to benefit as follows:

- Conduct crew cabin inspections & maintenance review
- Cross training for Housekeeping Attendants and Utilities
- Conduct guest stateroom inspections & repairs
- Assess and optimize any future berthing opportunities
- Complete ship-wide linen count

We strongly believe this will be greatly received by our crew and officers while being able to enjoy their own privacy and a balcony stateroom with a view of the open sea where possible.

Our goal is to also capture and continue all the great maintenance work many of you have commenced onboard, and we trust our crew will appreciate some work may continue on balconies and in stateroom.

Guidelines are attached for your perusal.

Please review and let Lukas and I know if you have any questions – we are available by phone or email

Many Thanks, Lorna

Attached Documents:

- [Crew Guidelines PCL Fleet Pause Procedures_Mar19.2020.pdf](#)

This is the document that will offer great suggestions for activities, events, trainings, and operational suggestions.

- [Stateroom Familiarization_Mar19.2020.pdf](#)

We would like to immerse our crew into a full guest experience and place a personalized note in each stateroom for Jan welcoming them to their temporary home.

· Fleet Resources.zip

This tool kit of posters, supporting resources will provide you with branded posters, an editable patten for crew activities, and so much more.

We are #PrincessProud of all your efforts and the wonderful social media post the world has been able to enjoy.

They are inspiring and remind us all on what an incredible team we have at Princess. One Team, One Dream!

Thank you for all you do every day with grace, kindness, and passion for your teams onboard.

Many Thanks, Lorna

Lorna Warren

Vice President | Guest Services





CREW

STATEROOM

FAMILIARIZATION

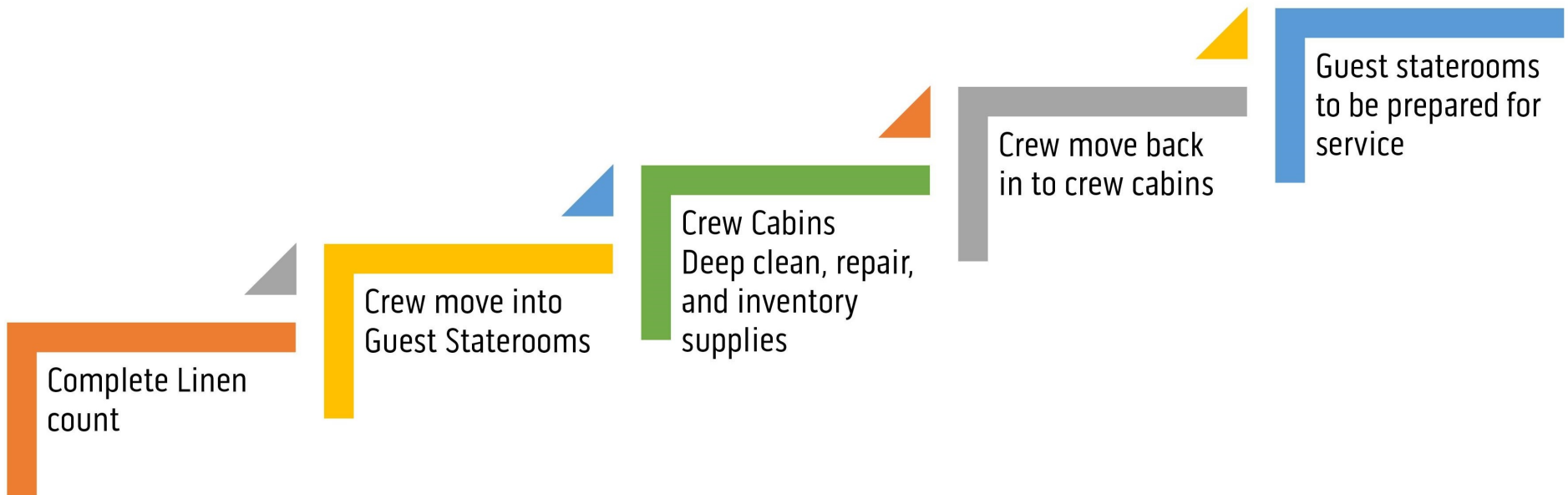


Overview

Our crew are gladiators,
and even gladiators need to rest.

The mission is to have our crew enjoy
our beautiful staterooms, luxury beds,
and see what keeps our guests coming
back to a sanctuary on the open seas
while enjoying the views and revel in
their own personal stateroom.

Timeline



* Timelines are subject to change at anytime



Linen Inspection

- Complete a full inventory
 - Bed Linen
 - Towels
 - Food & Beverage Linens
 - Stateroom amenities
 - Life jackets
 - And so much more
- Housekeeping to prepare staterooms for crew
- Shore-Side team to action findings prior to May 1

Crew Move to Stateroom

Logistic

- Guest Services Director to assign each crew member their own stateroom
 - * couples are to be assigned one stateroom
- Letter from Jan to be placed in each stateroom – pending approval
- Crew to move in phases by zone and time slot to avoid high traffic in guest corridors
- Master berthing list will be shared with the Bridge and Crew Office
- Staterooms Service
 - Towels to be replaced 2-3 days
 - Linen change – 1x per week
 - Stateroom cleaning, every 4 days
- Stateroom Code of Conduct

Guest Stateroom Inspections

- **Stateroom Inspection**
 - Crew to receive iInspector checklist
 - Full inspection of stateroom condition recorded
 - Must be done within 48h of moving in
 - Fun and interactive game of tasks to complete in stateroom
 - Movie night, etc.
- **Housekeeping Supervisor & Guest Services Team**
 - Clerks to enter all reported defects
 - After repair is complete, the above team will verify completion

This will provide shore-side with visibility of stateroom conditions.

Crew Cabins Inspections

- Housekeeping Team
 - Inventory of stateroom décor
 - Inspect every crew cabin
 - Report repairs, etc.
 - Identify carpets to be replaced
 - Sanitize cabin and deep clean
- Technical Team
 - Repair all reported items
 - Refurbish chairs, as need
- Crew Office
 - Work with shore-side to evaluate cabin allocation
 - Supervisor, Crew Cabin Inventory
 - Update master log with crew office
 - Update MAPS with future cabin assignment

Housekeeping – Career Development

Career Development

High performing Housekeeping Attendants and Utilities

- Paired with a Stateroom Steward
- Trained on standards of service
- Shadow and learn tasks
- Recorded in MAPS after graduation
- Guided by the Staterooms Steward curriculum
- Daily check in with floor supervisors for mentorship

Crew Move back to their Cabins

Logistic

- Guest Services Director to evaluate each crew member their updated cabin allocation
 - Review possible berthing opportunities
- Crew to move in phases by zone and time slot to avoid high traffic in crew areas



Back to Service Period

One Team, One Dream

2 weeks prior to first sailing

- Stateroom repairs are completed
- Public areas are deep cleaned
- Staterooms are prepared for guests
- Ship prepared to be back in service

 PRINCESS®

#WeAreBack
#PrincessProud
#WeAreGladiators



Crew Operation Guidelines



 **PRINCESS®**



Introduction

Following the recent announcement of the 60-day fleet pause, we have put together some suggestions to align with our core values – Respect, Protect, Connect.

"Our Core Values encapsulate all the lessons we've learned, and the best of what Princess is, to take us the next distance in our future."

— Jan Swartz, Group President, Princess Cruises and Carnival Australia

Following Jan's statement, we have outlined some great initiatives to:

- motivate our crew
- make us #PrincessProud
- share our hearts, share our world, protect our Earth, and create lasting memories for our crew onboard.

This document lists suggested hours of operation, events, and activities to be scheduled on board. For the duration of the fleet pause, deck privileges are granted to all crew to experience the guests areas, once guests have disembarked.

We encourage you and your teams to capture images and stories that made you #PrincessProud. We may feature these on Portholes and our official company social media channels to inspire our future guests, other ships, and shoreside teams during this unprecedented time.

Executive team members from each department, including Deck and Technical, should meet weekly to discuss the event schedule and create a Crew Activities Calendar for the following week. Ship management will ultimately determine schedules for Officers and Crew, and operating times for venues, activities, and events.

HEALTH

Social distancing is more important than ever to protect each other.

- As a manager, it's important for you to ensure our business-critical functions are maintained
- **Leaders are to continuously check in with their teams and address concerns as necessary while creating a positive working environment and listening with empathy.**
- Continuously remind your crew to practice social distancing.
- Promote and enforce that a 2-meter / 6-foot distance is kept by all team members.

As with all respiratory illnesses, particularly during cold and flu season, you can take steps to reduce your risk of illness:

- Regularly Monitor your health
- Report symptoms such as fever, cough, or shortness for breath to the Medical Center
- Wash your hands often with soap and water for 20 seconds.
- Supplement hand washing by regularly using an alcohol-based hand sanitizer.
- Avoid close contact with people suffering from respiratory illness.
- Cover your nose and mouth when you cough or sneeze using a tissue or your bent elbow.
- Avoid touching your eyes, nose and mouth with unwashed hands.





Crew Events & Activities – Overview

Safety First, Together & Always!

Increased sanitation protocols, must be in place at every event and activity. Proper sanitation and personal protective equipment to be followed per our current policy. Social events should be limited and social distancing should be monitored.

At this time, please do not hold any large activities, events, or movies on the open decks when docked at a port. This includes playing loud music from personal speakers on the outer decks. Our ships are very visible, and we want to be respectful of our homeports and the challenges they are facing. When the ship is at anchorage, outdoor spaces can be used.

Hosted Event

- Board Games
- Karaoke
- Trivia Night
- Crew Talent Show
- Destination Talks

Sports Activities

(10 crew maximum)

- Basketball
- Marathon — On Deck for the Cure
- Fitness Classes
- Sports tournaments
- Dance classes
- Meditation Sessions / Yoga

Alternative Activities

- Movies Under the Start
- Pirate Queen Poker
- Non-Denominational Services
- Camp Discovery Gaming hours
- Singing Lessons
- Crew Bingo
- Voice of the Ocean
- Stargazing
- Liars Club
- Crew Movie Afternoon & Evening
- Arts & Crafts
- Get to know your ship: Scavenger/Treasure Hunt

Learning Events

(10 crew maximum)

- Language Classes
- Mixology classes
- Wine tastings
- Swim Classes
- Musical Instrument classes
- Photography classes / sessions
- Excel, Word, etc. classes
- Cooking courses
- Captain Circle Awareness Program
- Good Spirits Training
- Tie tying class
- Bridge Tour
- Engine Tour
- Laundry Tour
- OceanView and Play Ocean

Food & Hosted Events

- Pool BBQ
- Open-Deck Pizza Evening
- Movies Under the Star with Popcorn
- Themed Dinner Evenings
- Royal Afternoon Tea

Music

- Live music coordinated with bar hours
- Music, DJ, during afternoon pools hours





Crew Events & Activities – Detail

Safety First, Together & Always!

Social distancing is still of the utmost importance. As you execute the below events, please ensure a 2m/6ft distance is kept for all teammates. As you further ideate new event ideas, please ensure social distancing is kept in mind. When in doubt, reach out to your public health leader onboard or your shoreside leaders.

This is not an exhaustive list. We know your creative minds will continue to come up with new events and new categories! Please share these new events with your shoreside leaders for us to update this document and share with the fleet. One team, one dream!

Communication

- Patter – Daily one page version, either delivered or for pick up
- [Crew Hub – In Piazza or Guest Services Desk](#)
 - To offer daily Crew patter, notice boards, suggestion box, games, etc.
- Wake Show – Daily
- Examples for ship-wide crew collaboration:
 - WhatsApp could be used to submit answers on trivia, etc.
- “In the Day of a ...” Show
Film behind-the-scenes documentary type shows on crew areas in operation. Introduce teammates and allow them to share their stories of joy.
- “Share your Journey”
We are always looking to connect and celebrate stories of our fellow teammates and encourage you to interview some of the crew that area willing to share why they are #PrincessProud to be part of the Princess family.
 - Led by the Cruise Director
 - Collect great video footage of the crew member
- Public Address
 - 2 announcements per day from ED or CD, 10 am & 6 pm
 - 1 announcement per day from Captain, 9 am

Big Screen Movie

- Scheduling - Nightly Showing, new movie every night
- Location - Theater or MUTS
- Experience Notes - Practice social distancing. Theater seating every other seat.

Game Shows & Trivia Nights

- Scheduling - Nightly performance, just after dinner, before big screen movie
- Location – Various
- Experience Notes – Trivia should be solo trivia, not teams.

Nightclub, Chill Out Lounge

- Scheduling – Nightly open hours
- Location – Various
- Experience Description – More of a chill out lounge, not a dance club





Crew Events & Activities – Detail

Games, Books, Arts & Crafts

- Scheduling – Daily open hours, if not 24/7
- Location - Suggest Piazza
- Experience Description - Coffee shop-style, pick up, and drop off of books and games; central meeting point for arts and crafts, available all day. If possible, we also encourage a book club. This would require enough copies of the same book and a leader to host conversations.

Trivia

- Scheduling – Daily, consider 2x if possible
- Location – Various
- Experience Notes – Trivia should be solo trivia, not teams.

Karaoke

- Scheduling - Nightly session, 2+ hours
- Location – Various
- Experience Description – Open call session, ensure level 3 protocol for microphones

Voice of the Ocean

- Scheduling – Once during Fleet Pause
- Location – Theater
- Experience Description - Full program with auditions, coaching and final performance, band either spread out, or no band

Fitness

(pending qualified team members are still onboard):

- Scheduling – 1-3 events daily
- Location – Various
- Experience Description:
Zumba, meditation, yoga, daily walks on the track

Crew Talent Show

- Scheduling – Once during Fleet Pause
- Location – Theater
- Experience Description – Band either spread out or no band

Onboard Revenue Events

- Manikin Challenge
- Make-Up Classes
- Runway@Sea
- Photography Classes





General Crew Guidelines

Wi-Fi

Please use the attached flyers to promote Wi-Fi options across the ship during the 60-day fleet pause.

MedallionNet Ships

Pricing will remain the same for unlimited access to the best Wi-Fi at sea for MedallionNet, while we provide free, unlimited WhatsApp for all teammates.

Non-MedallionNet Ships

We will provide all-day internet service at the reduced rate of \$0.01 per megabyte (MB).

Uniforms

Officers and Crew should wear their uniforms when performing regular duties. Vests, jackets, ties and scarves do not need to be worn. Personal clothing may be worn when off-duty. Footwear must meet safety policies.

Smoking

Team members must smoke in the designated smoking areas, smoking outdoor is strongly encouraged, and locations are determined by leaders onboard for safety reasons. Smoking is not allowed in crew cabins or guest staterooms. Team members should respect the smoking areas and leave them clean for everyone to enjoy.

*Cigarette sales are limited per transaction, no bulk sales due to inventory.

Human Resources

Human Resources Manager/Director is to be visible and out walking around the various departments in partnership with the various department managers and heads of departments.

- Human Resources Manager/Director open door policy when in office and not on floor.
- HR team to set up along M1 or in Crew Mess area (social distancing observed) with an Ask HR concept. Crew Welfare is to be on hand for recommendations or suggestions from crew on activities.

Medical Center

Crew Clinic Opening Hours: 8:00 am - 10:00 am & 4:00 pm - 6:00 pm

*911 for emergencies as usual

Crew Gym

Gym to be open 24 hours and monitored by Spa Manager, Housekeeping Supervisor, and Night Manager

Celebrations

We want our team onboard to be celebrated and ask that our Human Resources Team and Heads of Departments collaborate to recognize celebrations in fun and creative ways. Posters and collateral will be provided. Posters and collateral are available in the Repository for standardized use under the Human Resources section. The HR Officer will update the editable fields (names, anniversaries, birthdays, etc.). The Photo department may assist with color printing or management may use any of the color printers that may be available onboard.

Digital Signage

Digital signage templates have been shared via the Hotel Collateral Repository under the Human Resources and that can be used across public and back-of-house screens to promote core values, compliance, safety, shipboard events, birthday's, general information, etc.

The onboard HR team are asked to work with the Content Management Specialist (where available) to post the signs by the elevators and crew areas. We realize most screens have been turned off in preparation for sanitization; therefore, not all screens are expected to be turned on.



Crew Office Guidelines

The crew office window will remain open for extended periods of time to service our crew requests, etc.

Opening Hours:

- 8:00 am to 11:00 am & 3:00 pm to 6:00 pm
- Guest Services Officers to rotate with additional manning needs as per direction of Guest Services Director

Crew Mail

At this stage we ask crew members to not place orders online or have packages sent to the ship until each ship has reached it's lay-out positions and local port agents have given the approval for packages to be sent.

Crew Data

In an effort to update all crew data currently in MAPS, we are looking provide you with a crew data intake form that will allow for all teammates to update their personal information. Once the form is received, it will be entered into MAPS. Teammates can now also update much of their own contact data directly in Crew Self-Service (CSS).

- **Department Managers**

Distribute and collect all signed and completed forms from each crew member. Once all are received, they are to be handed over to the Crew Office for processing.

- **Data Entry**

The Guest Services Manager with support from the Crew Manager will allocate Guest Services Officers to support the crew office with data entry and updating all crew information in MAPS.





Food Guidelines

World Fresh Market / Horizon Court

- Main dining option for all Officers and Crew
- Open daily. Hours to be determined by ship's management
Recommended Hours:
 - Breakfast 7:00 am – 9:00 am
 - Lunch 11:30 am – 1:30 pm
 - Dinner 5:30 pm – 9:00 pm

Slice Pizzeria, Trident Grill/Salty Dog Grill, and Swirls

- Recommended hours are during pool opening times
- Available to all Officers and Crew; crew pricing if charges apply

International Café

- Recommended hours: 24 hours for Officers and Crew
- Coffee and tea selection must be offered
- Selection of sandwiches and pastries always available; as per onboard leaders direction
- No Take-Away

Specialty Dining

- Open for dinner or lunch on select days based on inventory and onboard leaders
- Reservations must be made
- Gratuity for the waiter/waitress is suggested;
- A limited menu will be available





Beverage Guidelines

International Café

- Recommended hours: 7:00 am — 9:00 pm
- Coffee and tea selection must be offered

Vista Lounge / Club Fusion or Explorers Lounge

- Recommended Hours of operation: 6:00 pm to 12:00 am - Midnight
- Crew bar menu and specialty cocktails available based on inventory

Isaac's Place (Crew Recreations Area)

- Recommended Hours of operation: 7:00 am to 5:00 pm
 - Open during the day cigarette, soda, snacks, and water sales; coffee where available
- *Cigarette sales are limited per transaction, no bulk sales due to inventory

Open Deck Service — weather permitting

- Deck Bar Servicing the Buffet
 - Recommended hours of operation: 7:00 am to 9:00 pm; Alcohol service after 6:00 pm
 - Open during the day: cigarette, soda, snacks, and water sales

*Cigarette sales are limited per transaction, no bulk sales due to inventory
- Deck Bar by Pool area
 - Recommended hours of operation: 11:00 am to 11:00 pm; Alcohol service after 6:00 pm
 - Crew bar menu and specialty cocktails available based on inventory

Crew Cambusa

- Cambusa is to continue as outlined per P&P
 - One alcoholic sale every 2 weeks
 - One non-alcoholic sale every week
 - Keeping Social Distancing in mind, schedule pick by department/time and in small groups
- * All offerings and sales are based on stock availability and to be determined by shipboard leadership with support from our shore-side Bar Services team.

*Crew pricing applies to all venues. Taxes and local fees may apply based on ships location.





Crew Venue Guidelines

Lotus Spa

There is nothing more important than caring for yourself right now.

Spa services to be offered to our crew by appointment only, check with spa for availability. See attached posters for promoting onboard with our crew.

Enclave or Relaxation Areas

Are to be available to the crew from 10:00 am to 8:00 pm on a daily basis, limit of 20 crew at any given time.

- All teammates are eligible for 50% Off Spa, Salon and Fitness Services
- Up to 50% Off Medi-Spa Services.
- Spa Daily use of guests fitness center and sauna
- Daily fitness classes offered, if staff is present.
- Gratuity for the therapist is suggested.
- **Menu of Services**
 - Massage and Body — Swedish, Deep Tissue, Aroma Stone and Ionithermie
 - Facials — All BIOTEC skin therapies
 - Medi-Spa*
 - Acupuncture* — Including for Stress Relief
 - Personal Training — Includes complimentary BCA
 - Fitness Classes
 - Salon Services
 - Thermal Suite* Week Pass

Shops of Princess

- Open daily from as directed by ships management and based on inventory
- Crew Sales, per shore-side inventory suggestions

Lido Deck Pool

- Open daily from 08:00 am — 6:00 pm

Platinum Studio

Photography session to be offered to crew by appointment only at a per image purchased charge. Gratuity for the artists is suggested.

Photo Team

- Be present at activities and capture images
- Set-up backdrops screens for special occasions
- Crew pricing applies





Crew Innovation Challenges

Objective

In the spirit of innovation

- Form voluntary teams of 10 from onboard departments
- Select one the of the topics below
- Identify what the company could do to stream line the program
- Find ways to simplify the execution of it
- Create a working policy with mentorship from the Guest Services Director
- Collaborate with the departments who have a stake in the program to create a innovative solution
- Each team member will of that group, will win the grand prize.
- Crew Signup at the Crew Hub

TOPICS:

- Bed Ready Program
- Welcome Ambassador (Onboarding Mentorship)
- Onboarding Program (30/60/90 day immersion program)
- MedallionClass Guest & Crew Engagement
- Share Your World with First Time Cruisers

Mission

With the Core Value "Respect" in mind, we want to hear from you and use our resources wisely. The below topics impact our crew in various ways and their care for each other will solve them in the most beneficial way.

Core Value: Respect

- Be OPEN and HONEST
- Build TRUST
- Celebrate differences
- INCLUDE everyone
- Support CHANGE
- Use resources wisely
- CARE for ourselves, communities and each other

Submission Deadline

Ship-Board Submission Deadline: March 25th, 2020

Ship-Board Decision Announcement: March 27th, 2020

Fleet-Shore Panel Decision Announcement: March 30th, 2020

Fleet Wide Panel

Once each ship has sent the final submission to Lukas Lipburger, we will form a committee that is shaped by both ship and shoreside leaders. The winning ship will receive a great prize.

Grand Prize:

A two-night stay in a Guest Suite with dinner for two in the stateroom or balcony, for each winner of the 10-person group. Assigned by the Hotel General Manager.





MedallionClass

Fleetwide Initiative

MedallionClass Orientation to be hosted with all crew onboard that do not have the 'MedallionClass Orientation' competency in MAPS. Sessions should not exceed groups of 20. Keeping in mind the Social Distancing Guidelines.

NavigatorReady Overview – MedallionClass Ships Only

NavigatorReady is designed to assist our shipboard leaders in implementing and sustaining Princess MedallionClass experiences for our guests and crew on a day-to-day basis.

- #PrincessProud Sessions
- #PrincessExpert Workshop
- Train the Trainers

#PrincessProud Overview

- Princess Re-Defined
- CRUISE Simplified
- NPS & My Impact
- Operations Oceans Alive
- MedallionClass Expectations

#PrincessExpert Overview

- MedallionClass App: Create a Profile & Explore
- MedallionNet: How to Login
- GuestView Core: Guest-Centric experiential focus
- GuestView HK: Experience benefits and personalization
- OceanNow: Place and executing order – full cycle
- OceanView: Ocean Originals | Blackjack | OceanNow
- Ocean Casino: explore the games
- OceanFront: Medallion accessories | Portals
- OceanCompass: explore portal and mobile version
- JourneyView: find events and bookmark
- PlayOcean: Create a Tagalong & play a game





Learning & Development

The Training Room will be open, as normal. Trainings should continue as per the schedule. Further communication from our Global Fleet L&D Team will follow in the coming days. Some training modules will be updated as soon as possible to align with new Shared Purpose, Core Values, and Sustainability information.

Management Essentials

Detailed communication and launch plan will soon be shared by our Global Fleet Human Resources Leaders.

Regulatory / Compliance Training:

- GLADIS – weekly follow ups for all assigned courses. Course assignments are specific to position and include corporate compliance courses, HR courses and other operational compliance training.
- Harassment & Retaliation Policy Training – as assigned
- Module 3: The Princess Experience Crew Embarkation Module on yearly refresher

Other Required Training:

- Safety Culture Program - crew and leaders workshops – as assigned
- Onboard CareTeam Training – as assigned
- Manual Handling (Lifting, Carrying & Moving) – as assigned

Customer Service:

- CRUISE Moments That Matter
- CRUISE Own It and Resolve It
- CRUISE Put Your Heart Into It
- CRUISE Surprise, Delight & Value Every Guest

Additional Learning Opportunities:

- Open Enrollment courses – over 60 topics available
- Sales Success Series (5 course series) – all revenue generating teams
- Performance Management courses offered to Supervisors and Managers
- Delivering Leading the Way – workshops for supervisors on using the LTW tool for team meetings
- New Hire Focus – courses aimed for all new hires, including communication, dealing with guests, diversity etc.

Additional Onboard Resources

- Resource Library – over 130 titles to borrow from
- Duolingo – free online language learning platform
- Rosetta Stone (on selected vessels) – onboard language learning platform

Additional Trainings

- In addition the L&D Managers will partner with department heads and address specific training needs e.g. communication skills etc., where needed.



Free Online Resources

[Berliner Philharmoniker](#)

The Philharmonie is closed – so we will come to you!

Sign-up and redeem the voucher code [BERLINPHIL](#) by 31 March and receive free access to all concerts and films in the Digital Concert Hall.

[The METropolitan Opera](#) – New York City

The Met's online opera series is now offered for free directly from their website.

The Metropolitan Opera is a vibrant home for the most creative and talented singers, conductors, composers, musicians, stage directors, designers, visual artists, choreographers, and dancers from around the world.

[Classic FM](#) – Best of Digital Classical Music

Classic FM is the UK's only 100 per cent classical music radio station. Since they began broadcasting in September 1992, the station has brought classical music to millions of people across the UK, free of charge.

[Google Art & Culture](#) – Explore the world

Access articles, videos on the world's history, culture, art and so much more, all at no cost.





Online Museum Tours

[Google Art & Culture](#) — Explore the world

Access articles, videos on the world's history, culture, art and so much more, all at no cost.

National Museum of Modern and Contemporary Art, Seoul

One of Korea's popular museums can be accessed from anywhere around the world.

Google's [virtual tour](#) takes you through six floors of Contemporary art from Korea and all over the globe.

Musée d'Orsay, Paris

You can [virtually walk through](#) this popular gallery that houses dozens of famous works from French artists who worked and lived between 1848 and 1914. Get a peek at artworks from Monet, Cézanne, and Gauguin, among others.

Guggenheim Museum, New York

Google's [Street View](#) feature lets visitors tour the Guggenheim's famous spiral staircase without ever leaving home. From there, you can discover incredible works of art from the Impressionist, Post-Impressionist, Modern and Contemporary eras.

British Museum, London

This iconic museum located in the heart of London allows virtual visitors to tour the Great Court and discover the ancient Rosetta Stone and Egyptian mummies. You can also find hundreds of artifacts on the museum's [virtual tour](#).

MASP, São Paulo

The Museu de Arte de São Paulo is a non-profit and Brazil's first modern museum. Artworks placed on clear perspex frames make it seem like the artwork is hovering in midair. Take a [virtual tour](#) to experience the wondrous display for yourself.

National Museum of Anthropology, Mexico City

Built in 1964, this museum is dedicated to the archaeology and history of Mexico's pre-Hispanic heritage. There are [23 exhibit rooms](#) filled with ancient artifacts, including some from the Mayan civilization.





Online Pastry Training

The Butter Book

The Butter Book is a online pastry, baking and cake decorating learning platform and it covers a hierarchy of categories focusing on knowledge, comprehension, applications and evaluation.

Princess have partnered with the Butter Book, which was founded by the French Pastry School, and their world renowned Chefs on our World Fresh Market menus and for the set-up of Sky Princess' pastries selection. The Butter Book has extended the offer for all interested crew to participate in online backing school free of charge. More information to follow.

The butter Book learning solution is made of the following:

- **Basics and Fundamentals:**
They are the building blocks of pastry, baking and cake decorating and basics of food science, sanitation, tools and ingredients. Each of our online baking classes makes it clear why you should use particular ingredients, tools or techniques, what works, what can go wrong and how to correct it.
- **Lessons:**
Lessons are the basis for our curriculum. Each one contains a video, chef tips, objectives, terminology definitions and clear step-by-step instructions. Lessons range from instructive and elementary to advanced skill work, and topics stretch across categories from classic pastry and bread making to cake decorating.
- **Courses:**
Courses are paths to larger achievement. They are collections of lessons with a similar focus and skill that give you a broader understanding of certain topics. You'll find courses on pastry and baking fundamentals, as well as ones that take a closer look at particular techniques, categories and subject matters.
- **Glossary of Culinary Vocabulary:**
The Butter Book's extensive glossary contains over 4000s of defined terms and teach the students what they need to know about classic pastry techniques, ingredients and types of equipment. The glossary is frequently updated as we are adding new lessons every week and courses over time.
- **Chef's Tips:**
Every lesson gives terminology definitions and includes insider knowledge from master pastry chefs, bakers and cake decorators. The students will get tips about what they can make ahead of time, how to stay organized and a heads up on any hurdles that they might encounter along the way.
- **Knowledge Checks and Assessments:**
The butter Book learning system helps the students evaluate final products on taste, presentation, and texture and reinforce learnings for a well-rounded education. Quizzes check their understanding of the different lessons, just as if they were mentored by the world's top pastry chefs, bakers and cake decorators.





General Crew Guidelines

Code of Conduct

Life and work at sea are different than on land, and the Code of Conduct contains the basic rules of reasonable behavior expected from all staff.

Seafarers spend their working and leisure hours in the confined environment of the ship and in company with the same individuals, giving the need for appropriate discipline and behavior particular importance. The most effective form of discipline is self-discipline, which in turn springs from a responsible attitude to the job together with a concern for the efficient operation of the ship and for the comfort and convenience of colleagues.

Social Media Policy

Access to the internet through the shipboard company network and/or Internet Café system onboard is a privilege and carries responsibilities reflecting legal and ethical use. Any type of internet use such as but not limited to general browsing, downloads, uploads, and electronic mail must remain professional, respect copyright and fair use requirements as instructed by the company, and must comply with this Internet Use and Social Media Policy.

Responsible Service of Alcohol

Practice safety first, together & always! Incapacity through the influence of alcohol to carry out duty to the prejudice of the safety of the ship or of any person on board or any other breach of the Company's policy on alcohol will lead to disciplinary actions.





We are Gladiators!
#PrincessProud

 PRINCESS®

Ruby Princess - Health & Sanitation Protocols

From: "Leonard, James (PCL)" [REDACTED]
To: Ruby Captain [REDACTED] Ruby Staff Captain 1
 [REDACTED] Ruby Hotel General Manager (RU)
 [REDACTED] Ruby Senior Doctor [REDACTED] Ruby
 Chief Engineer Officer [REDACTED]
Cc: "Jackson, Greg (CAU)" [REDACTED] "Jones, David (CAU)"
 [REDACTED] "Peyton, Dennis (PCL)" [REDACTED] "Tarling,
 Grant (PCL)" [REDACTED] "Flavell, Kenneth (Princess AU)"
 [REDACTED] "Siebaldi, Mario (PCL)" [REDACTED]
 "Little, Peter (CAU)" [REDACTED] "Olsen, Sandy (CAU)"
 [REDACTED] "Warren, Lorna (PCL)" [REDACTED]
Bcc: 15.01.1713.001
Date: Fri, 20 Mar 2020 14:38:28 +1100
Attachments: COVID19-symptoms.pdf (84.79 kB); COVID-19 stop-the-spread-of-germs.pdf (85.03 kB);
 19_309599-A-Frankson_Handwashing.pdf (2.42 MB); RU Health & Sanitation Protocols_March
 2020.docx (18.44 kB); RU_Cleaning_Sanitization Plan_2020_03.xlsx (72.34 kB)

Hello All,

I've attached the Health and Sanitation Protocols for Ruby Princess. These were adapted from the protocols currently in use by Grand Princess. Please let us know if you have any questions.

Best Regards,

James Leonard, MPH, REHS

Sr. Manager, Public Health | Health Services

Holland America Group | Serving Princess Cruises, Holland America Line, Seabourn, P&O Australia, and HAP Alaska

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To the extent that the matters contained in this email relate to services being provided by Princess Cruises and/or Holland America Line (together "HA Group") to Carnival Australia/P&O Cruises Australia, HA Group is providing these services under the terms of a Services Agreement between HA Group and Carnival Australia.

SYMPTOMS OF CORONAVIRUS DISEASE 2019

Patients with COVID-19 have experienced mild to severe respiratory illness.

Symptoms* can include

FEVER



COUGH



***Symptoms may appear 2-14 days after exposure.**

Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

SHORTNESS OF BREATH



For more information: www.cdc.gov/COVID19-symptoms

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Symptoms* can include

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COUGH



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Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.



For more information: www.cdc.gov/COVID19-symptoms

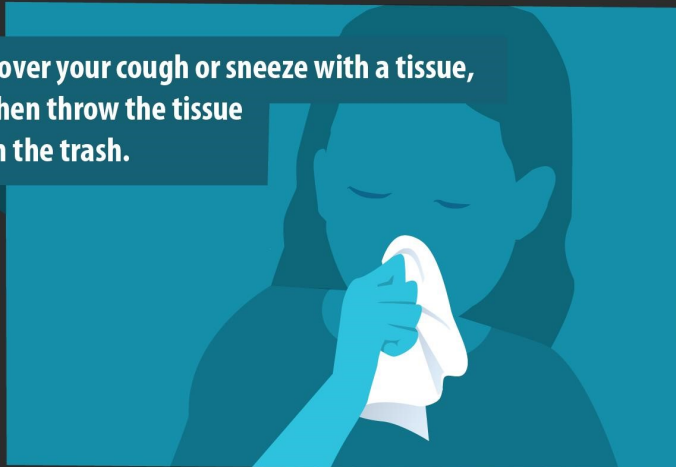
STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

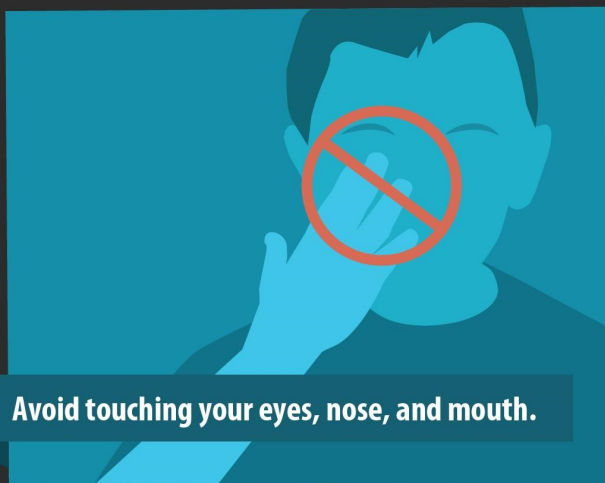
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



cdc.gov/COVID19

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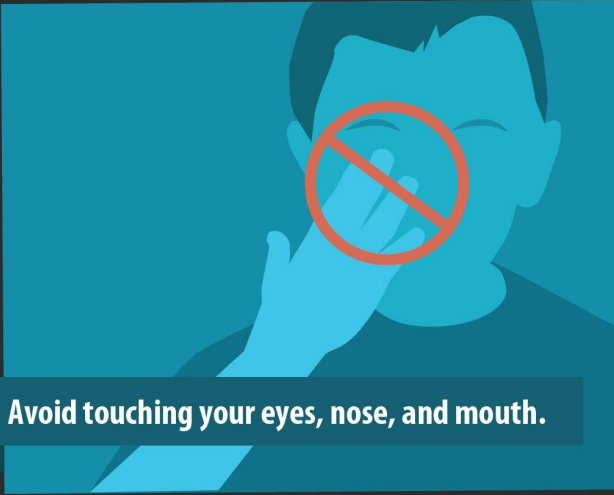
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314915-A March 16, 2020 1:02 PM



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YOU HEALTHY.**

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and water for at least

20 SECONDS.

LIFE IS BETTER WITH

**CLEAN
HANDS**



www.cdc.gov/handwashing



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RUBY PRINCESS RESPIRATORY RESPONSE PROTOCOLS

1. ENVIRONMENTAL SANITATION

1.1. Sanitation Level

- Operate at Level 3 (maximum) Sanitation in all areas of current operation.
- Close all non-essential areas of the ship.
- Hand washing must be enforced at food venues.
- Hand sanitizer dispensers must be placed throughout commonly used area.
- Where possible, all doors to public areas available to crew should be propped open.
- Personal spaces including cabins should be cleaned and sanitized daily including cabins.

2. PERSONAL HEALTH

2.1. Education and Illness Reporting

- All crew should self-monitor for respiratory illness symptoms (Fever, Cough, Shortness of breath).
- Crew must report all fevers and respiratory illness symptoms to the medical staff immediately.
- Supervisors should reinforce crew self-monitoring and reporting of respiratory symptoms.
- Medical Staff will evaluate on a case-by-case basis and isolate individuals in accordance with medical guidelines.
- Display CDC COVID-19 fliers on crew notice boards in high-traffic areas.

2.2. Social Distancing & PPE

- Move all crew into single-occupancy cabins, preferably guest cabins with outside access where possible.
- All crew who leave their cabin must practice social distancing, keeping a distance of 6 feet/2 meters.
- Move all food service to Horizon Court Buffet. Buffet should be prepared and served by individuals wearing a surgical face mask.
- Separate Deck & Technical crew into a dedicated dining area.
- Promote social distancing by leaving empty seats between persons and stagger dining times to avoid crowding.
- Cancel all social events.
- All waiters and galley staff should wear surgical masks when outside their cabin.
- All Medical staff must self-isolate when not working and monitor their temperature 2 x a day. Medical staff must wear surgical masks when outside their cabin. Limit number of staff during clinic. Use staff with lowest risk of exposure to COVID-19 case. When consulting with patients, medical staff must wear appropriate PPE including gowns, gloves, goggles and surgical/N95 mask.

2.3. Personal Hygiene

- Post handwash signs in high-traffic areas.

- Remind crew to cover their nose and mouth when coughing or sneezing.
- Where available, provide a small/portable hand sanitizer to each crew member.

3.0 MEDICAL MANAGEMENT

- All crew members not in isolation and not in quarantine should undergo individual temperature checks every day.
- Isolate all suspected or confirmed ILI cases for:
 - At least 72 hours post-resolution of fever (not influenced by the use of antipyretics) and improvement in all respiratory symptoms **AND**
 - At least 7 days after symptoms first appear
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>
- Quarantine cabin mates and all other close contacts of ILI patients for 14 days since last exposure to an ILI case. If asymptomatic after 14 days, they should be released.
- Identify all wait staff and housekeeping staff who have served close contacts of COVID-19 positive cases and quarantine for 14 days.
- Isolate all ARI cases for a minimum of 48 hours with twice daily self-monitoring of fever. If fever $\geq 37.8^{\circ}\text{C}$ develops, treat as ILI case.

Ruby Princess - Cleaning & Sanitizing Plan

- o Cleaning and sanitizing of Ruby Princess is to be completed in accordance Level 3 procedures
- o Rooms are to be cleaned and sanitized from the furthest point/end and the process completed at the exit/entrance door depending on the room layout
- o Cleaning and sanitizing is to be from 'high' to 'low' surfaces, finishing with the floors (decks) at each location
- o Once the cleaning and sanitizing is finished, each room should be locked (where feasible) or cordoned off
- o A systematic approach to cabin stripping and sanitizing needs to be laid out to ensure that guest staterooms have been vacated for 24 hours before anyone enters. Additionally, no stripped items (including garbage) can be in corridors
- o Disposable gowns, surgical face masks, and gloves must be worn while cleaning and sanitizing cabins/staterooms of COVID-19 Positive cases.

Stateroom Stripping Procedure	
ITEM	ACTION
Preparation	Provide sufficient cleaning teams to strip the staterooms once they have been vacated. One person is assigned for stripping
	<ul style="list-style-type: none"> o All linen, towels, pillows, duvets, mattress covers, shower curtains, bed runners, skirts in bags o Ice buckets, fruit bowls, tongs, glasses (bathroom & cabin/stateroom) and trays o Removal of garbage bags o Disposable gowns, surgical face masks, and gloves must be worn while cleaning and sanitizing cabins/staterooms of COVID-19 Positive cases. Change all PPE between affected cabins/staterooms.
Equipment Required	Garbage bags, bedding, linen and all removable cabin items (as listed below)
	Remove the following in garbage bags: <ul style="list-style-type: none"> o Cabin directories, magazines, pens and disposable items, inserts of portfolio o Toilet tissue/facial tissue o Bathroom toiletries o All other garbage o Unused beverages and food

Stateroom Sanitizing	
ITEM	ACTION
Preparation	Provide sufficient cleaning teams to clean and sanitizing the guest staterooms after they have been stripped. A separate person is assigned for sanitizing.
	Cabin cleaning team: o Cleaning Step 2 - Initial Virox spraying, vacuuming the stateroom and cleaning bedroom o Cleaning Step 2 - Sanitizes bathroom and hand contact surfaces with Virox o Change Virox solutions frequently after completing the cleaning and sanitizing (all staterooms are treated as affected). o Disposable gowns, surgical face masks, and gloves must be worn while cleaning and sanitizing cabins/staterooms of COVID-19 Positive cases. Change all PPE between affected cabins/staterooms.
PPE Requirements	Disposable gown, surgical facemasks and disposable gloves
Sanitizer & Hand Sanitizer Requirements	Virox solution
	Chlorine solution at 200 ppm concentration
	Hand sanitizer solution to be provided to each cleaning team to be utilized
Equipment Requirements	Buckets, cloths (including micro-fiber cloths), carpet extractors (if applicable)
Stateroom Cleaning & Sanitizing	Open the balcony door (where applicable) and keep the stateroom door open with floor wedge
	Spray all walls (bulkheads), door surfaces and the bed mattress with Virox
	Leave on surface wet to allow 5 minutes contact time
	No vacuum unless necessary using carpet extractor. And wipe the bathroom floor
	Wipe the bedroom and bathroom ventilation extracts
	Cleaning Stage 1: Clean to remove visible soiling - using a bucket of virox solution (working from high to low) wipe the bedroom walls, door and hand contact surfaces including:
	o Dresser and night stands
	o Door handles (entrance, bathroom, closet, balcony)
	o Garbage can
	o Chairs (with emphases on arm rest, back, and front bottom side - hand contact surfaces)
	o Light controls/switches, lamp shade, lamp arm, etc.
	o Side and face of TV
	o Telephones and chords
	o Hair dryer, cords, handle, and switch
	o Air conditioning thermostat and ventilation extract covers
	o Safe combination key pad
	o Refrigerator (external door and handle with Virox and internal compartment with Chlorine at 200 ppm)
	o Coat hangers
	o Life vests
	o Television remote control
	o zipper bags underneath the bed
	o All soft furnishings (duvet, pillow, curtains, bed skirt) is to be layed out and sprayed with virox
	o Mattresses
	Cleaning Stage 2: Clean to remove all visible soiling - using a bucket of Virox wipe down all bathroom walls, door and hand contact surfaces (working from high to low) including:
	o Toilet brush and holder
	o Toilet flush button
	o Toilet seat, lid, and outside of toilet bowl
	o Wall behind toilet, and underside of toilet bowl
	o Faucets/taps
	o Air conditioning ventilation extract covers
	o Garbage can
	o Showerhead, shower handle, cloth-line hook
	Leave Virox on surface wet to allow 5 minutes contact time
	Use Virox to wipe down bedroom and bathroom hard contact surfaces
	For sensitive electronic screens, spray Virox onto micro-fiber cloth and wipe the surface
	If needed, use carpet extractors with Virox solution to clean the carpets.
	Finally wipe the cabin door handle inside and outside with Virox
Make Up	Make up stateroom as per company standard
Additional Precautions	After finishing each stateroom dispose of the cleaning cloths into a garbage bag
	Change the Virox and chlorine bucket solution frequently
	Change gown and gloves after each cabin. Surgical facemask is to be changed frequently or sooner if they become soiled or damaged. Place them in a garbage bag for disposal. Use the hand sanitizer provided before putting on new gloves.
	When taking a break or finishing work, remove gown and gloves. Discard into garbage bag.
Verification	Cabins to be sealed once sanitizing has been completed

Corridors	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize the corridors
Sanitizer & Hand Sanitizer Requirements	Virox solution
	Hand sanitizer solution to be provided to each cleaning team to be utilized
Equipment Requirements	buckets, cloths (including micro-fiber cloths), carpet extractors (if applicable)
Stateroom Corridor Cleaning & Sanitizing	Leave on surface wet to allow 5 minutes contact time
	Using buckets of Virox solution (working from high to low) wipe the corridor walls (bulkheads), and hand contact surfaces to clean and remove all visible soiling including: <ul style="list-style-type: none"> o Hand rails o Door handles o Mailbox o Electronics
	Leave to allow 5 minutes contact time
	If needed, use carpet extractors with Virox solution to clean the carpets.
	Using Virox wipe down hand contact surfaces to sanitize as per the list above as second wipe.
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe sensitive hard surfaces
Additional Precautions	After finishing each corridor, dispose of the cleaning cloth into a garbage bag and use a fresh cloth for the next one
	Change the Virox solution if it becomes visibly soiled
	When taking a break or finishing work then remove gown and gloves. Discard into garbage bag.
	Use the hand sanitizer provided before putting on new gloves.

Public Areas	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize the public areas
Sanitizer & Hand Sanitizer Requirements	Virox solution
	Hand sanitizer solution to be provided to each cleaning team to be utilized
Equipment Requirements	Wide area sprayer, buckets, cloths (including micro-fiber cloths), carpet extractors (if applicable), mops
Public Area, Cleaning & Sanitizing	<p>Remove any garbage and disposable items and put in garbage bags</p> <p>Using buckets of Virox solution and working from high to low, wipe down all hand contact surfaces including:</p> <ul style="list-style-type: none"> o Public areas and walkways, stairs and handrails, doors and door handles o Public area phones o All chairs in public areas – seat surface, arm rests, seat backs, edges under the seats o Atrium/Reception areas – counters, signs, hand rails o Elevators - doors, buttons, hand rails, walls o Public Toilets - stall door handles, locks, toilet tissue holders, seat cover dispenser, emergency pull line, toilet seats, flush button, toilet brush handle, grab bars, sinks, faucets, soap and paper towel dispensers, mirrors, entrance door and door handles, vending machine dispenser. o Guest laundrettes - Laundry machine doors and buttons, coins (if applicable), dryer lint filters, tables, irons and iron power dial, ironing boards, bins, baskets, vending machine/dispenser surfaces, sink and faucet, paper towel dispensers, chairs if present, phone. Remove any water spray bottles or cups. o Wheelchairs/scooters (including rental units) o Luggage Cages/Trolleys - spray and wipe surfaces o Laundry Chute – spray Virox into these and wipe entrance/exit o Housekeeping Office Areas – all tables, chairs, computer keyboards/mouse/mousepad, phones, copy machines/printers, cabinets and drawers, shelves, door and door handles, garbage bins o Store framed art work that was on display as not all can be cleaned and disinfected o Leave wet on surface to allow for 5 minutes contact time.
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe.
	Spray the tiled floor with Virox using a wide area sprayer and then mop the floor
	If needed, use carpet extractors with Virox solution to clean the carpets.
	Discard any magazines or collateral from public areas
Additional Precautions	After finishing each area dispose of the cleaning cloth into a garbage bag
	Change the Virox solution if it becomes visibly soiled
	Change gloves, gown, and facemask after cleaning and disinfecting each room, or sooner if they become soiled or damaged. Place them in a garbage bag for disposal. Use the hand sanitizer provided before putting on new gloves

Laundry	
ITEM	ACTION
Preparation	1. Effective separation of clean and dirty items must be maintained in the Laundry. 2. 'Clean' and 'dirty' trolleys must be kept completely separate 3. Designate routes for clean and soiled items in and out of the Laundry 4. Use separate laundry staff for dirty items or separate dirty and clean operations 5. After laundering, store clean items in a designated area 6. <u>Laundry staff must always wash their hands often and before leaving the Laundry</u> Laundry operations must be supervised. The final Laundry area disinfection must be conducted after all required laundering has been completed.
Sanitizer & Hand Sanitizer Requirements	Virox solution Chlorine at 200 ppm Hand sanitizer solution to be provided to each cleaning team to be utilized
Cleaning and Sanitizing	Use 200ppm chlorine concentration for sanitizing the drinking fountain Use Virox 1:20 concentration: o Laundry – all laundry machines doors and buttons, dryer lint filters, tables, irons, ironing boards, press machines, bins, trolleys, tag machine, tables and chairs, phones, sinks, faucet, soap and paper towel dispensers, o Do not shake or agitate any linen or laundry items o Toilets - stall door handles, locks, toilet tissue holders, seat cover dispenser, toilet seats, flush button, toilet brush handle, sinks, faucets, soap and paper towel dispensers, mirrors, entrance door and door handles. o "Dirty" carts are to be placed in a designated area for overflow. The area is to be close to the designated "dirty" laundry elevator
Additional Instruction	Check washer temperatures by verifying that they achieve between 140F (60C) to 194F (90C) After finishing the area dispose of the cleaning cloth into a garbage bag Change the Virox or chlorine solution when it becomes visibly soiled Change gloves and gowns after cleaning and sanitizing each galley/food room/office, or sooner if they become soiled or damaged. Use the hand sanitizer provided before putting on new gloves. Launderettes for passengers and crew are to be closed.

Galleys, Food Preparation Rooms and Food Stores	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize the galleys, food preparation rooms, food storage rooms and galley/provisions offices once these are no longer in use
Sanitizer & Hand Sanitizer Requirements	Chlorine solution at 200ppm concentration Virox solution
	Hand sanitizer solution to be provided to each cleaning team
Equipment Requirements	buckets, cloths (including micro-fiber cloths), mops
Cleaning & Sanitizing	Remove any garbage and disposable items
	Using Chlorine at 200 ppm in food areas: <ul style="list-style-type: none"> • All cooking and holding equipment, including ovens, bain maries, tilting kettle/skillet, salamander, fryers, cooking top • All microwave ovens – inside and outside • All food equipment: mixers and preparation equipment, fixed or portable, such as dough rollers, slicers, juicers, scales, salad spinner, potato peeler, etc. • All refrigeration units – all surfaces including shelves, surface of compressor, fan blades, condensation lines, door and door handles, curtains • All warewash machines • All trolleys – opened or compartmented, powered or non-powered • All plate warmers • All countertops and shelves, including warewash area shelves • All utility sinks, warewash sinks, and faucets, chemical dispenser buttons • All outside surfaces of ice machines • Drinking fountains • All hand wash sinks – faucets, soap and paper towel dispensers • Forklifts, provision area lifts
	Use Virox solution: <ul style="list-style-type: none"> • Offices – all tables, chairs, computer keyboards/mouse/mousepad, cabinets and drawers, shelves, copy machines/printers, door and door handles,
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe.
Additional Precautions	After finishing each galley, food preparation or storage area dispose of the cleaning cloths used into a garbage bag and use fresh cloths for the next one
	Change the Virox or chlorine solution when it becomes visibly soiled
	Change gloves and gowns after cleaning and sanitizing each galley/food room/office, or sooner if they become soiled or damaged. Use the hand sanitizer provided before putting on new gloves.

Restaurants, Bars and Food & Beverage Offices	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize the bars and restaurants, including all food outlets, pantries and storage rooms once these are no longer in use
Sanitizer & Hand Sanitizer Requirements	Virox solution (non-food areas)
	Chlorine solution 200ppm concentration (food areas)
	Hand sanitizer solution to be provided to each cleaning team to be utilized
Equipment Requirements	buckets, cloths (including micro-fiber cloths), carpet extractor (if applicable)
Cleaning & Sanitizing	Remove any garbage and disposable items
	Using Chlorine at 200 ppm <ul style="list-style-type: none"> • Buffet counters including sneeze guards and counter tops • Beverage station dispensers • Food holding and storage equipment • All trolleys – opened or compartmented, powered or non-powered • Salt and paper shakers, sugar dispenser, ramekins, • Waiters stations – counter tops, drawers and cabinet handles • Pantries – counter tops, drawers and cabinet handles, storage shelves, • Child booster seats • All refrigeration units – all surfaces including shelves, surface of compressor, fan blades, condensation lines, door handles, curtains • Bars: countertops, beverage dispensers, storage shelves, ice bins, all equipment, warewash machines • All hand wash sinks – faucets, soap and paper towel dispensers • All cleaning lockers, cleaning tools
	Using Virox (Non-food areas) <ul style="list-style-type: none"> • Menus and collateral is discarded. Menu covers and menu stands to be sanitized. • All tables and chairs, bar stools • All tables and chairs • All hand rails in restaurants • Electronics (i.e. tablets) Leave wet on surface to allow for 5 minutes contact time.
	If needed, use carpet extractors with Virox solution to clean the carpets.
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe.
Additional Precautions	After finishing each area dispose of the cleaning cloths used into a garbage bag and use fresh cloths for the next one
	Change the Virox or chlorine solution when it becomes visibly soiled
	Change gloves, facemask and gowns after cleaning and sanitizing each restaurant galley/food room/office or if they become soiled or damaged. Use the hand sanitizer provided before putting on new gloves.

Entertainment Areas	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize the entertainment areas
Sanitizer & Hand Sanitizer Requirements	Virox solution
	Hand sanitizer solution to be provided to each cleaning team
Equipment Requirements	buckets, cloths (including micro-fiber cloths), carpet extractors (if applicable)
Cleaning & Sanitizing	Remove any garbage (including games, puzzles, cards) or disposable items left and place in garbage bags
	If needed, use carpet extractors with Virox solution to clean the carpets.
	Using buckets of Virox solution (working from high to low) wipe down all hand contact surfaces to clean them including: o Hand rails o Door handles o Garbage and recycling bins o Library - tables, chairs, light switches o Theatres/Cinema – seats and trays and handrails o Show Lounge/Disco - seats and tables, hand rails o Child/Youth Activity Center - toys, chairs, tables, floor mats o Arcade - console, games, and controller o Activity and sports equipment o Entertainment Office Areas - chairs, tables, electronics. Collateral items are to be discarded. o All sinks - faucet, soap and paper towel dispenser, waste bins
	Leave wet on surface to allow for 5 minutes contact time. Change the Virox solution when it becomes visibly soiled
	Using Virox wipe down hand contact surfaces to disinfect as per the list above
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe.
Additional Precautions	After finishing each area dispose of the cleaning cloths used into a garbage bag and use fresh cloths for the next one
	Change the Virox solution when it becomes visibly soiled
	Change gloves, facemask and gowns after cleaning and sanitizing each area, or sooner if they become soiled or damaged. Place them in a garbage bag for disposal. Use the hand sanitizer provided before putting on new gloves

Revenue Areas	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize the revenue areas
Sanitizer & Hand Sanitizer Requirements	Virox solution
	Chlorine solution at 200 ppm
	Hand sanitizer solution to be provided to each cleaning team
Equipment Requirements	buckets, cloths (including micro-fiber cloths), carpet extractor (if applicable)
Cleaning & Sanitizing	Remove any garbage or disposable items left and place in garbage bags
	If needed, use carpet extractors with Virox solution to clean the carpets.
	Using buckets of Virox solution (working from high to low) wipe down all hand contact surfaces to clean including: <ul style="list-style-type: none"> o Hand rails o Door handles o Garbage and recycling bins o Photography Area - chairs, props, display boards and cases o Internet Café - table and chairs, menus, computer keyboards and mouse/mat o Art Gallery - chairs, tables, portfolios o Shops/Boutiques – shelves, counters and register area, vases o Spa/Salon - styling chairs, pedi-thrones, manicure tools, styling tools, hydro-therapy tubs, treatment rooms o Gym – fitness equipment, mats, yoga balls, weights o Casino - slot machines, poker tables, chairs (discard cards; chips should be cleaned and disinfected) o Administrative Areas – counters, tables, chairs, computer keyboards and mouse/mat o Shore Excursions counters and offices – chairs, tables and computer keyboards and mouse/mat o Revenue Office Areas - table and chairs, electronics o Discard all collateral items
	Use chlorine at 200 ppm
	o Drinking fountains in gym
	Leave Virox wet on surface to allow for 5 minutes contact time.
	Using Virox wipe down hand contact surfaces to sanitize as per the list above
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe.
Additional Precautions	After finishing each area dispose of the cleaning cloths used into a garbage bag and use fresh cloths for the next one
	Change the Virox and chlorine solution when it becomes visibly soiled
	Change gloves, facemask and gowns after cleaning and sanitizing each area, or sooner if they become soiled or damaged. Place them in a garbage bag for disposal. Wash hands and/or use the hand sanitizer provided before putting on new gloves
	Wash hands thoroughly using warm water and dispensed soap for at least 20 seconds and dry them using disposable hand towels

Technical Areas and Garbage Room	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize the technical
PPE Requirements	Disposable gown, surgical facemask and disposable gloves
Sanitizer & Hand Sanitizer Requirements	Virox solution at 1:20 concentration
	Hand sanitizer solution to be provided to each cleaning team
Equipment Requirements	buckets, cloths (including micro-fiber cloths), carpet extractor (if applicable)
Cleaning & Sanitizing	Remove any garbage or disposable items left and place in garbage bags
	Using buckets of Virox solution (working from high to low) wipe down all hand contact surfaces to clean them and remove all visible soiling including: <ul style="list-style-type: none"> o Hand rails and door handles – in all technical areas o Garbage and recycling bins o Engine Control Room - tables, chairs, screens o Garbage Rooms and areas – handles, buttons, landing tables, bins o Technical Offices - tables, chairs, electronics
	Leave wet on surface to allow for 5 minutes contact time
	Using Virox wipe down hand contact surfaces to disinfect as per the list above For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe. If needed, use carpet extractors with Virox solution to clean the carpets.
Additional Precautions	After finishing each area dispose of the cleaning cloths used into a garbage bag and use fresh cloths for the next one
	Change the Virox solution when it becomes visibly soiled
	Change gloves, facemask and gowns after cleaning and sanitizing each area or sooner if they become soiled or damaged. Place them in a garbage bag for disposal. Use the hand sanitizer provided before putting on new gloves

Crew Areas	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize the crew areas
Sanitizer & Hand Sanitizer Requirements	Virox solution
	Chlorine solution at 200 ppm
	Hand sanitizer solution to be provided to each cleaning team
Equipment Requirements	buckets, cloths (including micro-fiber cloths), carpet extractor (if applicable)
Cleaning & Sanitizing	Remove any garbage or disposable items left and place in garbage bags
	If needed, use carpet extractors with Virox solution to clean the carpets.
	Using buckets of Virox solution (working from high to low) wipe down all hand contact surfaces to clean and remove visible soiling including:
	o Crew Offices - tables, chairs, electronics
	o Crew Lifts/Elevators – buttons and door panels
	o Crew Staircases, Alleyways and Corridors - hand rails and door handles
	o Crew Laundry – laundry machines, irons, ironing boards, bins, baskets
Cleaning & Sanitizing	o Crew Toilets/ Restrooms (in crew spaces) – all doors, door locks, door handles flush bottoms, WC seats and surfaces, faucets, counter tops, bins, soap dispensers, locks, toilet tissue holders, seat cover dispenser, toilet seats, flush button, toilet brush handle, grab bars, sinks, faucets, soap and paper towel dispensers, mirrors, vending machine dispenser
	o Crew Gym - equipment, mats, yoga ball, weights
	o Crew, Staff & Officer Mess - tables, chairs, sneeze guards, buffet counter tops
	o Crew & Officer Bars/Lounge - chairs, tables, counter tops, electronics
	o Crew Internet - chairs, tables, electronics
	o Crew Area Equipment (e.g. ATMs, time tracker)
	o Crew Recreation Room - chairs, tables, leisure equipment,
	o Offices - chairs, tables, electronics
	o Garbage and recycling bins – in all areas
	o Vending machines
	o Dispenser surfaces
	o All public phones
	o Hand touch surfaces in crew shops - register, phone, counters, etc.
	Use chlorine at 200 ppm:
	o Crew Drinking Fountains (excluding those in Galleys)
Additional Precautions	Leave Virox wet on surface to allow for 5 minutes contact time.
	Using Virox wipe down hand contact surfaces to disinfect as per the list above
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe.
Additional Precautions	After finishing each area dispose of the cleaning cloths used into a garbage bag and use fresh cloths for the next one
	Change the Virox solution when it becomes visibly soiled
	Change gloves, facemask and gown after cleaning and sanitizing each area, or sooner if they become soiled or damaged. Place them in a garbage bag for disposal. Use the hand sanitizer provided before putting on new gloves.

Deck Department Areas	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitize deck areas
Sanitizer & Hand Sanitizer Requirements	Virox solution
	Hand sanitizer solution to be provided to each cleaning team
Equipment Requirements	Buckets, cloths (including micro-fiber cloths), carpet extractor (if applicable)
Cleaning & Sanitizing	Remove any garbage or disposable items left and place in garbage bags
	If needed, use carpet extractors with Virox solution to clean the carpets.
	Using buckets of Virox solution (working from high to low) wipe down all hand contact surfaces to clean them including:
	o Security Areas - door handles, chairs, tables
	o Gangways - hand rails
	o Open Deck Areas - chairs, tables, hand rails
	o Deck/Security Offices - tables, chairs, electronics, equipment
	o Tenders – hand rails, seats and seat backs, window hand touch surfaces, driver controls.
	o Gun port – control levers
	Leave wet on surface to allow for 5 minutes contact time.
	Using Virox wipe down hand contact surfaces to disinfect as per the list above
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe.
Additional Precautions	After finishing each area dispose of the cleaning cloths used into a garbage bag and use fresh cloths for the next one
	Change the Virox solution when it becomes visibly soiled.
	Change gloves, facemask and gown after cleaning and sanitizing each area, or sooner if they become soiled or damaged. Place them in a garbage bag for disposal. Use the hand sanitizer provided before putting on new gloves.

Medical Center	
ITEM	ACTION
Preparation	Organize sufficient cleaning teams to clean and sanitizer the medical center
	Do not spray medical equipment with Virox - make sure that clearance is given for any wiping of electronic medical equipment and sensitive items
Sanitizer & Hand Sanitizer Requirements	Virox solution Chlorine solution at 200 ppm
	Hand sanitizer solution to be provided to each cleaning team
Equipment Requirements	buckets, cloths (including micro-fiber cloths)
Cleaning & Sanitizing	Remove any garbage and disposable items and place in garbage bags
	Using buckets of Virox solution (working from high to low) wipe down all hand contact surfaces including: <ul style="list-style-type: none"> o Clipboards, pens, computer tablets or items used during registration o Waiting Area - chairs and tables o Ward Rooms – handles and equipment o Isolation Rooms – All beds, equipment, door handles, o Office Area - chairs, tables, electronics
	Chlorine at 200 ppm <ul style="list-style-type: none"> o Pantry Area - refrigerator, counter top, coffee machine, microwave, etc.
	Leave Virox wet on surface to allow for 5 minutes contact time.
	For sensitive electronic screens, spray Virox onto micro-fiber cloth to wipe.
	Using Virox wipe down hand contact surfaces to sanitize as per the list above
	Spray the floors (decks) with Virox using wide area sprayers and mop the floors
Additional Precautions	After finishing each area dispose of the cleaning cloths used into a garbage bag and use fresh cloths for the next one
	Change the Virox or chlorine solution when it becomes visibly soiled
	Change gloves, facemask and gowns after cleaning and disinfecting each area, or sooner if they become soiled or damaged. Place them in a garbage bag for disposal. Use the hand sanitizer provided before putting on new gloves.