



Special Commission of Inquiry into the Ruby Princess

EXHIBIT 92

Statement of Peter Little dated 26 June 2020 (with Exhibit PWL-1)

IN THE MATTER OF AN INVESTIGATION INTO RUBY
PRINCESS

PETER WILLIAM LITTLE

~~28~~ June 2020

26



1. I am employed by Carnival plc, trading as Carnival Australia. My role is the Senior Vice President, Guest Experience, for P&O Cruises (**P&O**). I have held this role since 2016.
2. P&O is one of four brands under the Holland America Group. The other three brands are Princess Cruises (**Princess Cruises**), Holland America Line and Seabourn. All brands operate in this region and use the port of Sydney.
3. Carnival plc and Carnival Corporation own and operate a number of other brands in the cruise line industry.
4. My role as Senior Vice President, Guest Experience, for P&O is confined to P&O ships operating in Australia. I do not normally have any involvement with ships in the other parts of the Holland America Group. As I will explain below, in March 2020 I had some involvement with Ruby Princess as a result of the COVID-19 crisis.
5. Ruby Princess is owned by Princess Cruise Lines Ltd. From October 2019 until May 2020, Ruby Princess was under a time charter to Carnival plc. Essentially, this means that the ship was being operated by Princess Cruise Lines Ltd, but tickets and other revenue activities were being sold or conducted by Carnival.

Policies related to COVID-19

6. My role does not normally cover ships in the Princess Cruises fleet, however, based on my experience with the P&O brand, I can explain some aspects of how policies related to COVID-19 were generated and distributed to the Princess Cruises fleet.
7. Policies in relation to managing the risk of COVID-19 are generated from two elements of Carnival Group in the United States. One of those elements is the Maritime Policy and Analysis Department (**MP&A**), which is based in Carnival Corporation headquarters in Miami.
8. The second element of Carnival Group responsible for policy generation in relation to COVID-19 is the medical team led by Dr Grant Tarling, the Chief Medical Officer for the Holland America Group and Carnival Cruise Line. Princess Cruises is part of the Holland America Group. Dr Tarling and his team are based at the Princess Cruises headquarters in Santa Clarita, California.
9. All Carnival ships operate under a global electronic "HESS-MS" (Health, Environment, Safety and Security Management System). The HESS-MS forms part of compliance with the requirement for a safety management system under the Safety of Life at Sea Convention which incorporates the International Safety Management Code or ISM code as it is commonly called, which applies to the international operation of ships.
10. Where a new policy is developed, or an existing policy is amended, each ship to which it applies will generally be notified by email and the policy will then be

published to HESS-MS. Frequently, the policy or policy amendment will also be distributed by email to relevant brand stakeholders.

11. I had no role in relation to the development of these policies. I am aware of some of these policies, but I might not be aware of policies unrelated to guest experience; for example, I doubt that I would be aware of all policies and directives issued in relation to clinical management of suspect cases of COVID-19.
12. I understand that the relevant policies and instructional notices have been produced by Carnival plc and Princess Cruises to NSW Police and that copies of these documents have been supplied to the Commission.

Government protocols

13. On 18 February 2020 at 8.07PM I received an email from Sture Myrmell, President of Carnival Australia, which contained correspondence between NSW Public Health and the Cruise Lines International Association (CLIA).
14. A copy of the email is at page [1] of PWL-1.
15. On 23 February 2020 at 1.57PM I received an email from Mr Myrmell forwarding an email from NSW Public Health with the Enhanced COVID-19 Procedures for the Cruise Line Industry.
16. A copy of the email and its attachment is at page [3] of PWL-1.
17. On 26 February 2020 at 1.14PM I sent an email to Jennifer Vandekreeke and Brad Coyne, with Paul Mifsud, Greg Jackson, Sture Myrmell and Alki Hatzigeorgiou in copy. In the email, I requested that Mr Hatzigeorgiou send the protocol to the Carnival Group ships in the region.
18. A copy of the email its attachment is at page [9] of PWL-1
19. On 6 March 2020 at 12.07PM I received an updated COVID-19 protocol which had been sent to CLIA by NSW Public Health.
20. A copy of that email and attachment is at page [14] of PWL-1.
21. On Friday, 6 March 2020 at 4.06PM, I received an email from Joel Willis, Department of Health, addressed to the Cruise Ship Working Group and enclosing the National Protocol for Managing COVID-19 Risk for Cruise Ships.
22. A copy of the email and attachment is at page [20] of PWL-1.
23. On 7 March 2020 at 2.43PM, I forwarded the updated NSW protocol to various members of my team.
24. A copy of that email and attachment is at page [37] of PWL-1.
25. On 9 March 2020 at 3.19PM, I received an email from Joel Katz advising of the discussions between CLIA and NSW Public Health.

26. A copy of that email is at page [42] of PWL-1.
27. On 10 March 2020 at 8.05AM I received an email from Joel Katz forwarding the NSW Enhanced COVID-19 measures for the cruise line industry dated 9 March 2020.
28. A copy of that email and attachment is at page [48] of PWL-1.
29. On 10 March 2020 at 11.46AM, I sent an email to all Carnival Australia brand teams including the NSW Enhanced COVID-19 measures for the cruise line industry, updated 9 March 2020.
30. A copy of that email and attachment is at page [54] of PWL-1.
31. I understand the policy was provided to the ships by Ken Flavell the same day. I did not personally provide it to the ships.

Role since 11 March 2020: Incident Commander

32. During February and early March, the Holland America Group in the United States came to have daily Holland America Group COVID-19 Update/Coordination Meetings by teleconference. Those teleconferences provided an update on general issues with the Holland America Group Fleet internationally, which I participated in as a representative of P&O.
33. On 9 March 2020 Sture Myrmell and I discussed an email he had received from Jan Swartz, Group President Princess Cruises and Carnival Australia, relating to the formation of an Incident Command.
34. The concept of an Incident Command, or an Incident Commander, is typical in the cruise industry.
35. As part of general safety management each brand has an Incident Command centre. In March 2020, I was the Incident Commander for P&O. Greg Jackson was also part of the Incident Command for P&O.
36. Incident Command teams generally respond to any type of incidents including but not limited to, a ship breakdown, a fire, an incident on shore, injuries or weather conditions.
37. Mr Myrmell and I discussed the make-up of the incident command team in Australia and confirmed our arrangements with the United States on 11 March 2020. I took on the role of Incident Commander for the Project Gladiator team in Australia.
38. Senior management in the United States segmented the incident response teams across the main regional areas operated by Carnival ships. Accordingly, the incident response teams would be responsible for a region rather than a brand.
39. An Incident Command Centre was created in Japan, on the East Coast of the United States of America, on the West Coast of the United States of America

and in Australia. Each area was designated a colour. Australia was designated as the Green Team.

40. The Incident Command Centre in Australia was responsible for the management of all operations in the Asia Pacific region but for the Diamond Princess which was managed out of the Japan Incident Command Centre.
41. The purpose of the individual Incident Command Centres was to provide support and coordination of operations in the region, in the same time zone as the ships. The team would be empowered to make local decisions, provide communications to the captain on board to give to passengers and crew members and assist with government relations.
42. The Green Team provided support in the coordination of ship operations in an environment which was evolving each day, and in respect of the situation in Australia, centred on bringing the ships back into port ahead of their scheduled returns. The role was a coordination function. The shipboard teams still maintained their usual duties and responsibilities. The Incident Command Centre did not affect the internal operations of the ship. Additionally, the regulatory and internal management of the ship remained vested in the brands' respective teams.
43. Amongst other ships, *Ruby Princess* which had left Sydney on 8 March 2020 for a return voyage to New Zealand, and which was initially due back into Sydney port on 21 March 2020, fell under the control of the Project Gladiator Green Team. Again, the role of the incident command was to perform a coordination function in Australia. The shipboard teams maintained their regular reporting lines to the operational departments ashore either in the United States or in Australia.
44. As part of Project Gladiator, I provided a copy of the Green Team Situation Report to the United States.
45. In the statement below I attach the relevant situation reports for each day as they provide a running summary of what was occurring on each day of the Incident Command.
46. On 11 March 2020 at 8.43PM I sent an email to the United States attaching the Situation Report dated 11 March 2020.
47. A copy of the email and attachment is at page [59] of PWL-1.
48. On 12 March 2020 at 6.10AM, I received the official ship board communication advising of Project Gladiator.
49. A copy of the email and attachment is at page [62] of PWL-1.

Returning *Ruby Princess*

50. On 12 March 2020 at 3:00 PM, I was on a teleconference call with Jan Swartz, during which she advised that Princess Cruises would be pausing their operations by 17 March 2020.
51. In Australia, this required consideration of a change to the various ships' itineraries, as none of the Princess Cruises ships operating in the region were due to complete their voyages before 17 March 2020.
52. The Ruby Princess was on voyage around New Zealand from Sydney, which was due to finish on March 21 2020. Initially, the intention was for Ruby Princess to remain as per schedule.
53. On 13 March 2020 at 9.17 PM, I circulated the Green Team Situation Report for 12 March 2020.
54. A copy of the email and attachments is at page [64] of PWL-1.
55. On 13 March 2020 at 2.59PM, an email was sent from my address providing *Ruby Princess* Commodore with the passenger announcement. At that time, the Ruby Princess was returning to Sydney on 21 March 2020 as originally planned.
56. A copy of the email and attachment is at page [68] of PWL-1.
57. On 14 March 2020 at 4.47PM, I sent an email to the Commodore of *Ruby Princess* providing a further announcement on the New Zealand border changes.
58. A copy of the email is at page [70] of PWL-1.
59. On 14 March 2020 at 8.58AM, I circulated the Green Team Situation Report for 14 March 2020.
60. A copy of the email and attachment is at page [71] of PWL-1.
61. On 15 March 2020 at 9.14AM, I circulated the Situation Report for the Green Team dated 15 March 2020.
62. A copy of the email and attachment is at page [75] of PWL-1.
63. On Sunday, 15 March 2020, *Ruby Princess* was continuing its voyage in New Zealand. On that day I was in the Emergency Response Centre (ERC) in our Chatswood office.
64. At approximately 3:00PM, Prime Minister Morrison was giving a televised update on COVID-19. The Prime Minister made an announcement using words to the following effect: "Effective from midnight tonight, the Australian government will ban cruise ships from foreign ports from arriving at Australian ports."
65. My understanding of the policy at the time was that all vessels which were not on a direct course returning to an Australian port by midnight 15 March 2020

would not be permitted to enter Australia subject to a case by case analysis. The announcement itself did not provide much information. It was unclear what the announcement would mean for ships like *Ruby Princess* on a round trip cruise from Sydney, carrying a high percentage of Australian citizens.

66. On 15 March 2020 at 3.46PM, I circulated a Green Team Update.
67. A copy of the email is at page [80] of PWL-1.
68. Between 5.00PM and 6.00PM, Sture Myrmell and I made the decision that *Ruby Princess* commence its return voyage to Sydney immediately, ahead of its planned schedule.
69. On 15 March 2020 at 5.57PM, I sent an email to the Commodore on *Ruby Princess* requesting that the ship's itinerary be revised and set to return to Sydney, cancelling the next stops.
70. A copy of the email is at page [81] of PWL-1.
71. On 15 March 2020 at 6.32PM, I asked the Commodore if a return at 4.30AM on 19 March 2020 was possible.
72. A copy of the email is at page [87] of PWL-1.
73. On 15 March 2020 at 6.47PM I provided the Commodore with a passenger announcement addressing the change in itinerary.
74. A copy of the email is at page [99] of PWL-1.
75. Mr Myrmell and I were both in the ERC at the time of the PM announcement. While I can't recall precisely the details of the conversation between myself and Mr Myrmell, we discussed some of the issues that might arise, including whether the ship would be permitted to enter Australia if we did not commence the return immediately. For my part, I recall that I was concerned that the ship would not be permitted to enter Australia if not returned immediately. I believed that the joint decision we made for the ship to return was the best decision for our passengers.
76. On 15 March 2020 at 8.04PM, I circulated a Green Team Update addressing the consequences of the COVID-19 development on the ships in the region.
77. A copy of the email is at page [100] of PWL-1.
78. On 15 March 2020 at about 8.00PM a telephone conference was arranged to discuss the Prime Minister's announcement. My recollection is that the telephone conference was organised by the Trav Pol Secretariat, which sits within ABF, and that Paul Mifsud, who is a member of the Travel Pol Secretariat, received the meeting invite when we were in the ERC. I am not aware whether anyone had reached out to the Trav Pol Secretariat to organise the meeting. Ordinarily, Mr Mifsud would attend calls of the Secretariat, but given the circumstances, we called into the teleconference from the ERC and I sat in on the call.


79. During this telephone call, the ABF advised that they were currently working on the details of the updated policy and an explanatory document would be circulated shortly.
80. At the time of the call, *Ruby Princess* was already on the way back to Sydney. The call did not have any effect on the decision Sture Myrmell and I made.
81. On 15 March 2020 at 11.30PM, I received an email from Sture Myrmell providing an update on the Australian travel restrictions. I believe the information set out in Mr Myrmell's email was provided through CLIA as a result of the organisation's discussions with the relevant Australian authorities.
82. A copy of this email as at page [103] of PWL-1
83. On 16 March 2020 at 7.04AM, I received an email from Paul Mifsud forwarding an email from ~~Joel Katz~~ with the updated maritime advice following the government announcement on 15 March 2020. The updated advice provided an ABF fact sheet specifically for cruise ship passengers.
84. A copy of the email and attachments is at page [107] of PWL-1.
85. On 16 March 2020 at 7.48AM, I received an email from Greg Jackson confirming *Ruby Princess* would be arriving in Sydney on 19 March 2020.
86. A copy of this email is at page [112] of PWL-1.
87. On 16 March 2020 at 9.31AM, I circulated the Green Team Situation Report for 16 March 2020. The report provided a summary of how the new Australian Government policy would be implemented which was based on the information obtained by Mr Myrmell from CLIA.
88. A copy of this email and attachment is at page [128] of PWL-1.
89. On 16 March 2020 at 1.43PM, I sent an email to the Commodore providing an updated passenger announcement.
90. A copy of this email is at page [134] of PWL-1.
91. On 16 March 2020 at 1.43PM, I received an email from Paul Mifsud forwarding a further email from ~~Joel Katz~~ this time forwarding on a more general ABF fact sheet concerning the 14 Days Self Isolation Requirements.
92. A copy of this email and attachment is at page [136] of PWL-1.
93. On 17 March 2020 at 9.11AM, I circulated the Green Team Situation Report for 17 March 2020.
94. A copy of this email and attachment is at page [141] of PWL-1.
95. On 17 March 2020 at 12.00PM I received an email from Sandy Olsen forwarding an email from Joel Katz, with a revised ABF Fact sheet specific to cruise ship passengers.

"Trav. Pol.
Secretariat"
JK

"Trav. Pol.
Secretariat"
JK

96. A copy of this email and the attachments is at page [147] of PWL-1.
97. At 1.59PM that day the updated ABF fact sheet and other information then came to be distributed by email by the Trav Pol Secretariat email address.
98. A copy of the email and its attachments is at page [151] of PWL-1.
99. On 17 March 2020 at 6.52PM I circulated the Green Team update.
100. A copy of the email and attachment is at page [158] of PWL-1.
101. Once the decision was made to return *Ruby Princess* to Sydney, the ship's return to port was generally managed by the ship, and by the Port Agency and Guest Logistics teams, in accordance with normal practice, though I continued to be copied to some of the relevant correspondence.
102. I recall that it was sometime later in the afternoon on 18 March 2020 that I received an update in the ERC that *Ruby Princess* had been assessed by NSW Health as "low risk" and an on board assessment by NSW Public Health was not required.
103. I recall that I also received a text message from Paul Mifsud which was a forwarded text message from one of his team to say that NSW Public Health had confirmed that all guests could disembark in the morning, even if they were flying and that they were following advice from Government. NSW Public Health would just need the contact details of all guests in advance.
104. In light of the "low risk" assessment of the ship by NSW Public Health, I had no reason to become involved at a practical level in the disembarkation process for *Ruby Princess*.

Signed:



Dated:

 25 June 2020

Place of Signature: Sydney

PWL-1

Tab	Date	Time	Document	Page
1	18 February 2020	20.07	Email from S Myrmell to P Little and others re NSW Public Health Screening	1
2	23 February 2020	13.57	Email from S Myrmell to P Little and others re NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	3
3	Attachment		NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	5
4	26 February 2020	13.14	Email from P Little to various recipients re NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	9
5	Attachment		NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	10
6	6 March 2020	12.07	Email from J Katz to various recipients re NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	14
7	Attachment		NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry dated 6 March 2020	17
8	6 March 2020	16.06	Email from J Willis to P Little and others re National Protocol for Cruise Ships V1.0	20
9	Attachment		National Protocol for Cruise Ships V1.0	25
10	6 March 2020	14.43	Email from P Little to various recipients re NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	37
11	Attachment		NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry dated 6 March 2020	39
12	9 March 2020	15.19	Email from J Katz to S Myrmell and others re Updated NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	42
13	10 March 2020	8.05	Email from J Katz to S Myrmell and others re Updated NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	48
14	Attachment		NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry dated 9 March 2020	51
15	10 March 2020	11.46	Email from P Little to various recipients re NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry	54

Tab	Date	Time	Document	Page
16	Attachment		NSW Public Health Enhanced Covid-19 Procedures for Cruise Line Industry dated 9 March 2020	56
17	11 March 2020	20.43	Email from P Little to various recipients re Green Team Sit Rep	59
18	Attachment		Green Team Sit Rep dated 11 March 2020	60
19	12 March 2020	6.10	Email from general Employee Communications to Princess Cruise Line Executive re Project Gladiator	62
20	13 March 2020	9.17	Email from P Little to various recipients re Green Team Sit Rep	64
21	Attachment		Green Team Sit Rep dated 12 March 2020	65
22	13 March 2020	14.59	Email from B Palmer on behalf of P Little to the Ruby Princess Commodore and others re Commodore Announcement	68
23	Attachment		Ruby Princess Commodore Announcement dated 13 March 2020	69
24	14 March 2020	16.47	Email from P Little to the Ruby Princess Commodore re Commodore Announcement	70
25	14 March 2020	8.58	Email from P Little to various recipients re Green Team Sit Rep	71
26	Attachment		Green Team Sit Rep dated 14 March 2020	72
27	15 March 2020	9.14	Email from P Little to various recipients re Green Team Sit Rep	75
28	Attachment		Green Team Sit Rep dated 15 March 2020	76
29	15 March 2020	15.46	Email from P Little to various recipients re Green Team Current Situation Update	80
30	15 March 2020	17.57	Email from P Little to the Ruby Princess Commodore re Ruby Itinerary	81
31	15 March 2020	18.32	Email from P Little to the Ruby Princess Commodore re Ruby Itinerary	87
32	15 March 2020	18.47	Email from P Little to the Ruby Princess Commodore re Commodore Announcement	99
33	15 March 2020	20.04	Email from P Little to various recipients re Green Team Current Situation Update	100
34	15 March 2020	23.30	Email from S Myrmell to various recipients re Australia Update 15 March 2020	103
35	16 March 2020	7.04	Email from P Mifsud to P Little and others re	107

Tab	Date	Time	Document	Page
			Updated Maritime Advice	
36	Attachment		Restrictions on Entry to Australia Relating to Covid-19 for Cruise Ships	109
37	Attachment		Advice to Cruise Ship Passengers	111
38	16 March 2020	7.48	Email from G Jackson to P Little re Ruby Itinerary	112
39	16 March 2020	9.31	Email from P Little to various recipients re Green Team Sit Rep	128
40	Attachment		Green Team Sit Rep dated 16 March 2020	129
41	16 March 2020	13.43	Email from P Little to the Ruby Princess Commodore re Commodore Announcement	134
42	16 March 2020	13.43	Email from P Mifsud to P Little re Updated Maritime Advice	136
43	Attachment		ABF Restriction on Entry to Australia	139
44	17 March 2020	9.11	Email from B Palmer on behalf of P Little to various re Green Team Sit Rep	141
45	Attachment		Green Team Sit Rep dated 17 March 2020	142
46	17 March 2020	12.00	Email from S Olsen to P Little re Cruise Ship Messaging for Passengers	147
47	Attachment		ABF Messaging for Cruise Ship Passengers	149
48	17 March 2020	13.59	Email from Trav Pol to various recipients re Updated messaging for Cruise Ship Travellers	151
49	Attachment		ABF Messaging to Cruise Ship Passengers	153
50	Attachment		Department of Health Isolation Guidance	155
51	Attachment		Department of Health Information for International Travellers	157
52	17 March 2020	18.52	Email from P Little to various recipients re Green Team Update	158
53	Attachment		Department of Health Information for International Travellers	161

"PWL-1"

The following pages comprise
the annexure marked "PWL-1"
referred to in the statement of

Peter William Little

~~Affirmed on this~~

~~Before me~~


.....

Fw: NSW Health Screening

From: sture.myrmell [REDACTED]
To: peter.little [REDACTED]
Date: Tue, 18 Feb 2020 20:07:19 +1100

FYI

S

Sture Myrmell

President

Carnival Australia

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Carnival](#) | [Cunard](#) | [Holland America](#) | [P&O Cruises](#) | [P&O Cruises](#) | [Princess Cruises](#) | [Seabourn](#)
[Cruise Line](#) | [Line](#) | [World Cruising](#)

----- Forwarded by Sture Myrmell/PandO/AU on 18/02/2020 05:07 PM -----

From: "Joel Katz" [REDACTED]
To: "Sture Myrmell" [REDACTED]
Date: 18/02/2020 02:59 PM
Subject: NSW Health Screening

Hi Sture – this is what NSW Health are doing now pending the agreement on the national approach.

Joel

From: Sean Tobin [REDACTED]
Sent: Tuesday, 18 February 2020 5:54 PM
To: Joel Katz [REDACTED]
Cc: Dimity McCredie [REDACTED]
Subject: RE: Cruise Line Contact Details

Hi Joel

NSW Health has started an enhanced screening procedure but we are also hoping to finalise a national approach very soon.

We realise that having a consistent approach is better both for public health officers and the cruise line industry.

In summary, in NSW we are conducting a risk assessment on all cruise ships the day prior to arrival to review MARS reports and additional information from the Ship and Ship's Doctor about illness on board and prior travel histories of passengers and crew. Health Teams have then been attending ships rated as medium or high (although no 'high's to date) to review ill passengers and crew and, in some circumstances, organise testing for COVID-19.

We will let you know as soon as the national policy has been finalised and made public. Our Commonwealth Health (Human Biosecurity) colleagues may also be in touch about this.

Best regards

Sean

Dr Sean Tobin

Medical Epidemiologist

[REDACTED]



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Fw: Enhanced COVID-19 procedures for cruise line industry

From: sture.myrmell [REDACTED]om
To: peter.little [REDACTED] greg.jackson [REDACTED]
Date: Sun, 23 Feb 2020 13:57:23 +1100
Attachments: Enhanced COVID-19 procedures for cruise line industry.pdf (371.19 kB)

Sture Myrmell

President

Carnival Australia

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[Cruise Line](#) | [Line](#) | [World Cruising](#)

----- Forwarded by Sture Myrmell/PandO/AU on 23/02/2020 10:57 AM -----

From: "MOH-PHEOPlanning" [REDACTED]
To: "MOH-PHEOPlanning" [REDACTED]
Date: 23/02/2020 10:34 AM
Subject: Enhanced COVID-19 procedures for cruise line industry
Sent by: "Debbie Chia (Ministry of Health)" [REDACTED]

Dear Cruise Ship Industry Representative,

Re: Enhanced COVID-19 procedures for cruise ship vessels docking in NSW

Due to the international outbreak of COVID-19, the NSW Chief Health Officer has instituted a number of enhanced measures to assess the risk of COVID-19 in cruise ships entering NSW ports. These are in addition to existing requirements under the Commonwealth *Biosecurity Act (2015)*.

The NSW Chief Health Officer seeks your urgent assistance to confirm each cruise ship docking in NSW is able to meet the attached guidance *Enhanced COVID-18 Procedures for the Cruise Line Industry*. Please make sure this is shared with relevant staff, particularly the medical team for each ship.

If you have any concerns, please contact the Public Health Emergency Operations Centre on [REDACTED]

Your sincerely,

Public Health Emergency Operations Centre

[REDACTED]



I acknowledge the traditional custodians of the land on which I live and work and pay my respects to Elders past and present.

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Enhanced COVID-19 procedures for cruise line industry.pdf

**IMPORTANT INFORMATION FOR CRUISE SHIP OPERATORS:
MEASURES TO CONTAIN THE RISK OF COVID-19 SPREAD**

Dear Cruise Ship Industry Representative,

The cruise ship industry provides important services for the community and visitors to NSW. I appreciate that the industry has been very active in taking measures to minimise the risk of an outbreak of COVID-19 among passengers and crew.

The recent outbreak of COVID-19 on the Diamond Princess cruise ship in Japan demonstrates the serious impact this disease can have in cruise ship environments.

To further reduce the risk in NSW, NSW Health has instituted a number of enhanced measures to assess the risk of COVID-19 in cruise ships entering NSW ports, and manage any cases detected in passengers or crew. These are in addition to existing requirements under the *Biosecurity Act (2015) (Commonwealth)*.


To assist in protecting cruise ship passengers and crew, I seek your urgent assistance to confirm that each cruise ship docking in NSW is able to meet the attached guidance, *Enhanced COVID-19 Procedures for the Cruise Line Industry*. Please make sure this is shared with relevant staff, particularly the medical team for each ship.

Should any sample test positive for SARS-CoV-2, the virus causing COVID-19, then a major public health response will be mounted to investigate and manage a potential outbreak and to reduce the risk of further infection among passengers, crew and the broader community.

I appreciate your ongoing efforts to help prevent outbreaks of COVID-19 on cruise ships and the broader community.

I would appreciate your response to [REDACTED] If you have any questions please contact this email address, or Dr Sean Tobin, phone [REDACTED]

Yours sincerely



Dr Kerry Chant PSM

Deputy Secretary, Population and Public Health
and Chief Health Officer
NSW Ministry of Health

Enhanced COVID-19 Procedures for the Cruise Line Industry

Supplies

Each cruise ship vessel should ensure that they have sufficient supplies of materials to manage a respiratory outbreak on board, including:

- face masks, alcohol hand rub for ill passengers and crew
- personal protective equipment for clinic staff.

Procedures to identify and manage cases of respiratory infection

Cruise ship vessel staff should ensure that:

- They actively identify and passengers or crew with respiratory symptoms (cough, sore throat, fever or difficulty breathing) and ask them to attend the medical clinic for free assessment and management 12 – 24 hours before arrival
- Passengers who may be infectious are appropriately isolated
- An accurate electronic list of all passengers and crew, including mobile/home phone number/email addresses can be provide to NSW Health within 1 hour of a request should a confirmed case be identified after disembarkation
- All passengers are advised that they may be contacted if a fellow passenger is later found to be positive for COVID-19.

Reporting requirement to NSW Health

At least 24 hours before arrival at port - each cruise ship vessel should ensure that the following information is provided to NSW Health:

- A copy of full acute respiratory diseases (ARD) log (including details of patients presenting with fever or acute respiratory illness, a list of countries they have visited in the 14 days prior to embarkation, and results of rapid influenza testing)
- A list of any passengers and crew who have been in contact with a confirmed case of COVID-19 within 14 days before embarking (if known)
- A list of passengers and crew who have been in China (including Hong Kong), Thailand, Singapore, Japan or Indonesia in the 14 days prior to embarkation
- Number of swabs collected for COVID-19 testing. If respiratory swabs are collected during a cruise (i.e. for rapid flu testing), please store at fridge temperature so they can be taken for COVID-19 testing
- The details for any identified respiratory outbreak on board ¹
- A list of the on-board medical staff and their contact details
- A list of any planned medical disembarkations
- A list of any deaths during the cruise, including cause of death.

Please note that the ship will not be granted pratique / allowed to disembark passengers or crew until given clearance by the Human Biosecurity Officer.

¹ A respiratory outbreak is defined as >1% of people on board affected. Smaller numbers of cases with mild respiratory illness are expected and do not necessarily represent an outbreak.

Pre-arrival preparations for Health Screening

NSW Health will conduct a risk assessment based on the aforementioned information. The risk assessment will determine if enhanced health screening is required by the Health Team prior to disembarkation. NSW health will notify the ship the day before arrival into port if enhanced health screening is required.

If a Health Team is to conduct enhanced health screening for COVID-19, ships are required to make a series of announcements **the day before arrival** (and if possible provide written communication) to notify passengers and crew that the following people will be required to present for assessment by a Health Team prior to disembarking:

- Anyone who is feeling sick with respiratory symptoms or fever or
- Anyone who is a close or casual contact of a confirmed case or
- Anyone who has travelled or transited through mainland China (regardless of current physical health status)
- Anyone who has travelled (excluding transit) in Hong Kong, Thailand, Singapore, Japan or Indonesia in the 14 days prior to embarkation (regardless of current physical health status).

The Ship should then:

- Designate a senior officer, for example the Hotel Director, to liaise with the Health Team both prior to boarding and whilst on the vessel.
- Arrange a suitable space on the ship for the assessment. This should be a large, open area (e.g. function room, conference room) capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs.
- Please provide separate seating and bottled water for those waiting for assessment and hand rub dispensers at entry and exit points.
- Ensure that any crew or passengers requiring assessment are wearing a surgical mask while waiting.
- Have medical and other staff available to facilitate the assessment process, including bilingual staff if relevant (wearing surgical masks).
- Assign sufficient crew to check the contact details of passengers and crew being assessed, and to assist with crowd control and flow of people.

The Ship's medical team will be requested to assist in the collection of swabs for any passengers and crew as requiring testing to exclude COVID-19.

The following procedures should be used to collect nasopharyngeal swabs:

- Collect two viral swabs using droplet precautions. One swab can be used for rapid influenza testing on board immediately but the other swab must be placed in a sheath/tube (preferably transport medium) and stored in a refrigerator in preparation for disembarkation and COVID-19 testing. Samples that do not meet biohazard standards will not be processed and will need to be retaken.
- Ensure the sample is fully labelled with at least 3 points of ID (name, DOB, address), and accompanied with a pathology request form. Please ensure that any test results or collections are noted on the ARD log.
- Once the test has been taken, the passengers staying on the ship should be advised to self-isolate in their rooms, and be provided with face masks and alcohol hand rub.
- Any samples taken on board will be forwarded to the lab for COVID-19 testing on arrival into the port (even if the passenger's symptoms have resolved).

- If an individual room is not possible, then face masks should also be supplied to any room-mates and advice given regarding strict hand hygiene and limiting contact.
- Disembarking passengers will be given isolation instructions to follow while they wait for their results.

Should any sample test positive for SARS-CoV-2, the virus causing COVID-19, then a specific NSW Health public health response will be mounted to investigate and manage any potential outbreak, in close coordination with senior Ship staff and the Cruise Line operator.

Enhanced COVID-19 procedures for NSW Ports

From: peter.little [REDACTED]
To: jvandekreeke [REDACTED] Brad Coyne [REDACTED]
Cc: paul.mifsud [REDACTED] greg.jackson [REDACTED]
 sture.myrmell [REDACTED] alki.hatzigeorgiou [REDACTED]
Date: Wed, 26 Feb 2020 13:14:11 +1100
Attachments: Enhanced COVID-19 procedures for cruise line industry.pdf (371.19 kB)

Hi both

We received the attached from NSW Health. It lays out the Bio-Security expectations from NSW ports going forward. From what I have seen, they have already implemented the policy for ships arriving into NSW.

I am going to send some questions back to them to clarify certain points. CLIA are reviewing across industry and will no doubt formulate a consolidated response. Let me know if you have any comments. For P&O we feel that with a bit of work and modification to policy we will be able to comply.

This policy will broadly align with the Commonwealth policy currently under development and so expect similar requirements at all ports in Australia.

Alki will send to the ships in the region (or transiting the region) so that they are clear on the requirements.

Regards Peter



Enhanced COVID-19 procedures for cruise line industry.pdf



Peter Little **Senior Vice President, Guest Experience**
 P&O Cruises Australia





**IMPORTANT INFORMATION FOR CRUISE SHIP OPERATORS:
MEASURES TO CONTAIN THE RISK OF COVID-19 SPREAD**

Dear Cruise Ship Industry Representative,

The cruise ship industry provides important services for the community and visitors to NSW. I appreciate that the industry has been very active in taking measures to minimise the risk of an outbreak of COVID-19 among passengers and crew.

The recent outbreak of COVID-19 on the Diamond Princess cruise ship in Japan demonstrates the serious impact this disease can have in cruise ship environments.

To further reduce the risk in NSW, NSW Health has instituted a number of enhanced measures to assess the risk of COVID-19 in cruise ships entering NSW ports, and manage any cases detected in passengers or crew. These are in addition to existing requirements under the *Biosecurity Act (2015) (Commonwealth)*.

To assist in protecting cruise ship passengers and crew, I seek your urgent assistance to confirm that each cruise ship docking in NSW is able to meet the attached guidance, *Enhanced COVID-19 Procedures for the Cruise Line Industry*. Please make sure this is shared with relevant staff, particularly the medical team for each ship.

Should any sample test positive for SARS-CoV-2, the virus causing COVID-19, then a major public health response will be mounted to investigate and manage a potential outbreak and to reduce the risk of further infection among passengers, crew and the broader community.

I appreciate your ongoing efforts to help prevent outbreaks of COVID-19 on cruise ships and the broader community.

I would appreciate your response to [REDACTED] If you have any questions please contact this email address, or Dr Sean Tobin, phone [REDACTED]

Yours sincerely

Dr Kerry Chant PSM

Deputy Secretary, Population and Public Health
and Chief Health Officer
NSW Ministry of Health



Enhanced COVID-19 Procedures for the Cruise Line Industry

Supplies

Each cruise ship vessel should ensure that they have sufficient supplies of materials to manage a respiratory outbreak on board, including:

- face masks, alcohol hand rub for ill passengers and crew
- personal protective equipment for clinic staff.

Procedures to identify and manage cases of respiratory infection

Cruise ship vessel staff should ensure that:

- They actively identify and passengers or crew with respiratory symptoms (cough, sore throat, fever or difficulty breathing) and ask them to attend the medical clinic for free assessment and management 12 – 24 hours before arrival
- Passengers who may be infectious are appropriately isolated
- An accurate electronic list of all passengers and crew, including mobile/home phone number/email addresses can be provide to NSW Health within 1 hour of a request should a confirmed case be identified after disembarkation
- All passengers are advised that they may be contacted if a fellow passenger is later found to be positive for COVID-19.

Reporting requirement to NSW Health

At least 24 hours before arrival at port - each cruise ship vessel should ensure that the following information is provided to NSW Health:

- A copy of full acute respiratory diseases (ARD) log (including details of patients presenting with fever or acute respiratory illness, a list of countries they have visited in the 14 days prior to embarkation, and results of rapid influenza testing)
- A list of any passengers and crew who have been in contact with a confirmed case of COVID-19 within 14 days before embarking (if known)
- A list of passengers and crew who have been in China (including Hong Kong), Thailand, Singapore, Japan or Indonesia in the 14 days prior to embarkation
- Number of swabs collected for COVID-19 testing. If respiratory swabs are collected during a cruise (i.e. for rapid flu testing), please store at fridge temperature so they can be taken for COVID-19 testing
- The details for any identified respiratory outbreak on board ¹
- A list of the on-board medical staff and their contact details
- A list of any planned medical disembarkations
- A list of any deaths during the cruise, including cause of death.

Please note that the ship will not be granted pratique / allowed to disembark passengers or crew until given clearance by the Human Biosecurity Officer.

¹ A respiratory outbreak is defined as >1% of people on board affected. Smaller numbers of cases with mild respiratory illness are expected and do not necessarily represent an outbreak.

Pre-arrival preparations for Health Screening

NSW Health will conduct a risk assessment based on the aforementioned information. The risk assessment will determine if enhanced health screening is required by the Health Team prior to disembarkation. NSW health will notify the ship the day before arrival into port if enhanced health screening is required.

If a Health Team is to conduct enhanced health screening for COVID-19, ships are required to make a series of announcements **the day before arrival** (and if possible provide written communication) to notify passengers and crew that the following people will be required to present for assessment by a Health Team prior to disembarking:

- Anyone who is feeling sick with respiratory symptoms or fever or
- Anyone who is a close or casual contact of a confirmed case or
- Anyone who has travelled or transited through mainland China (regardless of current physical health status)
- Anyone who has travelled (excluding transit) in Hong Kong, Thailand, Singapore, Japan or Indonesia in the 14 days prior to embarkation (regardless of current physical health status).

The Ship should then:

- Designate a senior officer, for example the Hotel Director, to liaise with the Health Team both prior to boarding and whilst on the vessel.
- Arrange a suitable space on the ship for the assessment. This should be a large, open area (e.g. function room, conference room) capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs.
- Please provide separate seating and bottled water for those waiting for assessment and hand rub dispensers at entry and exit points.
- Ensure that any crew or passengers requiring assessment are wearing a surgical mask while waiting.
- Have medical and other staff available to facilitate the assessment process, including bilingual staff if relevant (wearing surgical masks).
- Assign sufficient crew to check the contact details of passengers and crew being assessed, and to assist with crowd control and flow of people.

The Ship's medical team will be requested to assist in the collection of swabs for any passengers and crew as requiring testing to exclude COVID-19.

The following procedures should be used to collect nasopharyngeal swabs:

- Collect two viral swabs using droplet precautions. One swab can be used for rapid influenza testing on board immediately but the other swab must be placed in a sheath/tube (preferably transport medium) and stored in a refrigerator in preparation for disembarkation and COVID-19 testing. Samples that do not meet biohazard standards will not be processed and will need to be retaken.
- Ensure the sample is fully labelled with at least 3 points of ID (name, DOB, address), and accompanied with a pathology request form. Please ensure that any test results or collections are noted on the ARD log.
- Once the test has been taken, the passengers staying on the ship should be advised to self-isolate in their rooms, and be provided with face masks and alcohol hand rub.
- Any samples taken on board will be forwarded to the lab for COVID-19 testing on arrival into the port (even if the passenger's symptoms have resolved).

- If an individual room is not possible, then face masks should also be supplied to any room-mates and advice given regarding strict hand hygiene and limiting contact.
- Disembarking passengers will be given isolation instructions to follow while they wait for their results.

Should any sample test positive for SARS-CoV-2, the virus causing COVID-19, then a specific NSW Health public health response will be mounted to investigate and manage any potential outbreak, in close coordination with senior Ship staff and the Cruise Line operator.

FW: Updated NSW Enhanced COVID-19 measures for the CLI

From: Joel Katz [REDACTED]
To: Neil Linwood [REDACTED] Sture Myrmell [REDACTED]
 Peter Little [REDACTED]
Cc: Dimity McCredie [REDACTED]
Date: Fri, 06 Mar 2020 12:07:56 +1100
Attachments: NSW Enhanced COVID-19 measures for cruise line industry - UPDATE 6 March 2020.docx (45.62 kB)

FYI just received from NSW Health - they were about to send out, but I asked them to send first so it can reviewed. I can try and ask them to hold off distributing until such time as you have had a chance to review and provide feedback but I believe they will push back as they seem to be under a lot of pressure with everything else going on outside of cruise/maritime.

Joel

From: Sean Tobin [REDACTED]
Sent: Friday, 6 March 2020 11:53 AM
To: Joel Katz [REDACTED]
Cc: Mark Ferson (South Eastern Sydney LHD) [REDACTED]
 Vicky Sheppard (South Eastern Sydney LHD) [REDACTED]
 Jeremy McAnulty [REDACTED]
 Christine Selvey [REDACTED]
Subject: Updated NSW Enhanced COVID-19 measures for the CLI

Hi Joel

For review as discussed. Hoping to send this update this afternoon.

Best regards

Sean

Dr Sean Tobin

Medical Epidemiologist

Manager, Respiratory and Biopreparedness

Communicable Diseases Branch | **Health Protection NSW**

[REDACTED]

[REDACTED]

www.health.nsw.gov.au

www.health.nsw.gov.au/infectious



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Enhanced COVID-19 Procedures for the Cruise Line Industry

Updated 3 March 2020

Please note that these procedures should be applied to all cruise ship voyages, not just international voyages. This is because many domestic voyages will have passengers and crew arriving from other countries at higher risk of COVID-19 than Australia, increasing the risk of COVID-19 outbreaks.

Supplies

Each cruise ship should ensure that they have sufficient supplies of materials to manage a respiratory outbreak on board, including:

- face masks and alcohol hand rub for passengers and crew with acute respiratory illness
 - personal protective equipment for clinic staff
 - sterile transport swabs for respiratory sample collection
- Flexible flocked swabs and universal transport medium are preferred. For example, *COPAN #321C Universal Transport Medium with Regular FLOQ Swab and Nasopharyngeal FLOQ Swab* are held by NSW Health for outbreak response.

Enhanced data collection

Each ship should collect and retain for 14 days after each cruise in case required:

- a log of where passengers and crew have travelled in the 14 days prior to embarkation – in order to facilitate this, it is strongly recommended that pre-embarkation screening of crew and passengers include a history of travel in the previous 14 days
- an accurate electronic contact list for all passengers and crew after disembarkation, including mobile/home phone number/email addresses.

Please also advise all passengers that they may be contacted by health authorities if a fellow passenger is later found to be positive for COVID-19.

Procedures to identify and manage cases of respiratory infection

Cruise ship staff should ensure that:

- They actively identify passengers and crew with acute respiratory illness (ARI) – including cough, sore throat, fever or difficulty breathing – by making regular announcements throughout the cruise, inviting them to attend the clinic for assessment.
- Clinic staff include on the acute respiratory diseases (ARD) log, details of ALL passengers and crew presenting with fever OR acute respiratory symptoms OR both.
- Clinic staff record on the ARD log all countries visited in the 14 days before onset.
- For all people with influenza-like illness (ILI) AND those with acute respiratory illness (ARI) with a history of travel to countries on the Australian list of countries at risk of COVID-19 transmission¹, two swabs – one nasopharyngeal swab and one oropharyngeal swab should be collected and stored in the fridge for possible SARS-COV-2 testing using

¹ See: <https://www1.health.gov.au/internet/main/publishing.nsf/Content/ohp-covid-19-countries.htm> . As of 6 March 2020 this included: Mainland China, Iran, Italy, South Korea, Cambodia, Hong Kong, Indonesia, Japan, Singapore, and Thailand.

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Enhanced COVID-19 Procedures for the Cruise Line Industry

droplet precautions. A further swab should also be collected for rapid influenza virus testing on board.

- Every sample retained for SARS-CoV-2 testing is labelled with at least 3 points of ID (name, DOB, address), and accompanied by a pathology request form.²
- Details of any sample collected and test results are noted on the ARD log.
- Passengers with ARI/ILI who may be infectious are appropriately isolated, and provided with alcohol hand rub and face masks. If sharing a cabin, please also provide roommates with alcohol hand rub and face masks, and educate on how to protect themselves.

During this period of increased risk of COVID-19, cruise companies are also requested to consider making medical assessment for ARI/ILI free to passengers as well as crew. Ships not providing free consultations are at greater risk of being considered at risk of COVID-19 as ARI/ILI cases may be less likely to have been identified.

Reporting requirement to NSW Health

At least 24 hours before arrival at port - each cruise ship should ensure that the following information is provided to NSW Health:

- A copy of the full ARD log (including details of patients presenting with fever OR ARI OR both, a list of countries they have visited in the 14 days prior to illness onset, and results of rapid influenza testing).
- A list of any passengers and crew who have been in contact with a confirmed case of COVID-19 within 14 days before embarking (if known).
- A list of passengers and crew who have been in countries on the Australian list of countries at risk of COVID-19 transmission in the 14 days prior to embarkation. [\(NOTEREF _Ref34133970 \h * MERGEFORMAT \)](#)
- Number of swabs collected for possible SARS-CoV-2 testing.
- A list of the on-board medical staff and their contact details.
- A list of any planned medical disembarkations.
- A list of any deaths during the cruise, including cause of death.

Please note that the ship will not be granted pratique / allowed to disembark passengers or crew until given clearance by the Human Biosecurity Officer.

Pre-arrival preparations for Health Screening

NSW Health will conduct a risk assessment based on the above information. The risk assessment will determine if enhanced health screening is required by a Health Team prior to disembarkation. NSW Health will notify the ship the day before arrival into port if enhanced health screening is required.

If a NSW Health Team is to conduct enhanced health screening for COVID-19, ships are required to make a series of announcements **the day before arrival** (and provide a supplied letter and traveller record form) to notify passengers and crew that the following people will be required to present for assessment by a NSW Health Team prior to disembarking:

- Anyone who is feeling sick with respiratory symptoms or fever, and
- Anyone who is a close or casual contact of a confirmed case, and

² If the vessel is subject to a NSW Health team assessment on arrival, the Health Team will advise if any stored samples will be referred for SARS-CoV-2 testing or if they can be discarded. If the vessel is not subject to a NSW Health team assessment, any stored clinical samples can be discarded on disembarkation.

Field Code Changed

Enhanced COVID-19 Procedures for the Cruise Line Industry

- Anyone who has travelled or transited through mainland China or Iran (regardless of current physical health status), and
- Anyone who has travelled in any of the other countries included on the Australian list of countries at risk of COVID-19 transmission ¹ in the 14 days prior to embarkation (regardless of current physical health status).

The ship should then:

- Designate a senior officer, for example the Hotel Director, to liaise with the NSW Health Team both prior to boarding and while on the vessel.
- Arrange a suitable space on the ship for the assessment. This should be a large, open area (e.g. function room, conference room) capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs.
- Provide separate seating and bottled water for those waiting for assessment and alcohol hand rub dispensers at entry and exit points.
- Ensure that any crew or passengers requiring assessment are wearing a surgical mask while waiting.
- Have medical and other staff available to facilitate the assessment process, including bilingual staff if relevant (wearing surgical masks).
- Assign sufficient crew to check the contact details of passengers and crew being assessed, and to assist with crowd control and the flow of people.

The ship's medical team will be requested to assist in the collection of swabs for any passengers and crew requiring testing to exclude COVID-19, as described above, and to provide any stored samples for testing at a NSW Reference Laboratory if requested.

If COVID-19 testing is recommended

If the NSW Health team has recommended COVID-19 testing for a traveller, advice will be provided on how the traveller should be managed pending the result. If the traveller was not intending to disembark, then they may be recommended to stay in isolation in their cabin until the result is available, in consultation with ship's medical team. If the traveller was disembarking then NSW Health will provide alternative arrangements for them to wait for the result.

If the pre-arrival risk assessment or assessment by the on-site NSW Health team determined there was a high risk of COVID-19 then pratique may not be granted for other passengers and crew to disembark until the results of testing are available.

If COVID-19 testing is positive

If a traveller is confirmed as a COVID-19 case they will be hospitalised in isolation. NSW Health would urgently convene a senior incident management team (IMT) to assess the risk of transmission to other travellers and provide directions on how people identified as close contacts will be managed to ensure appropriate quarantine. The IMT will work closely with the affected ship and Cruise Line Operator.

NSW Health will identify suitable accommodation for travellers identified as close contacts to undergo their period of quarantine. It is not intended that this would be on-board the vessel.

The IMT will also advise on what information is provided to other travellers at lower risk, and provide environmental infection control guidance to the Cruise Line Operator.

National Protocol for Cruise ships V1.0 [SEC=OFFICIAL]

From: Maritime Response
To: "Kate.Deronne"; "jkatz"; "Mandy.Charlton"; "Guy.Bursle"; "<guy.bursle@cau.gov.au>"; "Joel.Willis"; "Rhonda.Owen"; "Chloe.Ryan"; "<chloe.ryan@cau.gov.au>"; "Peter.Little"; "Susan.Gavin"; "neillinwood"; "JOHNSON Andrew"; "BRADFORD Kerri"; "sture.myrmell"; "CHAPMAN Ellie"; "Barden, Graeme"; "Hicks, Gillian"; "Bursle, Guy"; "allan.schwartz"; "Curry, Stephen"; "anthony.quan"
Date: Fri, 06 Mar 2020 16:06:43 +1100
Attachments: National Protocol for Managing COVID-19 Risk from Cruise Ships - V1.0 6March2020.DOCX (71.47 kB); image001.png (319 bytes); image001.1.png (22.62 kB); image002.png (635 bytes); image003.png (874 bytes); image004.png (767 bytes)

OFFICIAL

Good afternoon Cruise Ship Working Group,

Cruise ship protocol V1.0

Please find attached the approved National Cruise Ship Protocol. A reminder that this is a living document and should you require amendments to the information or guidance on additional issues, please let us know. The protocol has also been shared with Chief Human Biosecurity Officers (CHBOs).

Of note, references to specific countries have been removed and replaced with reference to the higher and moderate risk countries and a link to the published countries on Health's website. This is to link risk assessments with [CDNA COVID-19 SoNG](#) guidance going forward.

We are working with Australian Border Force to develop guidance regarding immigration clearance for non-citizen crew members who are directed to undertake a period of quarantine on shore by a HBO. This will be included in the next iteration of the policy.

Health's COVID-19 factsheet for the cruise industry is being updated to include guidance on collecting and providing swabs as per the protocol.

Key stakeholders requiring a copy of the protocol can request it from [REDACTED] As a border operations protocol, it will not be made available to the general public.

Health have passed on the attached information provided by CLIA regarding increased travel restrictions for travellers on their member lines to Chief Human Biosecurity Officers. We have also sought local level contacts for COVID-19 protocols to assist CLIA to understand likely jurisdictional responses to a positive COVID-19 case on a cruise ship.

Kind regards and thank you for your ongoing assistance.

Joel

Joel Willis

Director - Border Health Section

Health Emergency Management

[REDACTED]

Office of Health Protection | Chief Medical Officer Group

Australian Government Department of Health

[REDACTED]

[REDACTED]

[REDACTED]

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To: "Hicks, Gillian" [REDACTED]
From: "Joel Katz" [REDACTED]
Date: Wed, 4 Mar 2020 01:21:37 +0000
Subject: CLIA's Updated Public Health Policies In Response To COVID-19 [SEC=No Protective Marking]

Dear Gillian

This email is to update you on the further measures announced by CLIA in response to the ongoing coronavirus (COVID-19) outbreak.

The health and safety of passengers and crew, and the communities cruise ships visit remains our top priority and CLIA and its cruise line members are continuing to work closely with health authorities around the world

In addition to the measures first introduced in January and subsequent actions taken around the world, CLIA this week announced additional screening measures and further restrictions on those who have visited key affected countries.

The latest policies introduced by CLIA cruise lines mean additional countries have been added to the list of those already subject to boarding restrictions. With immediate effect CLIA cruise lines will now deny boarding to anyone who, in the 14 days before embarkation, has travelled from or transited via airports in South Korea, Iran and China (including Hong Kong and Macau) or any municipality in Italy that is subject to quarantine measures by the Italian Government.

There are also additional health screening measures in place for people who have been to other regions identified by the US Centre for Diseases Control, which at this time includes Japan and the remainder of Italy.

Here is a summary of the latest measures:

CLIA Members are to deny boarding to all persons who have within 14 days prior to embarkation travelled from, visited or transited via airports in South Korea, Iran, China, including Hong Kong and Macau, and any municipality in Italy subject to lockdown (quarantine) measures by the Italian Government, as designated by the [Ministry of Foreign Affairs](#).

CLIA Members are to conduct illness screening for all persons who have within 14 days before embarkation travelled from, visited or transited via airports in any destinations listed on the [US CDC "Coronavirus Disease 2019 Information for Travel"](#) page. Illness screening includes symptom history checks for fever, cough and difficulty breathing in the 14 days before embarkation and taking of temperature.

CLIA Members are to deny boarding to all persons who, within 14 days prior to embarkation, have had contact with, or helped care for, anyone suspected or diagnosed as having COVID-19, or who are currently subject to health monitoring for possible exposure to COVID-19.

CLIA Members are to conduct pre-boarding screening necessary to effectuate these prevention measures. Enhanced screening and initial medical support are to be provided, as needed, to any persons exhibiting symptoms of suspected COVID-19.

These are also listed on the CLIA [website](#) along with FAQ and other downloadable resources and we will continue to update them as necessary. You can also download an infographic summary of CLIA's measures [here](#) that you may find useful to share.

These and other measures will provide reassurance to travellers and communities and further demonstrate that our industry is responsive as the situation develops. We are also working hard to reassure destinations in our region that precautions are in place and that more than 270 cruise ships around the world continue to operate unaffected by the virus.

We appreciate these robust restrictions may cause disruption and inconvenience, but we will continue to act with the health and safety of passengers, crew and communities as our top priority.

Kind regards

Joel

Joel Katz

Managing Director - Australasia

Cruise Lines International Association

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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Australian Government
Department of Health

NATIONAL PROTOCOL FOR MANAGING NOVEL CORONAVIRUS DISEASE (COVID-19) RISK FROM CRUISE SHIPS

March 2020

Version	Date of Publication	Reason	Approved By
V1.0	6 March 2020	Initial publication	Rhonda Owen, Assistant Secretary, Health Emergency Management Branch, Office of Health Protection

This protocol was endorsed by the Chief Human Biosecurity Officers (CHBO) on 3 March 2020.

CONSULTATION

The following were consulted in the development of the protocol:

- Australian Government Department of Agriculture, Water and Environment
- Australian Government Department of Home Affairs
- Australian Government Department of Infrastructure, Transport, Cities and Regional Development
- Australian Health Protection Principal Committee
- Chief Human Biosecurity Officers
- Cruise Lines International Association (CLIA)

PURPOSE

The purpose of this protocol is to clarify the intent, responsibility, and required action in responding to coronavirus disease 2019 (COVID-19) risk from cruise ships. It is primarily a border operations protocol.

Cruise ships may carry domestic or international travellers who pose human biosecurity risks. This may also lead to the spread of diseases to other travellers, particularly given the population density, the duration of cruises and the mixing patterns of people on board. It is therefore necessary to enhance surveillance and control measures among travellers to:

- protect the health of travellers on vessels;
- minimise the likelihood of large numbers of infected people returning to Australia and further spreading diseases among the community;
- manage the impact on the Australian health system; and
- prevent the spread of diseases among populations in cruise voyage destinations.

This protocol is limited to COVID-19 and has specific measures for assessing the risk of COVID-19 on the ship, screening of passengers and crew if required, and initial management of suspected cases. It is recognised that as the outbreak situation evolves, additional measures may become necessary and this protocol may be reviewed and revised as required.

This protocol does not address when a passenger or crew member is confirmed to have COVID-19 by laboratory testing, which will be managed on a case-by-case basis by jurisdictional public health authorities in close coordination with border agencies, the cruise ship operator and senior ship officers (see INFORMATION SHARING section).

While response protocols for confirmed COVID-19 cases will likely include requiring some passengers and crew identified as contacts to undergo a period of quarantine, where possible it is not intended that this occur on board the ship.

LEGISLATION

- *Biosecurity Act 2015* (the Act) - Under section 44 of the Act, the Health Minister may determine entry requirements to prevent the entry, emergence, establishment and spread of a Listed Human Disease.
- The Biosecurity (Entry Requirements) Determination 2016 provides that an individual may be screened by a biosecurity officer or human biosecurity officer via a questionnaire or equipment to identify signs and symptoms of a Listed Human Disease (LHD).
- State and territory public health acts mandate the reporting of certain diseases to the relevant state or territory communicable diseases unit.

NOVEL CORONAVIRUS DISEASE (COVID-19)

An outbreak of respiratory disease caused by a novel coronavirus (SARS-CoV-2) was first detected in Wuhan City, Hubei Province, China, and is ongoing. On 11 February 2020, the World Health Organization (WHO) named the disease caused by the virus Coronavirus Disease 2019 (COVID-19). Sustained human-to-human community transmission has been demonstrated in parts of China, largely in Wuhan city, and some human-to-human spread of the virus has been detected outside of China, including in Australia. On 30 January 2020, the International Health Regulations Emergency Committee of the WHO declared the outbreak a public health emergency of international concern (PHEIC). The WHO emphasised the urgent need to coordinate international efforts to reduce the risk of further international spread. Australia declared the then named 'human coronavirus with pandemic potential' as a LHD on 3 February 2020, enabling powers under the *Biosecurity Act 2015* to be used to manage the entry, spread and establishment of COVID-19.

The symptoms of COVID-19 include fever, sweats and chills, fatigue, rhinorrhoea, sore throat, cough, and difficulty breathing. Symptoms can take up to 14 days to develop after a person has been infected.

PROTOCOL

This protocol has been developed for use by personnel on international cruise vessels, biosecurity agencies and local port health authorities when there is a suspected or confirmed case of COVID-19 on-board. All individuals, groups and authorities involved in the cruise ship industry including crew, health care staff, cruise line operators, owners, and port health authorities should be aware of these procedures.

For the purposes of this protocol, a **traveller** means a **passenger** or **crew member**

RISK ASSESSMENT

Respiratory illnesses (common cold and influenza) are some of the most common infections affecting people on cruise ships, and cases of COVID-19 aboard passenger ships have occurred. Because cases of seasonal influenza often occur on ships and sustained community transmission of COVID-19 has been observed, it is possible that passenger ships carrying thousands of people would have travellers with COVID-19. In the context of the PHEIC relating to COVID-19, assessing the public health risk of each vessel arrival to Australia from international ports is important before advice is given on implementation of control measures. Public health risk assessment involves appraisal of threats to travellers on board the ship, as well as to the population in the community.

Some jurisdictions may conduct a public health risk assessment for every ship, while in other jurisdictions a risk assessment for every ship may not be necessary if no illness has been reported and a standing risk assessment for the global situation may suffice in this circumstance. Assessing the risk of any reported event is necessary before proceeding with the enforcement of public health measures.

No single criterion will dictate any specific action in relation to the overall management of a vessel; however, each public health unit can use these criteria to inform their risk management strategy:

- the itinerary of the vessel, specifically
 - whether the vessel has visited a higher or moderate risk country¹ in the last 14 days
- the travel history of any person on-board the vessel, specifically
 - whether the traveller has visited a higher or moderate risk country² in the last 14 days

¹ Per the Australian Government Department of Health's 'COVID-19: Countries considered to pose a risk of transmission'

² As above.

- the contact history of any person on-board the vessel, specifically whether any person on the vessel has been in contact with a confirmed case of COVID-19 within the last 14 days
- the healthcare capability available on the vessel, specifically the ability to assess presenting travellers, facilities available for isolation, and availability of point of care testing for influenza
- whether healthcare consultations are being offered at no cost or are subsidised and if consultations are being readily accessed by passengers.
- whether the number of cases presenting with influenza-like illness (ILI) exceeds that expected for the specific itinerary and season (i.e. potential outbreak)³
- where point of care testing for influenza is available, and the number of cases presenting with ILI testing negative for influenza exceeds that which is expected
- any indication or information that the ship has not implemented appropriate measures (surveillance, isolation, communication, treatment, etc.)

Exposure Risk – Potential Contacts that are currently well

The following exposure risk categories are provided to help guide initial biosecurity management of people following potential SARS-CoV-2 exposure, given the difficulty in identifying close contacts (as strictly defined by public health experts) in the cruise ship environment due to the physical environment, inability to confirm SARS-CoV-2 with laboratory testing, and variable preparedness of individual operators to respond to suspect cases.

Highest Exposure Risk

- Accommodated in the same cabin or small group of cabins with shared amenities as, being an intimate partner of, or providing care or cleaning services in a non-healthcare setting (such as a cabin) for a person with symptomatic clinically diagnosed suspect (or laboratory confirmed) COVID-19 case ***without using recommended precautions***; OR
- Recent travel from a higher risk country

Medium Exposure Risk

- Accommodated in the same cabin or small group of cabins with shared amenities as, **not** being an intimate partner of, or providing care in a non-healthcare setting (such as a cabin) for a person with symptomatic clinically diagnosed suspect (or laboratory confirmed) COVID-19 case ***while consistently using recommended precautions***

³Potential outbreaks of influenza or ILI ($\geq 1\%$) among passengers or crew members

- Being in the same semi-closed environment (e.g., a games-room, movie theatre, infirmary waiting room) as a person with symptomatic clinically diagnosed suspect (or laboratory confirmed) COVID-19 *for a prolonged period of time*⁴, OR

- Travel from [moderate risk countries](#) (excluding transit).

AND

- not meeting the higher risk definition above

Lower Exposure Risk

- Interactions with a person with symptomatic clinically diagnosed suspect (or laboratory-confirmed) COVID-19 infection that do not meet any of the higher or medium-risk conditions above, such as walking by the person or being briefly in the same room

AND

- not having any exposures that meet a higher-risk or medium-risk definition

Note that if there are multiple suspect cases, the number of contacts in the higher exposure risk category will increase. In some situations it may be difficult to delimit exposure categories and as such, a whole ship could potentially be considered at higher exposure risk.

BORDER SCREENING

The standard process at the border for screening for, and managing the presence of, LHDs will continue, which includes:

- Pre-arrival report and human health report
 - In accordance with biosecurity reporting obligations under Section 193 of the Act, information regarding any illness on-board must be lodged in the Maritime Arrivals Reporting System (MARS) between 96 and 12 hours prior to arrival. Vessels are required to update the MARS report if the human health status of persons on-board changes.
 - To support the enhanced COVID-19 border measures announced by the Prime Minister on 5 March 2020, the following additional questions will be asked on the pre-arrival report until advised otherwise:
 - Has the vessel been in mainland China, Republic of Korea, Italy or Iran in the last 14 days?
 - Has any person on the vessel been in mainland China, Republic of Korea, Italy or Iran in the last 14 days?
 - Has any person on the vessel been in contact with a confirmed case of novel coronavirus infection in the last 14 days?

⁴ As per the COVID-19 SoNG.

- The Maritime National Coordination Centre (MNCC) will coordinate officer attendance at the relevant port. On a case by case basis, state/territory health authorities may also attend the port.
- Under the Act the ship's master must specifically report people with symptoms of an LHD, including human coronavirus with pandemic potential, before arrival.
- **Pratique**
 - Cruise vessels are assumed to have pratique from the vessel's first port of arrival in Australia unless there is illness or death on-board, or if the vessel has not provided a pre-arrival report. Pratique takes effect when the vessel arrives at the port.
 - If there is illness or death on-board reported, or if a pre-arrival report has not been provided in accordance with the requirements in the *Biosecurity Regulation 2016*, the vessel has negative pratique until a biosecurity officer has assessed that there is no human health risk associated with the vessel and has granted pratique.
- **Administration of the Traveller with Illness Checklist (TIC)**
 - Where the cruise ship has reported unwell travellers, the vessel will be met by a biosecurity officer.
 - Unwell travellers will be screened using existing LHD screening procedures.
 - The TIC screens for COVID-19 based on the case definition provided in the COVID-19 Series of National Guidelines (SoNG), and includes symptoms of COVID-19, exposure to cases of COVID-19 and travel history. The TIC will be updated on occurrence of a change to the case definition provided in the COVID-19 SoNG as needed.
- **Referral to a Human Biosecurity Officer (HBO), or Chief Human Biosecurity Officer (CHBO), for medical advice or assistance will occur where the TIC indicates a risk for COVID-19 or any other LHD.**

ADDITIONAL BORDER MEASURES

- **Until advised otherwise by Health or DAWE, all cruise ships are required to:**
 - provide any stored swabs urgently to state/territory health officials for rapid transport to laboratory testing facilities, under coordination by the HBO. Provided there are no concerns about the COVID-19 risk profile of the ship or suspected COVID-19 cases reported, the HBO may advise the biosecurity officer that pratique can be granted and the ship may be allowed to continue the voyage while samples are being tested.
 - deliver on-board announcements to travellers prior to the vessel docking at an Australian seaport to encourage self-reporting of ill health by travellers and inform travellers of their obligation to declare whether they are

experiencing specific symptoms (DAWE will provide internationally operating cruise ships with pre-recorded messages for the on-board verbal announcement in a number of languages).

- Until advised otherwise by Health or DAWE, all ports are required to:
 - deliver verbal announcements at the Australian seaport to encourage self-reporting of ill health by travellers, and to inform travellers of their obligation to declare whether they are experiencing specific symptoms. DAWE will provide pre-recorded messages for the port announcement in a number of languages to the port authority who will be responsible for implementing this measure.

CASES OF INFLUENZA-LIKE ILLNESS (ILI) PRESENTING ON CRUISE SHIPS

On-Board Management

Ships should actively encourage travellers with respiratory symptoms to seek immediate on-board medical assessment. Incentives such as free or subsidised consultations for travellers with respiratory illness should be considered by the ship, to reduce barriers for timely assessment.

Where point of care testing for influenza is available, two samples should be collected using droplet precautions. The point of care influenza test should be performed on one sample, and the second sample (nasopharyngeal swab or sputum) should be placed in a sheath or tube (e.g. with transport medium/dry rayon) and stored in a refrigerator, if able, for later SARS-CoV-2 testing.

REPORT OF LISTED HUMAN DISEASE - COVID-19 SUSPECT CASE or POTENTIAL OUTBREAK⁵ OF RESPIRATORY ILLNESS

On-Board Management

Where the ship's medical officer determines that there is either:

- a) a suspect case(s)⁶ of COVID-19 on-board, or
- b) an outbreak⁷ of ILI on-board with larger than expected numbers of tests are negative for influenza, the following measures should be taken:
 - The suspect case(s) or any person with ILI should be isolated in an isolation ward, cabin, room or quarters, with an independent ventilation and toilet system where possible.

⁵ Potential outbreaks of influenza or ILI ($\geq 1\%$) among passengers or crew members.

⁶ A suspect case is defined in 'Interim advice to public health units – COVID-19' available at www.health.gov.au

⁷ Outbreaks of influenza or ILI ($\geq 1\%$) among passengers or crew members.

- Infection control procedures including droplet and standard precautions should be implemented. Medical staff should wear appropriate PPE when assessing patients with respiratory illness and collecting specimens.
- Medical staff should refer to the COVID-19 resources for health professionals, available at www.health.gov.au
- Where point of care testing for influenza is available, two samples should be collected using droplet precautions. The point of care influenza test should be performed on one sample, and the second sample (nasopharyngeal swab or sputum) should be placed in a sheath or tube (e.g. with transport medium/dry rayon) and stored in a refrigerator, if able, for later SARS-CoV-2 testing.
 - Inappropriately stored samples may not be able to be tested for SARS-CoV-2 because of biosafety concerns in the laboratory.
- Where influenza can be confirmed, and the traveller does not meet the suspect case definition for COVID-19, the traveller should follow isolation recommendations in accordance with standard influenza outbreak protocols.
- Where influenza cannot be confirmed, confinement to isolation with infection control measures should continue until a decision to return to public areas can be made in collaboration with the public health authority at the next port of call.
- All those identified as higher exposure risk⁸ should be identified and isolated as above and advised to monitor their health for development of symptoms until such time further assessment by public health authorities has determined whether or not they are truly a close contact in accordance with the Exposure Risk table above. Further, they should be managed as follows:
 - The traveller(s) should be placed under active surveillance for 14 days.
 - If after 14 days of isolation and observation, the travellers do not develop symptoms of COVID-19, they may be discharged from follow-up.
 - Both embarking and disembarking ports must be notified of COVID-19 suspected case contacts being on-board and measures taken.
 - Lower and medium risk contacts should be asked to self-monitor for COVID-19 symptoms for 14 days from their last exposure. They should be asked to immediately self-isolate and contact medical services if any symptoms appear during this time.
- A high frequency of cleaning and disinfection should be maintained on the vessel. Cabins and quarters occupied by suspected cases and close contacts of suspect COVID-19 cases should be cleaned and disinfected according to recommendations provided by the local public health authority.

⁸ Note that if there are multiple suspect cases, the number of likely close contacts will increase, and it may be that the all travellers could potentially be considered as close contacts.

Pre-Arrival Requirements

The vessel is required to:

- Immediately alert the public health authority at the next port of call to:
 - Determine if the necessary capacity for transportation, isolation, and care is available at the port (the vessel may be asked to proceed to another national port in close proximity if this capacity is not available or if warranted by the critical medical status of the suspected COVID-19 case).
 - Provide any information required for the authority to conduct a risk assessment.
 - Seek advice as to the infection prevention control requirements.
 - Ensure that [REDACTED] is a Cc addressee on all email communication.
- Update pre-arrival reporting in MARS to reflect the current health status of the vessel
- Advise the MNCC that there is a report of a listed human disease, suspected case of COVID-19 or potential outbreak of respiratory illness on board
 - The MNCC will provide the vessel or its agent with the traveller record form
- Ensure that accurate records of all traveller contact details are collated and provided to the MNCC prior to arrival. These should be in a format which supports ready contact of travellers (see Attachment 1).
 - The MNCC will distribute the record to [REDACTED] and the relevant state or territory health agency for test result notification and contact tracing purposes.
- Have a representative available to liaise with government agencies (see INFORMATION SHARING section).

Management at First Port of Entry

- The vessel will not be allowed to disembark travellers until the biosecurity officer, in consultation with the HBO, has made the appropriate assessments and pratique is granted.
- If the HBO determines that an unwell traveller meets the COVID-19 suspect case definition, or a positive test result is returned, the following is to occur:
 - The biosecurity officer will notify the port authority to provide access for medical transport.
 - The HBO will identify and coordinate transfer to an appropriate medical facility.
 - The traveller will be transported to the medical facility for further management, by the most appropriate means, using all necessary precautions as specified by the HBO.

- If COVID-19 is confirmed in a suspected case, the HBO and public health authorities will advise on the identification and management of other passengers and crew considered contacts based on a further risk assessment and using national guidance.
- When a positive test for COVID-19 is returned, those travellers who were initially identified as high exposure risk will be assumed to be a close contact, and managed as follows, unless it is subsequently determined by public health authorities they were not close contacts:
 - The traveller will be assessed by a biosecurity officer on disembarking and screened for symptoms of COVID-19 using the TIC. If symptoms are detected, the traveller will be managed as per a suspect case.
 - If no symptoms are detected, the traveller will be provided with information sheets for travellers on coronavirus and quarantine, available at www.health.gov.au, and will be allowed to disembark and undertake a period of self-quarantine.
 - The traveller is required to be quarantined either at home, if a returning Australian resident, or in appropriate accommodation for 14 days from disembarkation.
 - The traveller should be placed under active surveillance for the duration of isolation.
 - The traveller may be allowed to undertake domestic travel consistent with the CDNA COVID-19 SoNG.
 - The traveller should be restricted from undertaking international or further domestic travel until the period of isolation has ended and they have remained well.
- Contacts of suspected cases may be considered for contact management if there is likely to be a delay in confirming or excluding COVID-19 in the suspected case.
- As soon as the suspect case(s) (or subsequently confirmed case) has been removed from the cruise vessel, the cabin or quarters where the traveller was isolated and managed, it should be thoroughly cleaned and disinfected according to recommendations provided by the local public health authority.
- A biosecurity officer will provide information sheets on symptoms and transmission of COVID-19 to crew for distribution to all passengers and crew. The factsheets can also be sent to the shipping agent prior to arrival for distribution via email to all passengers and crew.
- After the HBO has determined that no other travellers have symptoms consistent with COVID-19 and possible contacts have been managed, pratique will be granted and remaining travellers will be allowed to disembark and the vessel may be permitted to commence embarkation procedures provided the required cleaning and disinfection measures have taken place.
- If requested, any stored swabs must urgently be provided to state/territory health officials for rapid transport to laboratory testing facilities, under coordination by the HBO.

- The vessel may be allowed to proceed to its next port of call upon receipt of clearance from the biosecurity officer, who will consider advice from the public health authority following receipt of any laboratory results (see 'Possible management actions section').

Possible management actions

Actions taken by HBOs or state and territory health authorities will depend on the risk profile of the ship or of affected travellers (e.g. crew member suspect case is a higher risk for transmission than a passenger suspect case) and will need to be based on case-by-case assessment. However, the following represent some potential management actions that HBOs may consider:

- Ship granted pratique and allowed to continue voyage as planned while samples are tested, provided the suspected case(s) and all close contacts have been disembarked, and proper cleaning undertaken.
- Ship granted pratique but restrictions placed on the voyage, for example (but not limited to):
 - The ship may only disembark travellers at specified ports where there is capacity for ill traveller screening and health services to assess travellers, test samples and manage ill travellers
 - The ship may continue voyage but must not disembark travellers for day trips for a specified period of time
 - Crew must disembark for quarantine, noting that changing out an entire crew is not usually feasible and this option would effectively prevent the ship from continuing the current and subsequent voyages.
- Ship is not granted pratique until the results of testing are received, an assessment of risks has been completed and a management plan has been decided, for example where there is an outbreak of influenza-negative ILI.

In all cases, actions being considered should be notified to the ship's Master as soon as practicable to enable the ship to respond. This may be communicated from the Information Sharing Forum (see INFORMATION SHARING section).

Management at Subsequent Australian Ports

In accordance with standard biosecurity management procedures the vessel will continue to be required to provide pre-arrival reports and human health reports prior to docking in subsequent Australian ports and disembarking travellers. DAWE will manage any further reports of an LHD as required.

INFORMATION SHARING

An Information Sharing Forum may be convened, consisting of relevant Commonwealth Government agencies, state and territory government agencies and the affected cruise ship or its representative. The forum will be convened by the state or territory health agency managing the response. The purpose of the forum will be to share information in a timely manner and promote consultation between these stakeholders. The forum may develop key communication messages during a response to facilitate consistency of messaging between

government and the cruise industry. The decision-making responsibility for any public health response will continue to rest with the state or territory health department.

RESPONSE TO ELEVATED RISK

The decision to escalate border measures is an Australian Government decision informed by whole of Government advice with expert input from state and territories. The trigger points for escalating border measures will be determined by situational information on the epidemiology of COVID-19.

The Australian Government may establish the following, additional border control measures:

- Enhanced identification and assessment measures
 - Non-automatic pratique – classes of vessels may be subject to negative pratique and screened for LHD before pratique is granted.
 - Traveller screening may be conducted by healthcare workers and public health teams on disembarkation.
- Enhanced quarantine measures.
- Exit screening.

Advice from the CHBO will be sought prior to implementation of enhanced border measures.

NSW Enhanced COVID-19 measures for cruise line industry - UPDATE 6 March 2020.docx

From: peter.little [REDACTED]
To: Greg Jackson [REDACTED] Thomas Karlsson [REDACTED]
 [REDACTED] Michael Kerr [REDACTED] ">, Kevin
 Keat [REDACTED] Angela Howard [REDACTED]
 [REDACTED] Lauren Miller [REDACTED] Sophie
 Linossier [REDACTED] Matthew Rutherford [REDACTED]
 [REDACTED] Ryan Taibel [REDACTED] Jennifer
 Vanderkreek [REDACTED] Brad Coyne [REDACTED]
 [REDACTED] Paul Mifsud [REDACTED] Anja
 Drayer [REDACTED]
Cc: Sture Myrmell [REDACTED]
Date: Sat, 07 Mar 2020 14:43:24 +1100
Attachments: NSW Enhanced COVID-19 measures for cruise line industry - UPDATE 6 March 2020.docx (45.62
 kB)

Hi all

We have received another update to the NSW health screening protocol. One of the most significant changes is the requirement to capture travel history for each guest/crew member in the 14 days prior to embarkation. CLIA will ask NSW for a delay in the implementation of the protocol to give us time to consider the changes but there is no guarantee.

All brands will need to consider how best to do this. My immediate thought is to either add (yet another) section to the pre boarding health questionnaire. That will be a manual process and will be difficult to manage in the longer term but could be the most straightforward means of complying with the new requirement.

Clearly, if we can capture this info electronically from the guest then that would be the better longer term solution.

A crew solution will also need to be sought.

For the P&O team, let me know your thoughts.

Paul - we'll need see how best to communicate this to let the HA group brands.

Copying Jennifer and Brad for CCL.

Regards Peter

Enhanced data collection

Each ship should collect and retain for 14 days after each cruise in case required:

- a log of where passengers and crew have travelled in the 14 days prior to embarkation - in order to facilitate this, it is strongly recommended that pre-embarkation screening of crew and passengers include a history of travel in the previous 14 days
- an accurate electronic contact list for all passengers and crew after disembarkation, including mobile/home phone number/email addresses.

Please also advise all passengers that they may be contacted by health authorities if a fellow passenger is later found to be positive for

COVID-19. 

Peter Little

SVP Guest Experience

P&O Cruises



Sent from my iPhone



Enhanced COVID-19 Procedures for the Cruise Line Industry

Updated 3 March 2020

Please note that these procedures should be applied to all cruise ship voyages, not just international voyages. This is because many domestic voyages will have passengers and crew arriving from other countries at higher risk of COVID-19 than Australia, increasing the risk of COVID-19 outbreaks.

Supplies

Each cruise ship should ensure that they have sufficient supplies of materials to manage a respiratory outbreak on board, including:

- face masks and alcohol hand rub for passengers and crew with acute respiratory illness
 - personal protective equipment for clinic staff
 - sterile transport swabs for respiratory sample collection
- Flexible flocked swabs and universal transport medium are preferred. For example, *COPAN #321C Universal Transport Medium with Regular FLOQ Swab and Nasopharyngeal FLOQ Swab* are held by NSW Health for outbreak response.

Enhanced data collection

Each ship should collect and retain for 14 days after each cruise in case required:

- a log of where passengers and crew have travelled in the 14 days prior to embarkation – in order to facilitate this, it is strongly recommended that pre-embarkation screening of crew and passengers include a history of travel in the previous 14 days
- an accurate electronic contact list for all passengers and crew after disembarkation, including mobile/home phone number/email addresses.

Please also advise all passengers that they may be contacted by health authorities if a fellow passenger is later found to be positive for COVID-19.

Procedures to identify and manage cases of respiratory infection

Cruise ship staff should ensure that:

- They actively identify passengers and crew with acute respiratory illness (ARI) – including cough, sore throat, fever or difficulty breathing – by making regular announcements throughout the cruise, inviting them to attend the clinic for assessment.
- Clinic staff include on the acute respiratory diseases (ARD) log, details of ALL passengers and crew presenting with fever OR acute respiratory symptoms OR both.
- Clinic staff record on the ARD log all countries visited in the 14 days before onset.
- For all people with influenza-like illness (ILI) AND those with acute respiratory illness (ARI) with a history of travel to countries on the Australian list of countries at risk of COVID-19 transmission¹, two swabs – one nasopharyngeal swab and one oropharyngeal swab should be collected and stored in the fridge for possible SARS-COV-2 testing using

¹ See: <https://www1.health.gov.au/internet/main/publishing.nsf/Content/ohp-covid-19-countries.htm> . As of 6 March 2020 this included: Mainland China, Iran, Italy, South Korea, Cambodia, Hong Kong, Indonesia, Japan, Singapore, and Thailand.

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Enhanced COVID-19 Procedures for the Cruise Line Industry

droplet precautions. A further swab should also be collected for rapid influenza virus testing on board.

- Every sample retained for SARS-COV-2 testing is labelled with at least 3 points of ID (name, DOB, address), and accompanied by a pathology request form.²
- Details of any sample collected and test results are noted on the ARD log.
- Passengers with ARI/ILI who may be infectious are appropriately isolated, and provided with alcohol hand rub and face masks. If sharing a cabin, please also provide roommates with alcohol hand rub and face masks, and educate on how to protect themselves.

During this period of increased risk of COVID-19, cruise companies are also requested to consider making medical assessment for ARI/ILI free to passengers as well as crew. Ships not providing free consultations are at greater risk of being considered at risk of COVID-19 as ARI/ILI cases may be less likely to have been identified.

Reporting requirement to NSW Health

At least 24 hours before arrival at port - each cruise ship should ensure that the following information is provided to NSW Health:

- A copy of the full ARD log (including details of patients presenting with fever OR ARI OR both, a list of countries they have visited in the 14 days prior to illness onset, and results of rapid influenza testing).
- A list of any passengers and crew who have been in contact with a confirmed case of COVID-19 within 14 days before embarking (if known).
- A list of passengers and crew who have been in countries on the Australian list of countries at risk of COVID-19 transmission in the 14 days prior to embarkation. [\(NOTEREF _Ref34133970 \h * MERGEFORMAT \)](#)
- Number of swabs collected for possible SARS-COV-2 testing.
- A list of the on-board medical staff and their contact details.
- A list of any planned medical disembarkations.
- A list of any deaths during the cruise, including cause of death.

Please note that the ship will not be granted pratique / allowed to disembark passengers or crew until given clearance by the Human Biosecurity Officer.

Pre-arrival preparations for Health Screening

NSW Health will conduct a risk assessment based on the above information. The risk assessment will determine if enhanced health screening is required by a Health Team prior to disembarkation. NSW Health will notify the ship the day before arrival into port if enhanced health screening is required.

If a NSW Health Team is to conduct enhanced health screening for COVID-19, ships are required to make a series of announcements **the day before arrival** (and provide a supplied letter and traveller record form) to notify passengers and crew that the following people will be required to present for assessment by a NSW Health Team prior to disembarking:

- Anyone who is feeling sick with respiratory symptoms or fever, and
- Anyone who is a close or casual contact of a confirmed case, and

² If the vessel is subject to a NSW Health team assessment on arrival, the Health Team will advise if any stored samples will be referred for SARS-CoV-2 testing or if they can be discarded. If the vessel is not subject to a NSW Health team assessment, any stored clinical samples can be discarded on disembarkation.

Field Code Changed

Enhanced COVID-19 Procedures for the Cruise Line Industry

- Anyone who has travelled or transited through mainland China or Iran (regardless of current physical health status), and
- Anyone who has travelled in any of the other countries included on the Australian list of countries at risk of COVID-19 transmission ¹ in the 14 days prior to embarkation (regardless of current physical health status).

The ship should then:

- Designate a senior officer, for example the Hotel Director, to liaise with the NSW Health Team both prior to boarding and while on the vessel.
- Arrange a suitable space on the ship for the assessment. This should be a large, open area (e.g. function room, conference room) capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs.
- Provide separate seating and bottled water for those waiting for assessment and alcohol hand rub dispensers at entry and exit points.
- Ensure that any crew or passengers requiring assessment are wearing a surgical mask while waiting.
- Have medical and other staff available to facilitate the assessment process, including bilingual staff if relevant (wearing surgical masks).
- Assign sufficient crew to check the contact details of passengers and crew being assessed, and to assist with crowd control and the flow of people.

The ship's medical team will be requested to assist in the collection of swabs for any passengers and crew requiring testing to exclude COVID-19, as described above, and to provide any stored samples for testing at a NSW Reference Laboratory if requested.

If COVID-19 testing is recommended

If the NSW Health team has recommended COVID-19 testing for a traveller, advice will be provided on how the traveller should be managed pending the result. If the traveller was not intending to disembark, then they may be recommended to stay in isolation in their cabin until the result is available, in consultation with ship's medical team. If the traveller was disembarking then NSW Health will provide alternative arrangements for them to wait for the result.

If the pre-arrival risk assessment or assessment by the on-site NSW Health team determined there was a high risk of COVID-19 then pratique may not be granted for other passengers and crew to disembark until the results of testing are available.

If COVID-19 testing is positive

If a traveller is confirmed as a COVID-19 case they will be hospitalised in isolation. NSW Health would urgently convene a senior incident management team (IMT) to assess the risk of transmission to other travellers and provide directions on how people identified as close contacts will be managed to ensure appropriate quarantine. The IMT will work closely with the affected ship and Cruise Line Operator.

NSW Health will identify suitable accommodation for travellers identified as close contacts to undergo their period of quarantine. It is not intended that this would be on-board the vessel.

The IMT will also advise on what information is provided to other travellers at lower risk, and provide environmental infection control guidance to the Cruise Line Operator.

FW: Updated NSW Enhanced COVID-19 measures for the CLI

From: Joel Katz [REDACTED]
To: Sture Myrmell [REDACTED] Peter Little [REDACTED] Neil
 Linwood [REDACTED]
Cc: Dimity McCredie [REDACTED]
Date: Mon, 09 Mar 2020 15:19:54 +1100

FYI response from NSW Health below to our feedback - in the interim I had another call with Canberra and they seem quite concerned about the lack of clarity at the State level of exactly what a quarantine situation would look like. I gather based on the news from the US over the weekend various Ministers have expressed concern at how a similar situation would unfold here and the lack of transparency from the State health teams. They were appreciative of the openness of industry and our willingness to engage.

We also discussed the undertakings the GEC made to the VP on Saturday to consider more extreme measures for detection and prevention in the areas of entry and exit screening, shipboard protocols, and onshore support for transportation, medical and quarantine facilities and monitoring. They were very keen to know whether I thought these would also apply here in Australia, which I of course steered clear of answering.

I understand from Kelly that some of the enhancements are with the GEC now and we should hear tomorrow what is agreed.

There is currently also a cross-government meeting underway in NZ to consider their response to COVID-19 in the cruise ship space. I've already shared with them the national protocol (with Health's permission) and will share NSW measures with them once finalized. I'm assuming it would be helpful to you if they matched what is happening in Australia. Similarly we'll try and get the NSW measures to the other states and territories here.

Joel

From: Sean Tobin [REDACTED]
Sent: Monday, 9 March 2020 3:01 PM
To: Joel Katz [REDACTED]
Cc: Mark Ferson (South Eastern Sydney LHD)
[REDACTED] Vicky Sheppeard (South Eastern Sydney LHD)
[REDACTED] Jeremy McAnulty
[REDACTED] Christine Selvey
[REDACTED] Dimity McCredie
Subject: RE: Updated NSW Enhanced COVID-19 measures for the CLI

Thanks Joel

Some comments below.

We will be sending out today.

Best regards

Sean

Communicable Diseases Branch

Health Protection NSW

From: Joel Katz [REDACTED]
Sent: Monday, 9 March 2020 11:29 AM

To: Sean Tobin [REDACTED]

Cc: Mark Ferson (South Eastern Sydney LHD)

[REDACTED] Vicky Sheppeard (South Eastern Sydney LHD)
 [REDACTED] Jeremy McAnulty
 [REDACTED] Christine Selvey
 [REDACTED] Dimity McCredie
 [REDACTED] .

Subject: RE: Updated NSW Enhanced COVID-19 measures for the CLI

Hello Sean - thank you for sharing the draft.

Some initial feedback is that cruise lines may need some flexibility to implement the enhanced data collection pre boarding, noting that some ships arriving in Sydney in coming weeks may already be mid-cruise, and in most cases this will need to be a manual addition to the existing screening questionnaires.

Thanks for letting us know.

With regard to the recommendation to quarantine ashore, is this intended to apply to international travellers and crew as well as domestic travellers?

We expect that this would apply to all travellers and crew.

With regard to the operation of the IMT, it would be good to understand how this will operate and how they will interact with industry. In addition, it would be helpful to understand who how media updates and notifications will be managed.

The IMT will be an MOH group but will be liaising closely with the affected Cruise Line. Sorry, can't be more specific than that. We will certainly include our Media people in the IMT and I expect they will liaise directly with the affected company's media representatives.

As this will likely be a whole of government issue our recommendation would be that the already convened federal cruise ship working group (which includes Health, ABF, DFAT, infrastructure etc) also be asked to have a look at the proposed NSW measures and comment on any border matters. It is critical to have that commonwealth link to ensure connection and information sharing back to travellers own country once a case is detected.

The Commonwealth are aware of our plans, and that we will be asking for additional information and have assessment procedures beyond their national guidance.

We have well established procedures for immediately notifying the Commonwealth of confirmed cases and they have mechanisms for sharing relevant information with other countries under the International Health Regulations (2005).

Ideally we'd also like to share the NSW measure with the other states. NSW is the most the advanced in this area and it would make a lot of sense to have the other states adopt the same measures as NSW.

We have been discussing our measures with other State Health Departments and the Commonwealth. While we would like to have national consistency, other jurisdictions have different view on their assessment and response procedures.

Thanks and best regards

Joel

From: Sean Tobin [REDACTED]

Sent: Friday, 6 March 2020 11:53 AM

To: Joel Katz [REDACTED]

Cc: Mark Ferson (South Eastern Sydney LHD)

[REDACTED] Vicky Sheppeard (South Eastern Sydney LHD)
[REDACTED] Jeremy McAnulty
[REDACTED] Christine Selvey

Subject: Updated NSW Enhanced COVID-19 measures for the CLI

Hi Joel

For review as discussed. Hoping to send this update this afternoon.

Best regards

Sean

Dr Sean Tobin

Medical Epidemiologist

Manager, Respiratory and Biopreparedness

Communicable Diseases Branch | **Health Protection NSW**

[REDACTED]

[REDACTED]

www.health.nsw.gov.au

www.health.nsw.gov.au/infectious



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FW: Updated NSW Enhanced COVID-19 measures for cruise line industry

From: Joel Katz [redacted]
To: Adam Armstrong [redacted] Andrew Millmore [redacted]
Anthony Laver [redacted] Ben Angell [redacted]
"brigita.devries" [redacted] Dean Brazier [redacted]
[redacted] Debra Fox [redacted] Emma Davie [redacted]
[redacted] Gavin Smith [redacted] Jason Worth [redacted]
[redacted] Jeff Gillies [redacted] Jennifer [redacted]
Vandekreeke [redacted] Karen Christensen [redacted]
[redacted] Lynne Clarke [redacted]
"Mandy.Dwyer" [redacted] Mark Fifield [redacted]
[redacted] Michael Goh [redacted] Mladen Vukic [redacted]
[redacted] Neil Linwood [redacted] Robert Halfpenny [redacted]
[redacted] Sandy Olsen [redacted]
Sarina Bratton [redacted] Steve O'Dell [redacted] Sture Myrmell [redacted]
[redacted] Susan Bonner [redacted] Peter Little [redacted]
Date: Tue, 10 Mar 2020 08:05:08 +1100
Attachments: NSW Enhanced COVID-19 measures for cruise line industry - UPDATE 9 March 2020.pdf (147.1 kB)

Hello - just in case you didn't receive this from NSW Health. Note in particular the "Enhanced data collection" requirement.

We are still trying to establish whether other states and territories will be following the same measures as NSW or are planning to introduce their own.

Joel

From: Sean Tobin [redacted] >
Sent: Monday, 9 March 2020 5:49 PM
To: Joel Katz [redacted]

Dear Joel and Cruise Line Industry Colleagues

Please find attached an update on the advice we sent in late February.

Hopefully this clarifies some issues raised and provides more detailed instructions.

Thank you all for your continuing efforts to reduce the risk of COVID-19 of coming on board and spreading.

If you have any specific questions or feedback, please provide through our Planning Team ([REDACTED]).

Best regards

Sean

Dr Sean Tobin

Medical Epidemiologist

Manager, Respiratory and Biopreparedness

Chief Human Biosecurity Officer (NSW)

Communicable Diseases Branch | **Health Protection NSW**

[REDACTED]

[REDACTED]

www.health.nsw.gov.au

www.health.nsw.gov.au/infectious



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Enhanced COVID-19 Procedures for the Cruise Line Industry

Updated 9 March 2020

Please note that these procedures should be applied to all cruise ship voyages, not just international voyages. This is because many domestic voyages will have passengers and crew arriving from other countries at higher risk of COVID-19 than Australia, increasing the risk of COVID-19 outbreaks.

Supplies

Each cruise ship should ensure that they have sufficient supplies of materials to manage a respiratory outbreak on board, including:

- face masks and alcohol hand rub for passengers and crew with acute respiratory illness
 - personal protective equipment for clinic staff
 - sterile transport swabs for respiratory sample collection
- Flexible flocked swabs and universal transport medium are preferred. For example, *COPAN #321C Universal Transport Medium with Regular FLOQ Swab and Nasopharyngeal FLOQ Swab* are held by NSW Health for outbreak response.

Enhanced data collection

Each ship should collect and retain for 14 days after each cruise in case required:

- a log of where passengers and crew have travelled in the 14 days prior to embarkation – in order to facilitate this, it is strongly recommended that pre-embarkation screening of crew and passengers include a history of travel in the previous 14 days
- an accurate electronic contact list for all passengers and crew after disembarkation, including mobile/home phone number/email addresses.

Please also advise all passengers that they may be contacted by health authorities if a fellow passenger is later found to be positive for COVID-19.

Procedures to identify and manage cases of respiratory infection

Cruise ship staff should ensure that:

- They actively identify passengers and crew with acute respiratory illness (ARI) – including cough, sore throat, fever or difficulty breathing – by making regular announcements throughout the cruise, inviting them to attend the clinic for assessment.
- Clinic staff include on the acute respiratory diseases (ARD) log, details of ALL passengers and crew presenting with fever OR acute respiratory symptoms OR both.
- Clinic staff record on the ARD log all countries visited in the 14 days before onset.
- For all people with influenza-like illness (ILI) AND those with acute respiratory illness (ARI) with a history of travel to countries on the Australian list of countries at risk of COVID-19 transmission¹, two swabs – one nasopharyngeal swab and one oropharyngeal swab should be collected and stored in the fridge for possible SARS-COV-2 testing using droplet precautions. A further swab should also be collected for rapid influenza virus testing on board.

¹ See: <https://www1.health.gov.au/internet/main/publishing.nsf/Content/ohp-covid-19-countries.htm> .

As of 9 March 2020 this included: Mainland China, Iran, Italy, South Korea, Cambodia, Hong Kong, Indonesia, Japan, Singapore, and Thailand.

Enhanced COVID-19 Procedures for the Cruise Line Industry

- Every sample retained for SARS-CoV-2 testing is labelled with at least 3 points of ID (name, DOB, address), and accompanied by a pathology request form.²
- Details of any sample collected and test results are noted on the ARD log.
- Passengers with ARI/ILI who may be infectious are appropriately isolated, and provided with alcohol hand rub and face masks. If sharing a cabin, please also provide roommates with alcohol hand rub and face masks, and educate on how to protect themselves.

During this period of increased risk of COVID-19, cruise companies are also requested to consider making medical assessment for ARI/ILI free to passengers as well as crew. Ships not providing free consultations are at greater risk of being considered at risk of COVID-19 as ARI/ILI cases may be less likely to have been identified.

Reporting requirement to NSW Health

At least 24 hours before arrival at port - each cruise ship should ensure that the following information is provided to NSW Health:

- A copy of the full ARD log (including details of patients presenting with fever OR ARI OR both, a list of countries they have visited in the 14 days prior to illness onset, and results of rapid influenza testing).
- A list of any passengers and crew who have been in contact with a confirmed case of COVID-19 within 14 days before embarking (if known).
- A list of passengers and crew who have been in countries on the Australian list of countries at risk of COVID-19 transmission in the 14 days prior to embarkation.¹
- Number of swabs collected for possible SARS-CoV-2 testing.
- A list of the on-board medical staff and their contact details.
- A list of any planned medical disembarkations.
- A list of any deaths during the cruise, including cause of death.

Please note that the ship will not be granted pratique / allowed to disembark passengers or crew until given clearance by the Human Biosecurity Officer.

Pre-arrival preparations for Health Screening

NSW Health will conduct a risk assessment based on the above information. The risk assessment will determine if enhanced health screening is required by a Health Team prior to disembarkation. NSW Health will notify the ship the day before arrival into port if enhanced health screening is required.

If a NSW Health Team is to conduct enhanced health screening for COVID-19, ships are required to make a series of announcements **the day before arrival** (and provide a supplied letter and traveller record form) to notify passengers and crew that the following people will be required to present for assessment by a NSW Health Team prior to disembarking:

- Anyone who is feeling sick with respiratory symptoms or fever, and
- Anyone who is a close or casual contact of a confirmed case, and
- Anyone who has travelled or transited through mainland China or Iran (regardless of current physical health status), and
- Anyone who has travelled in any of the other countries included on the Australian list of countries at risk of COVID-19 transmission¹ in the 14 days prior to embarkation (regardless of current physical health status).

² If the vessel is subject to a NSW Health team assessment on arrival, the Health Team will advise if any stored samples will be referred for SARS-CoV-2 testing or if they can be discarded. If the vessel is not subject to a NSW Health team assessment, any stored clinical samples can be discarded on disembarkation.

Enhanced COVID-19 Procedures for the Cruise Line Industry

The ship should then:

- Designate a senior officer, for example the Hotel Director, to liaise with the NSW Health Team both prior to boarding and while on the vessel.
- Arrange a suitable space on the ship for the assessment. This should be a large, open area (e.g. function room, conference room) capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs.
- Provide separate seating and bottled water for those waiting for assessment and alcohol hand rub dispensers at entry and exit points.
- Ensure that any crew or passengers requiring assessment are wearing a surgical mask while waiting.
- Have medical and other staff available to facilitate the assessment process, including bilingual staff if relevant (wearing surgical masks).
- Assign sufficient crew to check the contact details of passengers and crew being assessed, and to assist with crowd control and the flow of people.

The ship's medical team will be requested to assist in the collection of swabs for any passengers and crew requiring testing to exclude COVID-19, as described above, and to provide any stored samples for testing at a NSW Reference Laboratory if requested.

If COVID-19 testing is recommended

If the NSW Health team has recommended COVID-19 testing for a traveller, advice will be provided on how the traveller should be managed pending the result. If the traveller was not intending to disembark, then they may be recommended to stay in isolation in their cabin until the result is available, in consultation with ship's medical team. If the traveller was disembarking then NSW Health will provide alternative arrangements for them to wait for the result.

If the pre-arrival risk assessment or assessment by the on-site NSW Health team determined there was a high risk of COVID-19 then pratique may not be granted for other passengers and crew to disembark until the results of testing are available.

If COVID-19 testing is positive

If a traveller is confirmed as a COVID-19 case they will be hospitalised in isolation. NSW Health would urgently convene a senior incident management team (IMT) to assess the risk of transmission to other travellers and provide directions on how people identified as close contacts will be managed to ensure appropriate quarantine. The IMT will work closely with the affected ship and Cruise Line Operator and coordinate communications.

NSW Health will identify suitable accommodation for all travellers identified as close contacts to undergo their period of quarantine. It is expected that this will happen on shore.

The IMT will also advise on what information is provided to other travellers at lower risk, and provide environmental infection control guidance to the Cruise Line Operator.

NSW Enhanced COVID-19 measures for cruise line industry

From: peter.little [REDACTED]
To: Greg Jackson [REDACTED] Paul Mifsud [REDACTED], Ken Flavell
 [REDACTED] ivandekreeke [REDACTED] bcoyne [REDACTED]
 [REDACTED] Stuart Allison [REDACTED]
 [REDACTED] Michael Kerr [REDACTED] Sophie
 Linossier [REDACTED] Thomas Karlsson [REDACTED]
 [REDACTED] Sandy Olsen [REDACTED] David
 Jones [REDACTED]
Date: Tue, 10 Mar 2020 11:46:02 +1100
Attachments: NSW Enhanced COVID-19 measures for cruise line industry - UPDATE 9 March 2020.pdf (147.1 kB)

Hi all

Please find attached the updated NSW PH protocol for managing COVID-19.

Of note, is the following new requirement:

Enhanced data collection

Each ship should collect and retain for 14 days after each cruise in case required:

- a log of where passengers and crew have travelled in the 14 days prior to embarkation – in order to facilitate this, it is strongly recommended that pre-embarkation screening of crew and passengers include a history of travel in the previous 14 days
- an accurate electronic contact list for all passengers and crew after disembarkation, including mobile/home phone number/email addresses.

Please also advise all passengers that they may be contacted by health authorities if a fellow passenger is later found to be positive for COVID-19.

Please feel free to distribute as necessary.

Regards Peter



Peter Little Senior Vice President, Guest Experience
 P&O Cruises Australia





Enhanced COVID-19 Procedures for the Cruise Line Industry

Updated 9 March 2020

Please note that these procedures should be applied to all cruise ship voyages, not just international voyages. This is because many domestic voyages will have passengers and crew arriving from other countries at higher risk of COVID-19 than Australia, increasing the risk of COVID-19 outbreaks.

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Enhanced COVID-19 Procedures for the Cruise Line Industry

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The IMT will also advise on what information is provided to other travellers at lower risk, and provide environmental infection control guidance to the Cruise Line Operator.

Sitrep_Green Team_Peter Little_11 March

From: peter.little [redacted]
To: csinclair [redacted]
Cc: akaufman [redacted] sture.myrmell [redacted]
Date: Wed, 11 Mar 2020 20:43:51 +1100
Attachments: Sitrep_Green Team_Peter Little_11 March.docx (35.72 kB)

Hi Cheryl

Please find attached the Sydney update.

Regards Peter



Peter Little [Senior Vice President, Guest Experience](#)
P&O Cruises Australia

[redacted]



Sitrep_Green Team_Peter Little_11 March.docx

PRIVILEGED AND CONFIDENTIAL**From: Peter Little****Cc: Tony Kaufman****Incident Command – Sydney, Green Team****SITREP – 11 March, 2020****Summary of Current Situation:**

Positive cases, if applicable: [Total, Guest, Crew]

Total tests taken: [Total, Guest, Crew]

Pending Tests: [Total, Guest, Crew]

ILI presented onboard: ___ Guest; ___ Crew

Crew Statistics, as applicable:

[Other relevant metrics]

[Include executive summary of situation]:

Critical Path / Priorities:

1. Australian Foreign nationals who have been in, or transited through Italy in the past 14 days will be now be refused entry to Australia.
2. CLIA confirmed NSW Health protocols shared with NZ Health authorities – Ruby Princess in Pt Chalmers 03/12
3. Working up a Care plan to better support the process in managing the increasing list of DNB guests for both brands.

Department Reports:**Fleet Operations:**

- Nil to report from Fleet Operations

Guest Operations:

- Awaiting any update to HEA/01/2020 & PHS 04/20 with any revisions to the Standard Pre Boarding Health Declaration for guests and crew. Essential to update website info and EN for cruises departing this weekend.
- In line with NSW Health reporting protocols, revising process for collecting 14 day travel history for all embarking guests

Government Affairs:

- Carnival Australia has written to the Australian Government requesting it changes its travel advisory to better reflect the risk profile of homeported cruising in this region. The current advisory tells travellers to 'reconsider' cruising and raises the risk of repatriation. We have formalised our request to Government on the back of conversations with senior officials yesterday. CLIA is also advocating on behalf of the industry.
- The New Zealand Government has today copied the Australian Government's advice and similarly tells travellers to reconsider cruising. We are working through senior government officials to raise our concerns as this is the preferred route in NZ.

Medical/Public Health:

- Nil to report

Logistics/Care Team:**Crew HR:**

- Working through the evolving restrictions to ensure compliance on P&O ships.
- There are 5 Italians (4 P&O and 1 Princess) who due to current health screening protocols are not able to join their respective ship, we are working through the replacement or extension of current incumbents to ensure onboard continuity.

Legal:

- Discussion paper developed on tax and regulatory position complete to facilitate a discussion around any increase domestic cruises

Communications:

- Nil to report

Air

- Nil to report

Finance

- Nil to report

Supply Chain

- Working on the expedited supply of non-contact thermometers and thermographic cameras to support screening in Terminals.

Message from Eric Chamberlin: Project Gladiator – Restructuring our Incident Command Teams

From: Employee Communications (HAGROUP) [REDACTED]
To: PCL Distlist Executive Committee - Shipboard [REDACTED]
Bcc: 15.01.1713.001
Date: Thu, 12 Mar 2020 06:10:10 +1100



To: Princess and P&O Cruises Australia Fleet Leadership

From: Eric Chamberlin, Vice President, Marine Services

Action: Share as necessary

First, we wish to thank each and every one of you for your leadership and dedication to our guests and teammates during this worldwide health crisis and the unique challenges it has created. In support of what has become a global effort, we want to update you on changes we are making to our incident command organization to better manage ongoing events. In honor of Captain Arma's fond reference to his heroic crew onboard the Diamond Princess, we are calling this restructuring Project Gladiator.

What is Project Gladiator?

In light of the ongoing challenges related to COVID-19 in our Princess fleet, five separate Incident Command Teams have each been assigned a group of ships for Princess and P&O Cruises Australia based on geographic location and time zones. A special Incident Command Team has been established for our drydock operations and newbuild projects, while another Incident Command Team will manage guest quarantine locations. The latter team plays an important role in following up with guests who have been placed in quarantine after leaving the ship, showing our care does not end until each guest is home safely. These Incident Command Teams have been formed to manage any COVID-19 related issues or questions that arise from the fleet for any of these projects and locations.

Why was Project Gladiator initiated?

The teams are organized in order to spread the workload across the organization so individuals do not have to manage multiple incidents in multiple time zones. This way, each Incident Command Team can be more responsive to your ship's needs. Each team will have two daily shifts, each shift working 9 hours with a proper handover to the next shift so there are 18 hours of continuous coverage by the same unified team. Team members will remain on call during a 6-hour late night timeframe in case something is needed which cannot be deferred to the next shift.

Which Incident Command Team supports my ship or location?

The following table identifies each Incident Command Team, their location, which ships the team currently supports and the assigned Incident Commander and Deputy Incident Commander.

Teams	Blue Team	Green Team	Yellow Team	Purple Team	Orange Team	White Team	Away Quarantine
Location	Tokyo	Sydney	Florida	Santa Clarita	Santa Clarita	Santa Clarita	Santa Clarita
Ships	Diamond	Ruby	Regal	Grand (Completing MC Activation)	Royal	Newbuild/ Drydocks	w/ Incident leads & Marketing leads
	Sapphire	Sea	Caribbean		Coral (Initiating MC Activation)	Enchanted (In MC Activation)	
	Majestic	Sun	Sky		Star		
		Golden	Crown		Pacific		

		Pacific Explorer	Island				
		Pacific Dawn	Emerald (In MC Activation)				
		Pacific Aria					
Incident Commander	Stuart Allison	Peter Little	Tony Roberts	Robert Morgenstern	Richard Boydon	Rai Caluori	Gordon Ho
Deputy IC	PJ McGuire	Greg Jackson	John Haeflinger	Joe Palermo	Jochem Bakker	Ed Ramaekers	Kathy B/ Lara Stott

What is the role of a Support Team?

Each Incident Command Team will have a corresponding **Support Team** comprised of representatives from key departments vitally important to support COVID-19 incidents. Each department also has an assigned **Functional Lead** who will oversee any policy or strategic issues related to an incident.

The list of Support Teams, departments and Functional Leads are detailed in the **Project Gladiator Workbook** which can be accessed through [this OneDrive link](#).

The Project Gladiator Workbook is a dynamic document and we may initiate updates as circumstances change; however, it's important to not change or inadvertently overwrite information as our teams will rely on its accuracy.

Who do we contact if our ship experiences a COVID-19 issue?

When an issue arises, the Fleet Operations Center (FOC) remains your first and primary point of contact. The FOC will engage the appropriate team for all COVID-19 issues (or any other marine, environmental or technical issue) and ensure an appropriate handoff to the Incident Command Team or appropriate shoreside team.

Once the handoff occurs, your Incident Commander will contact you to establish communication, answer any questions and assess the situation with you.

We expect you have many questions with respect to the impact of COVID-19 on the wellbeing of our guests and crew, the health and safety of new joiners, your upcoming itineraries, our company and the cruise industry. We will be in touch shortly with a schedule for upcoming webinars.

Thank you again for all of your leadership!

Eric

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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.

Sitrep_Green Team_Peter Little_12 March

From: peter.little [redacted]
To: skruse [redacted] Jan Swartz [redacted]
Anthony H Kaufman [redacted] Sture Myrmell [redacted]
Date: Fri, 13 Mar 2020 09:17:21 +1100
Attachments: Sitrep_Green Team_Peter Little_12 March.pdf (52.76 kB)



Sitrep_Green Team_Peter Little_12 March.pdf



Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia
[redacted]



PRIVILEGED AND CONFIDENTIAL**From: Peter Little****Cc: Tony Kaufman****Incident Command – Green Team****SITREP – 13 March, 2020****Summary of Current Situation:**

Positive cases, if applicable: Nil

Total tests taken: Nil

Pending Tests: Nil

ILI presented onboard: ___ Guest; ___ Crew

Crew Statistics, as applicable:

Guest Statistics, as applicable:

Critical Path / Priorities: [Below are examples only]

1. Securing port bookings for CP (Syd 03/18), NP (Mel 03/20) and PP (JFM 03/20)
2. Establish onward travel/accommodation/air lift requirements for those on the disrupted itineraries
3. Work through warm lay-up options in line with proposed in service dates
4. Provisional End dates/layup dates below

	End of cruise date	Port	Back in service	Location of back to service
Pacific	20th March	Fremantle WA	11th May	Los Angeles
Sun	21st March	Sydney NSW	12th May	Sydney
Sea	18th March	Sydney NSW	12th May	Sydney
Golden	20th March	Melbourne	16th May	Los Angeles
Ruby	21st March	Sydney NSW	16th May	Seattle

Current Ship Positions

Ruby – Akaroa

Sea – Burnie

Sun - @sea

Golden - Fjordland

Department Reports:**Fleet Operations:**

- Captains on all Green Team ships apprised of the announcement prior to going live
- **Summary of latest COVID-19 Border Advisory for NZ**

Enhanced border measures: updated to include all of Italy and the city of Seattle in category 1b and the western seaboard states of the United States (California, Oregon and the remainder of Washington State) and Europe in category 2 countries

Countries in Category 1b are Italy, the city of Seattle, and the Republic of Korea. People who have travelled in these countries in the past 14 days may enter New Zealand but are requested to undertake 14 days self-isolation and register with Healthline.

Category 2 countries are Hong Kong, Japan, Singapore, Thailand, the western seaboard states of the United States (California, Oregon and the remainder of Washington State) and Europe. Europe is defined as the Schengen Visa Area and those countries subject to the European Union freedom of movement of people rules (i.e. currently including the UK) with the exception of Italy (which is category 1b). People who have travelled from or via these countries in the past 14 days do not need to self-isolate but will be given advice about symptoms of concern (fever, cough or shortness of breath) and how to seek advice if they become unwell.

Guest Operations:

- All ships informed/updated of communications and have either played video or are in the process of (owing to time difference)
- Little guest reaction or feedback at this stage. Ruby Princess reported that guests were in good spirits.

Government Affairs:

- Nil to report

Medical/Public Health:

- Nil to report

Logistics/Care Team:

- Assessing the Care requirements for the voyages that are concluding ahead of the original itinerary date.
- Will begin to work through the logistics associated with unplanned international and interstate repatriation.

Crew HR:

- Nil to report at this time

Legal:

- Nil to report at this time.

Communications:

Air

- Beginning to assess the requirements for onward air travel

Finance

Supply Chain

- Nil to report

Commodore announcement - RU

From: belinda.palmer [redacted]
To: rudcapt1 [redacted] rudstcp1 [redacted]
ruhpsdr1 [redacted] rutctec1 [redacted]
Cc: ken.flavell [redacted] michele.olivier [redacted]
Date: Fri, 13 Mar 2020 14:59:53 +1100
Attachments: 200313 RU - Captain's Announcement.docx (44.34 kB)

Dear Commodore

Please find attached an announcement for the guests on board.

Feel free to amend as you see fit, but please send back any amendments.

Thank you

Peter



200313 RU - Captain's Announcement.docx



Belinda Palmer [EA to Senior Vice President - Guest Experience](#)
P&O Cruises Australia





Ruby Princess

*March 13 2020
Captain's Announcement*

Announcement Made Onboard

Good afternoon, ladies and gentlemen, this is your Commodore speaking from the Bridge.

I know you have been eagerly awaiting news about our upcoming itinerary, and I thank you for your patience while we have managed this process.

As you now know, as a proactive response to the unpredictable circumstances evolving from the global spread of COVID-19 and in an abundance of caution, Princess Cruises is voluntarily pausing global operations of our 18 cruise ships for two months (60 days).

Given the circumstances, we think the best option for your return to Sydney on March 21 is to deliver the current itinerary as planned.

Our primary concern is the health, safety and wellbeing of all who sail with us and we encourage you to follow advice onboard such as washing your hands often and thoroughly with soap and water, using the alcohol-based hand sanitisers regularly and showing respect to others by covering your nose and mouth when coughing or sneezing.

I also wanted to let you know that I am keeping a close eye on some weather events, which are developing in the Tasman Sea. I will monitor them closely as we plan our voyage home.

For now, please enjoy your evening onboard and tomorrows call to the wonderful capital city of Wellington and I will be back with more information when it is available.

Commodore announcement - RU

From: peter.little [REDACTED]
To: rudcapt1 [REDACTED]
Cc: ruhpsdr1 [REDACTED] Ken Flavell [REDACTED] Greg Jackson [REDACTED]
Date: Sat, 14 Mar 2020 16:47:55 +1100

Dear Commodore

Following the New Zealand government's announcement this afternoon, please find attached below an announcement to share with the guests onboard regarding the NZ boarder changes.

Kind regards

Peter

Good afternoon everyone, this is your Commodore speaking from the Bridge.

I think most of us have heard the saying that 24 hours can be a long time in politics – well, as it turns out, it can also be a long time in cruising too.

Since I let you know yesterday of Princess Cruises' decision to temporarily pause its operations for the next 60 days, many other cruise lines around the world have followed this lead.

And this afternoon the New Zealand Government announced it had asked all cruise ships not to come to New Zealand until June 30.

I wanted to assure you that we have been advised this ban does not include cruise ships – such as ours – that are already in New Zealand waters.

So please continue to enjoy your remaining time on board with the confidence that we can continue with our calls along the New Zealand coast before returning home to Sydney on 21 March.

Without doubt these are extraordinary times. Please know that we are focussed on the health and well-being of you, our guests, as well as our crew.

Please enjoy your evening onboard because there is some fabulous entertainment planned for you this evening.

Have a good evening.



Peter Little Senior Vice President, Guest Experience
 P&O Cruises Australia



Sitrep_Green Team_Peter Little_14 March

From: peter.little [redacted]
To: Robert Morgenstern [redacted] Richard Boydon [redacted] Gordon Ho [redacted] Stuart Allison [redacted] Tony Roberts [redacted] rcaluori [redacted] Alan Wilson [redacted] Greg Jackson [redacted]
Cc: skruse [redacted] Jan Swartz [redacted] Sture Myrmell [redacted] Cheryl Sinclair [redacted]
Date: Sat, 14 Mar 2020 08:58:42 +1100
Attachments: Sitrep_Green Team_Peter Little_14 March.pdf (88.42 kB)



Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia



Sitrep_Green Team_Peter Little_14 March.pdf

PRIVILEGED AND CONFIDENTIAL**From: Peter Little****Cc: Tony Kaufman****Incident Command – Green Team****SITREP – 14 March, 2020****Summary of Current Situation:**

Positive cases, if applicable: Nil

Total tests taken: Nil

Pending Tests: Nil

ILI presented onboard: 4 Guest; 3 Crew

Crew Statistics, as applicable:

Guest Statistics, as applicable:

Critical Path / Priorities:

- Confirm cancellation of P&O Cruises onward voyages
- Activate broader P&O Cruises emergency response organisation
- Outstanding matter around compensation for guests on voyages C008 & N008
- Confirmation of onward travel arrangements for Guests from C008 & N008

SHIP	DATE	PORT	BACK IN SERVICE	LOCATION
Pacific	21 March	Fremantle, WA	11 May	Los Angeles
Sun	21 March	Sydney, NSW	12 May	Sydney
Sea	18 March	Sydney, NSW	12 May	Sydney
Golden	20 March	Melbourne, VIC	16 May	Los Angeles
Ruby	21 March	Sydney, NSW	16 May	Seattle
Sapphire	OOS	Singapore	12 May	Fremantle

Current Ship Positions

Sun Princess - Port Lincoln

Sea Princess – Hobart

Golden Princess – Port Chalmers

Ruby Princess – Wellington

Pacific Explorer – Eden

Pacific Dawn – Brisbane (t/a)

Pacific Aria – Hobart

Department Reports:

Fleet Operations:

- Working though options for P&O shutdown
- All berths confirmed for Princess & P&O turns

Guest Operations:

Ruby:

Guests understanding and mood onboard is good.
Crew is in doubt of their short term future. Many questions

Sea :

Mood onboard is very good. All full of praise and thanks. Reception busy no dramas.
Same as the Golden they will need quick replies regarding the compensation offer for this cancelled once in a lifetime cruise

Sun :

General mood not bad considering that even before the Captain's announcement most guest had learnt the news via social media. Ship is quiet with little to zero reaction.
Managed to get 60 of the transits due off in Adelaide to remain onboard as they originally wish and now disembark in Sydney

Golden :

General mood is good, guests are actually more concerned for the crew welfare than their own travel arrangements. Asking questions but are being polite and understanding at the moment. Main concern is of course compensation etc

Government Affairs:

- In terms of our operating environment, the Australian Government today announced that all non-essential gatherings of more than 500 people should not go ahead from Monday to limit the spread of coronavirus. The Prime Minister has also said every Australian should urgently reconsider their need to travel internationally, irrespective of the destination, age or health. The Prime Minister has said the recommendation does not include going to school, university or airports. On the back of the Government's announcement, organisers of major upcoming events have announced their cancellation
- In readiness for the return of the Princess ships, we are gathering details for about 70 embassies covering overseas guests and crew and preparing a proactive communication to manage anticipated key questions. Although we are dealing with a healthy population on board the ships, the current environment means we are likely to get interest from consular officials

Medical/Public Health:**Logistics/Care Team:**

- Confirmed required ports bookings
- Started work on logistics planning for all upcoming debarks
- Working on lay-up options around the country for all ships

Crew HR:

- Initiated crew rotations review to determine impact of keeping current crew on board and putting a hold on any new joiners, should we need to trigger this approach.
- Established business continuity plan with Magsaysay in light of Metro Manila lock down effective 15 March - 15 April.
- MICHA training now on hold. Request has been made from Magsaysay to MICHA to proceed just with the next POA preboard orientation program which was scheduled to run 15-17 March then cease until lockdown released. Final decision still pending.
- Adherence to increasing travel restrictions continues.

Legal:

- Nil to report at this time.

Communications:

- Responded to 18 x media queries across trade and consumer media with the US statement
- Shared with a select group of media the updated details of the six Princess ships in local waters
- Captains' announcements for each of the Princess Cruises' ships were prepared for delivery this afternoon/evening. The announcements were tailored to each ship's itineraries as well as the impact on guests
- In addition, a template guest letter and pier letter have been developed and will be updated to accommodate the circumstances for each ship

Air:

- Looking forward to update regarding onward travel arrangements for guests disembarking C008 & N008

Finance:

- Nil to report

Supply Chain:

- Thermal imaging cameras sourced

Sitrep_Green Team_Peter Little_15 March

From: peter.little [redacted]
To: Robert Morgenstern [redacted] Stuart
Allison [redacted] Tony Roberts [redacted]
[redacted] rcaluori [redacted] Gordon Ho [redacted]
[redacted] Alan Wilson [redacted]
[redacted] Greg Jackson [redacted]
Cc: skruse [redacted] Jan Swartz [redacted]
Sture Myrmell [redacted] Cheryl Sinclair [redacted]
[redacted] Anthony H Kaufman [redacted]
Date: Sun, 15 Mar 2020 09:14:47 +1100
Attachments: Sitrep_Green Team_Peter Little_15 March.docx (43.38 kB)



Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia



PRIVILEGED AND CONFIDENTIAL**From: Peter Little****Cc: Tony Kaufman****Incident Command – Green Team****SITREP – 15 March, 2020****Summary of Current Situation:**

Positive cases, if applicable: Nil

Total tests taken: Nil

Pending Tests: Nil

ILI presented onboard: 3 Guest; 8 Crew

Crew Statistics, as applicable:

Guest Statistics, as applicable:

	Golden	Ruby	Sea	Sun	Explorer	Dawn	Aria
ILI Cases in cruise	1	4	4	0	0	0	0
ILI Cases in 48 Hours	1	1	4	0	0	0	0
COVID 19 Tests Guests		5	0	0	0	0	0
COVID 19 Tests Crew			0	0	0	0	0
COVID 19 tests pending			0	0	0	0	0
COVID 19 confirmed		0	0	0	0	0	0
other							

- Ruby – 5 guests tested for COVID-19 on the request of NZ Health. All returned negative
- Golden – Currently, 2 guests in isolation (asymptomatic), confirmed as being onboard flight QF0094 (LAX-MEL 08 May) which had a positive COVID-19 case onboard, as advised by the Australian COVID-19 National Response Center. Another guest presented with symptoms overnight and has now identified as being on the same QF0094. Guest is isolated as is the travel companion. Contact tracing underway onboard for all other guests who travelled on that same flight.

Critical Path / Priorities:

- Golden Princess the priority today. Will be cleared to enter Akaroa harbor and COVID-19 testing will be required on the guest presenting with ILI. Advice from NZ Health is that a test kit is being dispatched to the ship with a likely arrival time onboard of 1200.
- Captain's message to identify any guests who were on QF0094/AA7356 scripted. Once delivered this will potentially generate media interest locally and in Australia.
- Unclear currently whether the ship will be placed into a quarantine scenario.
- Entire P&O Cruises Fleet paused. Announcements made locally and onboard. Working through guests logistics issues, guest comms, contact center resourcing and compensation

SHIP	DATE	PORT	BACK IN SERVICE	LOCATION
Pacific	21 March	Fremantle, WA	11 May	Los Angeles
Sun	21 March	Sydney, NSW	12 May	Sydney
Sea	18 March	Sydney, NSW	12 May	Sydney
Golden	20 March	Melbourne, VIC	16 May	Los Angeles
Ruby	21 March	Sydney, NSW	16 May	Seattle
Sapphire	OOS	Singapore	12 May	Fremantle
Dawn	14 March	Brisbane	18 April	Brisbane
Explorer	16 March	Sydney	14 April	Sydney
Aria	16 March	Adelaide	TBC	TBC

Current Ship Positions

Sun Princess - Adelaide
 Sea Princess – @sea
 Golden Princess – Akaroa
 Ruby Princess – Napier
 Pacific Explorer – Eden
 Pacific Dawn – @sea
 Pacific Aria – Hobart

Department Reports:**Fleet Operations:**

- Working on POA vessel lay-ups for immediate (<7 days) future.
- Pacific Dawn - Proceeding to sea 10:00hrs 15th March for 3 days - Waiting for berth confirmation
- Pacific Explorer - Moving to WB4 on 16th March after turn at WBCT
- Pacific Aria - Alongside in Adelaide until at least 19th March.

Guest Operations:

- PR - refund missed days for beverage package as OBC
- PD - Credit cards not to be processed. All SSV to be auto refunded via polar. No payments to be taken of any guests just let the pax disembark.
- PX Onboard credit applied \$75 pp
- Stopped all purchase orders
- Advised all ships to revise their hotel and F&B orders
- Advised all ships to operate with a normal dry dock food cost budget from the day all guests disembark.
- Crew movement plan is to remain the same for now
- All guest entertainment and other non-essential temporary staff cancelled
- All concessionaires and partners advised prior to announcement
- All regular cruise cancellation procedures applied with free internet and telephone service
- Captain's Announcements made onboard and cabin letters distributed
- Crew comms being developed

Government Affairs:

- The New Zealand Government today announced that cruise ships have been asked not to come to New Zealand until June 30 due to COVID-19. Captains' announcements were prepared for the two ships in New Zealand waters (Golden Princess and Ruby Princess) to address potential guest concerns that they may not be able to continue with the current voyage. We assured guests that our advice is the ban does not include cruise ships already in New Zealand waters.

Medical/Public Health:

Logistics/Care Team:

- Required port bookings for shortened cruises put in place
- Set up logistics for debark of all three P&O vessels
- Continued to work on potential lay-up options.

Crew HR:

- Created and distributed communications to ship and shore employee channels
- Mapped multiple scenario plans and crew rules of engagement ready to execute as soon as lay-up information is established
- Communicated 30 day pause to key global talent partner contacts
- Created foundational crew FAQ providing further information on expected queries that will be generated by the ships in the days to come. The document will evolve as we have more information to hand.

Legal:

Communications:

- P&O Cruises Australia issued a media statement and video on Facebook announcing its decision to voluntarily pause its operations for 30 days. While there is inevitably mixed

sentiment, our guests have been largely positive and feel the decision was made in their best interests. After one hour of posting the announcement, we received more than 2k comments, more than 870 comments and 950 shares of the video.

- Announcements were prepared for Captains on the three ships, with messages tailored to the set of circumstances for each voyage.
- Proactive calls were made to key stakeholders across government and industry in Australia and the broader Pacific to provide an update on P&O's decision and its rationale.
- Sent Captain Announcements to Ruby Princess & Golden Princess advising of the NZ boarder decision regarding cruise ships and that will not impact these two ships who are currently in NZ waters.

Air:

- I have been working with the teams from P&O, Princess, Cunard and the Care Office on many flight changes and just recently on some information for the pillow letters for Dawn, Aria, Sea Princess & Golden Princess.

Finance:

Supply Chain:

- Contacted key vendors by phone to discuss situation
- Advised via email over PO cancellations for POA (507 in total)

Questions from Sun Princess

Will the officers and crew still be paid?

When and where will we be laid up, and what is a soft lay-up?

When will the de-manning commence?

When will the re-manning and transition back to operation commence?

What will be the manning requirements?

Will we be able to carry out any maintenance?

With the reduced manning levels, will it be volunteers or straight assignment?

Once the manning levels have been established, will relatives be permitted to stay aboard?

When the vessel is laid up, will there be enhanced entertainment etc. for those remaining aboard such as improved Internet and local terrestrial TV?

Green_Team_Current_Situation_Update

From: peter.little [REDACTED]
To: Angela Howard [REDACTED] Belinda Palmer [REDACTED]
 [REDACTED] David Jones [REDACTED] David McKernan [REDACTED]
 [REDACTED] Greg Jackson [REDACTED]
 Jeremy Goodman [REDACTED] Ken Flavell [REDACTED]
 [REDACTED] Kevin Keat [REDACTED] Lauren Miller [REDACTED]
 [REDACTED] Meg Koffel [REDACTED] Michele [REDACTED]
 Olivier [REDACTED] Mike Drake [REDACTED]
 [REDACTED] Nick Ferguson [REDACTED] Paul Mifsud [REDACTED]
 [REDACTED] Sandy Olsen [REDACTED]
 Sophie Linossier [REDACTED] Thomas Karlsson [REDACTED]
 [REDACTED] Peter Little [REDACTED]
Cc: sture.myrmell [REDACTED] stuart.allison [REDACTED]
Date: Sun, 15 Mar 2020 15:46:44 +1100

GREEN_TEAM_UPDATE @1540

Dear all

Golden is currently at anchor in Akaroa. Yesterday 2 guests were informed by the Australian COVID-19 National Response Centre that they had been on a flight which had a positive COVID-19 case onboard (Code share QF0094 / AA7356 LAX-MEL 08 May)

They are currently in isolation (asymptomatic). Another guest presented overnight with symptoms and has now identified as being on the same QF0094 / AA7356 flight. Guest is isolated as is the travel companion.

The ship requested all passengers who had travelled on QF0094 / AA7356 make themselves known to the ship. We have confirmed there are 24 travelling onboard who have been on flight QF0094 / AA7356.

A test is currently underway on the guest who presented with symptoms and we await those results in the coming hours. The ship will remain at anchor, with all guests and crew onboard until we have a decision on the test.

In addition the Australian Government have just made announcements regarding changes to the entry requirements for cruise ship, their guests and crew into Australia. We are working through what this means to our operations.

I envisage that we will need to stand a team up later this afternoon to assist us in the ERC in managing these matters. Please stand-by. I will advise by email/text if you are required to either come in or dial in. It remains an extremely complex situation to manage so I thank you in advance for your support.

Regards Peter



Peter Little Senior Vice President, Guest Experience
 P&O Cruises Australia



RE: Ruby Itinerary

From: peter.little [REDACTED] u
To: Ruby Captain [REDACTED]
Date: Sun, 15 Mar 2020 17:57:50 +1100

Giorgio

Please revise itinerary and set a course for Sydney, cancelling Tauranga, Auckland and Bay of Islands. We will provide you with an announcement in the coming hour. Compensation for the lost ports will follow probably tomorrow. Sorry, it's all being rushed but there are changes at play with border entry requirements and so we don't want to get yourselves stranded anywhere or have a protest at a port due to cruise ships in the region.

I'll be back in touch

Regards Peter



Peter Little Senior Vice President, Guest Experience
 P&O Cruises Australia



"Ruby Captain" ---15/03/2020 05:34:50 PM---OK Best Regards

From: "Ruby Captain" [REDACTED]
To: "Peter.Little" [REDACTED]
Date: 15/03/2020 05:34 PM
Subject: RE: Ruby Itinerary

OK

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: Peter.Little [REDACTED]
Sent: Sunday, March 15, 2020 7:33 PM
To: Ruby Captain [REDACTED]
Subject: RE: Ruby Itinerary

Stand-By please



Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia



From: "Ruby Captain" [REDACTED]
To: "Peter.Little" [REDACTED]
Date: 15/03/2020 05:31 PM
Subject: RE: Ruby Itinerary

Sorry Peter,

Just to be clear, would you like me to abort all the remaining New Zealand ports and proceed from our present position to Sydney and be there on 20 March 20.00

Awaiting instructions

Best Regards
Commodore Giorgio Pomata
Master m/v Ruby Princess

From: Peter.Little [REDACTED]
Sent: Sunday, March 15, 2020 7:26 PM
To: Ruby Captain [REDACTED]
Subject: RE: Ruby Itinerary

Georgio

Thanks - We are looking at scenarios right now. I'm looking at Sydney now, your ETA Sydney would be 2000 on March 20, if we could arrange it. Please stand by.

Regards Peter



Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia



From: "Ruby Captain" [REDACTED]
To: "Peter.Little" [REDACTED]
Cc: "Ruby Captain" [REDACTED]
Date: 15/03/2020 05:19 PM
Subject: RE: Ruby Itinerary

Hello Peter,

If we have to reverse course now, we are able to return to Sydney without bunkering in Tauranga.

When would you like our ETA in Sydney?

Best Regards

Commodore Giorgio Pomata
Master m/v Ruby Princess

From: [Peter Little](#) [REDACTED]
Sent: Sunday, March 15, 2020 7:01 PM
To: Ruby Captain [REDACTED]
Subject: Re: Ruby Itinerary

Could you get back to Sydney without taking bunkers?

Regards Peter
Peter Little
SVP Guest Experience
P&O Cruises
[REDACTED]

Sent from my iPhone

On 15 Mar 2020, at 16:50, Ruby Captain [REDACTED] wrote:

Yes we will refuel tomorrow in Tauranga 600 MT
Please see below

Good morning,
Please find below the information of your next bunker for the: Ruby Princess
ETA: 16-Mar-2020
PORT: Tauranga
QUALITY: RMG380 ISO8217:2010(E) 3.5% Max Sulfur
QUANTITY: 600 MT
SUPPLIER: Exxon Mobil Marine Fuel
PRICE: \$TBD
DELIVERY: PL
MISC/OTHER:
Have a great day.
Best Regards,

Lucia Mendoza | Fuel Purchasing Agent | Carnival Corporation & PLC
[REDACTED]

Best Regards

Commodore Giorgio Pomata
Master m/v Ruby Princess

From: [Peter Little](#) [REDACTED]
Sent: Sunday, March 15, 2020 6:44 PM
To: Ruby Captain [REDACTED]
Cc: Ruby Chief Engineer Officer [REDACTED]
Subject: Fw: Ruby Itinerary

Commodore

Could you confirm whether or not you have to take fuel in Tauranga to get you back to Sydney?

Thanks Peter

[<image001.gif>](#)

Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia

[<image002.jpg>](#)

[<image003.png>](#)

----- Forwarded by Peter Little/PandO/AU on 15/03/2020 04:39 PM -----

From: "Beggs, Paul (PCL)" [REDACTED]
To: "Little, Peter (CAU)" [REDACTED]
Cc: "Wilson, Alan (PCL)" [REDACTED] Ruby Captain" [REDACTED]
Date: 14/03/2020 06:31 AM
Subject: FW: Ruby Itinerary

Peter,

Just spoken with Giorgio, based on current forecast we will keep the itinerary as published.

Bunkers confirmed for Tauranga so contingency plan in place should the Tropical System start heading towards NZ again.

Possibility that residual swell in Bay of Islands could make tendering untenable. If this is the case and we know the day before then there would be the option to extend the call in Auckland.

Regards
Paul

[Paul Beggs](#)

Nautical Director, Marine Operations | Marine Services
Holland America Group | Serving Princess Cruises, Holland America Line, Seabourn and P&O Australia

From: Beggs, Paul (PCL)
Sent: Friday, March 13, 2020 6:54 AM
To: [Peter Little](#) [REDACTED] Wilson, Alan (PCL) [REDACTED]
Subject: RE: Ruby Itinerary

Peter,

Good morning,

With respect to the tropical low off Queensland, the forecast direction, speed and intensity over the last 2 days has changed sufficiently that I do not anticipate it will be a threat to Ruby Princess anymore.
The images below are for when the ship is scheduled to be in the Bay of Islands

Forecast from 2 Days ago for the 18th
[<image004.jpg>](#)

Today's forecast for the 18th

[<image005.jpg>](#)

I did work out a contingency plan with the ship, in a worst case scenario, she could backtrack from Tauranga, passing through Cook Strait to Sydney – this should be no longer necessary. That said, we know tropical systems can and do change unexpectedly, so changing the bunkers would still be a prudent move to keep our options open. I will speak with Giorgio first thing this morning to review the latest forecast and see how he feels.

Regards
Paul

From: Peter Little [REDACTED]
Sent: Thursday, March 12, 2020 8:01 PM
To: Wilson, Alan (PCL) [REDACTED]; Beggs, Paul (PCL) [REDACTED]
Subject: Ruby Itinerary

Alan/Paul

Did we land on what to do with Ruby re the weather/bunkers etc? Just working up a Captain's announcement for departure.

Thanks Peter

<image001.gif>

Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia

<image002.jpg>

<image003.png>

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Re: Ruby Itinerary

From: peter.little [REDACTED]
To: Captain 1 RUDCAPT1 [REDACTED]
Date: Sun, 15 Mar 2020 18:32:39 +1100

Commodore

Couple you make an ETA pilot station Sydney 0430 March 19?

Regards Peter

Peter Little

SVP Guest Experience

P&O Cruises

[REDACTED]

Sent from my iPhone

On 15 Mar 2020, at 18:16, Ruby Captain [REDACTED]
wrote:

Peter

All well received. Altering course right now. From our present position distance to Sydney is shorter via Cook Strait. Also we avoid the approaching Tropical Storm

Please confirm ETA Sydney 20 March at 2000, so we can set the required speed accordingly.

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: Peter.Little [REDACTED]
[REDACTED]

Sent: Sunday, March 15, 2020 7:58 PM

To: Ruby Captain [REDACTED]

Subject: RE: Ruby Itinerary

Giorgio

Please revise itinerary and set a course for Sydney, cancelling Tauranga, Auckland and Bay of Islands. We will provide you with an announcement in the coming hour. Compensation for the lost ports will follow probably tomorrow. Sorry, it's all being rushed but there are changes at play with border entry requirements and so we don't want to get yourselves stranded anywhere or have a protest at a port due to cruise ships in the region.

I'll be back in touch

Regards Peter

[<image001.gif>](#) **Peter Little Senior Vice President, Guest Experience**
P&O Cruises Australia
[REDACTED]

[<image002.jpg>](#)

[<image003.png>](#)

From: "Ruby Captain" [REDACTED]
To: "[Peter.Little](#)" [REDACTED]
Date: 15/03/2020 05:34 PM
Subject: RE: Ruby Itinerary

OK

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: [Peter.Little](#) [REDACTED]

Sent: Sunday, March 15, 2020 7:33 PM

To: Ruby Captain [REDACTED]

Subject: RE: Ruby Itinerary

Stand-By please

[<image001.gif>](#) **Peter Little Senior Vice President, Guest Experience**
P&O Cruises Australia

[REDACTED]
[REDACTED]

[<image002.jpg>](#)

[<image003.png>](#)

From: "Ruby Captain" [REDACTED] >
To: "[Peter.Little](#)" [REDACTED]
Date: 15/03/2020 05:31 PM
Subject: RE: Ruby Itinerary

Sorry Peter,

Just to be clear, would you like me to abort all the remaining New Zealand ports and proceed from our present position to Sydney and be there on 20 March 20.00

Awaiting instructions

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: [Peter.Little](#) [REDACTED]

Sent: Sunday, March 15, 2020 7:26 PM

To: Ruby Captain [REDACTED]

Subject: RE: Ruby Itinerary

Georgio

Thanks - We are looking at scenarios right now. I'm looking at Sydney now, your ETA Sydney would be 2000 on March 20, if we could arrange it. Please stand by.

Regards Peter

[<image001.gif>](#) **Peter Little Senior Vice President, Guest Experience**
P&O Cruises Australia

[REDACTED]

[REDACTED]

[<image002.jpg>](#)

[<image003.png>](#)

From: "Ruby Captain" [REDACTED]

To: "[Peter Little](#)" [REDACTED],
[REDACTED]

Cc: "Ruby Captain" [REDACTED]

Date: 15/03/2020 05:19 PM

Subject: RE: Ruby Itinerary

Hello Peter,

If we have to reverse course now, we are able to return to Sydney without bunkering in Tauranga.

When would you like our ETA in Sydney?

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: [Peter Little](#) [REDACTED]

Sent: Sunday, March 15, 2020 7:01 PM

To: Ruby Captain [REDACTED]

Subject: Re: Ruby Itinerary

Could you get back to Sydney without taking bunkers?

Regards Peter

Peter Little

SVP Guest Experience

P&O Cruises

[REDACTED]

Sent from my iPhone

On 15 Mar 2020, at 16:50, Ruby Captain [REDACTED]
wrote:

Yes we will refuel tomorrow in Tauranga 600 MT

Please see below

Good morning,

Please find below the information of your next bunker for the: Ruby Princess

ETA: 16-Mar-2020

PORT: Tauranga

QUALITY: RMG380 ISO8217:2010(E) 3.5% Max Sulfur

QUANTITY: 600 MT
SUPPLIER: Exxon Mobil Marine Fuel
PRICE: \$TBD
DELIVERY: PL
MISC/OTHER:

Have a great day.

Best Regards,

Lucia Mendoza | Fuel Purchasing Agent| Carnival Corporation & PLC

[REDACTED]

Best Regards

Commodore Giorgio Pomata
Master m/v Ruby Princess

From: [Peter Little](#) [REDACTED]

Sent: Sunday, March 15, 2020 6:44 PM

To: Ruby Captain [REDACTED]

Cc: Ruby Chief Engineer Officer [REDACTED]

Subject: Fw: Ruby Itinerary

Commodore

Could you confirm whether or not you have to take fuel in Tauranga to get you back to Sydney?

Thanks Peter

Peter Little Senior Vice President, Guest Experience

[<image001.gif>](#) **P&O Cruises Australia**

[REDACTED]

[REDACTED]

<image002.jpg>

<image003.png>

----- Forwarded by Peter Little/PandO/AU on 15/03/2020 04:39 PM -----

From: "Beggs, Paul (PCL)" [REDACTED]
To: "Little, Peter (CAU)" [REDACTED]
Cc: "Wilson, Alan (PCL)" [REDACTED] "Ruby Captain"
[REDACTED]
Date: 14/03/2020 06:31 AM
Subject: FW: Ruby Itinerary

Peter,

Just spoken with Giorgio, based on current forecast we will keep the itinerary as published.

Bunkers confirmed for Tauranga so contingency plan in place should the Tropical System start heading towards NZ again.

Possibility that residual swell in Bay of Islands could make tendering untenable. If this is the case and we know the day before then there would be the option to extend the call in Auckland.

Regards

Paul

Paul Beggs

Nautical Director, Marine Operations | Marine Services

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

From: Beggs, Paul (PCL)

Sent: Friday, March 13, 2020 6:54 AM

To: [Peter.Little](#) [REDACTED] Wilson, Alan (PCL)

Subject: RE: Ruby Itinerary

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Forecast from 2 Days ago for the 18th
Today's forecast for the 18th

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with Giorgio first thing this morning to review the latest forecast and see how he feels.

Regards

Paul

From: [Peter.Little](#) [REDACTED]
Sent: Thursday, March 12, 2020 8:01 PM
To: Wilson, Alan (PCL) [REDACTED] Beggs, Paul (PCL) [REDACTED]
Subject: Ruby Itinerary

Alan/Paul

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Thanks Peter

Peter Little Senior Vice President, Guest Experience

[<image001.gif>](#) **P&O Cruises Australia**

[REDACTED]
[REDACTED]

[<image002.jpg>](#)

[<image003.png>](#)

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Announcement - please confirm receipt

From: peter.little [REDACTED]
To: rudcapt1 [REDACTED]
Date: Sun, 15 Mar 2020 18:47:51 +1100

RUBY PRINCESS – COMMODORE’S ANNOUNCEMENT

Good evening everyone. This is your Commodore speaking from the bridge.

I need your attention please to update you on an important change to our itinerary.

As you know, the New Zealand Government announced new measures yesterday in relation to travel restrictions including a ban on cruise ships until the end of June.

Today the Australian Government has announced similar arrangements.

And the Australian Government has also told us that ships returning to Australia must do so immediately.

As a result, we will now be sailing directly to Sydney.

We are currently working with our corporate office to potentially revise our expected arrival time into Sydney.

We realise this is important and will provide you with further information tomorrow.

I am very sorry that this means we will be unable to visit the remaining destinations on our New Zealand itinerary.

I realise you will be very disappointed with this outcome - but please know that your health and wellbeing is the highest priority for us and for the government authorities doing their best to keep their communities safe.

These are extraordinary times and, like you, I hope and pray the world will soon return to normal.

Thank you for giving me your close attention.

Ends///



Peter Little **Senior Vice President, Guest Experience**
P&O Cruises Australia



Green_Team_Current_Situation_Update_2000hrs

From: peter.little [REDACTED]
To: Angela Howard [REDACTED] Belinda Palmer [REDACTED]
 [REDACTED] David Jones [REDACTED] David McKernan [REDACTED]
 [REDACTED] Greg Jackson [REDACTED]
 Jeremy Goodman [REDACTED] Ken Flavell [REDACTED]
 [REDACTED] Kevin Keat [REDACTED] Lauren Miller [REDACTED]
 [REDACTED] Meg Koffel [REDACTED] Michele [REDACTED]
 Olivier [REDACTED] Mike Drake [REDACTED]
 [REDACTED] Nick Ferguson [REDACTED] Paul Mifsud [REDACTED]
 [REDACTED] Sandy Olsen [REDACTED]
 Sophie Linossier [REDACTED] Stuart Allison <[REDACTED]>
 [REDACTED] Sture Myrmell [REDACTED] Thomas [REDACTED]
 Karlsson [REDACTED]

Date: Sun, 15 Mar 2020 20:04:10 +1100

GREEN_TEAM_UPDATE @2000

Dear all

The situation in the region remains extremely dynamic and complex. This afternoon, The Australian Government followed the lead of the NZ Government in placing further travel restrictions on persons arriving into Australia mandating a 14 day self isolation for all those arriving from international destinations. In addition they banned international cruise ships from entering Australian ports. NZ having done the same the day prior. This created a very uncertain future for all port calls in the region. The fine print in the policy change is still being worked through but we believe that ships already in Australia will not have to conform to the self isolation rules and be allowed to continue to operate. RTC ships (round trip) were encouraged to return to Australia as soon as possible to aid health and border clearance.

Golden Princess

The COVID-19 test for the guest in question came back **negative**. Golden the sailed from Akaroa at 2000 LT and is currently on route back to Melbourne to complete the voyage on March 20.

A total of 22 guests are in isolation after being identified as being onboard QF0094 / AA7356 LAX-MEL 08 May, where there was a confirmed COVID-19 case on that flight. These guests will remain in isolation and under observation until Melbourne.

Guests have been informed of the change.

Media coverage was significant in NZ and moderate in Australia, running as a headline story on mainstream TV.

Ruby Princess

Owing to the complex, uncertain operating environment, the significant negative press in NZ towards Princess Cruises and a significant weather system in the Tasman Sea, the decision was made to abort the remainder of the itinerary and return the ship to the home port of Sydney.

We are working on pulling the arrival forward to March 19. This remains TBC but berths are opening up in Sydney as cruise lines accelerate their plans to pause operations. If the berth does not become available, then the ship will maintain its March 21 planned call.

Guests were informed this evening via a Commodore's announcement.

Sun Princess

Ship made its call to Adelaide as planned. 300 or so guest disembarked as per plan and no guest joined.

One crew member who joined the ship today from Jakarta, presented with ILI symptoms. They are currently isolated for 14 days as per Health Screening Protocol.

The onward itinerary is almost certain to be affected. Kangaroo Island tomorrow is looking unlikely due to weather, TasPorts issued a ban on all cruise ships effective immediately thereby cancelling the planned call to Burnie on March 17. The ship will therefore proceed to Melbourne (once KI is cancelled) and complete the itinerary as planned in Sydney on March 21.

Pacific Explorer

Due to complete itinerary tomorrow in Sydney. 3 ILI, isolated onboard (2 crew one guest), cases under watch by NSW PH and swab testing will be performed tomorrow.

No other guest issues despite the cancellation of the call to Eden.

Ship will lay up at WB4 after discharging guests at WB5

Pacific Aria

Completes current shortened voyage in Adelaide Monday morning 16/03. No issues onboard despite the complete cancellation of 3 of a 4 port itinerary.

Ship will lay up in Adelaide for a couple of days before a decision on a more permanent lay up.

Pacific Dawn

Remained overnight alongside in Brisbane. Balance of guests disembarked this morning. Ship put to sea at 1000 to complete marine operations.

Tomorrow, will be about future lay up plans, crew communications, finalisation of the termination of existing voyages (SP,CP, RU, NP). Plus other ships in region looking to terminate, especially the activity on the West Coast and what ever else comes along!

Thanks to all who either cam in today or were on stand-by this afternoon.

Any questions, please shout out.

Regards Peter



Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia



Peter Little---15/03/2020 03:46:44 PM---GREEN_TEAM_UPDATE @1540 Dear all

From: Peter Little/PandO/AU

To: Angela Howard, Belinda Palmer, David Jones, David McKernan, Greg Jackson, Jeremy Goodman, Ken Flavell, Kevin Keat, Lauren Miller, Meg Kotiel, Michele Olivier, Mike Drake, Nick Ferguson, Paul Mifsud, Sandy Olsen, Sophie Linossier, Thomas Karlsson, Peter Little

Cc: Sture Myrmell/Pa, Stuart Allison/P

Date: 15/03/2020 03:46 PM

Subject: Green_Team_Current_Situation_Update

GREEN_TEAM_UPDATE @1540

Dear all

Golden is currently at anchor in Akaroa. Yesterday 2 guests were informed by the Australian COVID-19 National Response Centre that they had been on a flight which had a positive COVID-19 case onboard (Code share QF0094 /

AA7356 LAX-MEL 08 May)

They are currently in isolation (asymptomatic). Another guest presented overnight with symptoms and has now identified as being on the same QF0094 / AA7356 flight. Guest is isolated as is the travel companion.

The ship requested all passengers who had travelled on QF0094 / AA7356 make themselves known to the ship. We have confirmed there are 24 travelling onboard who have been on flight QF0094 / AA7356.

A test is currently underway on the guest who presented with symptoms and we await those results in the coming hours. The ship will remain at anchor, with all guests and crew onboard until we have a decision on the test.

In addition the Australian Government have just made announcements regarding changes to the entry requirements for cruise ship, their guests and crew into Australia. We are working through what this means to our operations.

I envisage that we will need to stand a team up later this afternoon to assist us in the ERC in managing these matters. Please stand-by. I will advise by email/text if you are required to either come in or dial in. It remains an extremely complex situation to manage so I thank you in advance for your support.

Regards Peter



Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia



Australia update 15Mar20 - following the Prime Minister's ban on international cruise ships

From: sture.myrmell [REDACTED]
To: skruse [REDACTED] jswartz [REDACTED] oashford [REDACTED]
 rmeadows [REDACTED] Simon Palethorpe [REDACTED]
 cmduffy [REDACTED]
Cc: peter.little [REDACTED]
Date: Sun, 15 Mar 2020 23:29:44 +1100

UPDATED AUSTRALIAN TRAVEL RESTRICTIONS

The Australian Prime Minister announced additional measures at a press conference this afternoon, including a ban on international cruise ships. We have been working with the Australian Border Force (ABF) and others throughout the day to clarify the ramifications and how these measures will be operationalised. We had a call with the ABF and the various government ministries this evening that was supposed to provide clarifications around how these rules will be implemented. They were clearly ill prepared, had not considered implications and were not able to answer any of the questions we have submitted the last two days. They have committed to review and get back to us by tomorrow.

Although nothing was confirmed, based on our conversations with various ministries and the ABF, the below summarises what we think will be the way the policy will be implemented;

- any ship departing from a foreign port after midnight tonight (Sunday 15th of March), will not be allowed into Australia (we look OK - see table below)
- ships currently on their way to Australia from a foreign port, that left before midnight tonight, will be allowed into Australia. However, both passengers and crew will have to self-isolate for 14 days. The number of days spent at sea before reaching Australia will go towards the quarantine period. So if a ship has spent 14-days at sea before arriving into Australia, any further self-quarantine will not be required.
- for ships that are coming from foreign, and that require pax and crew to self-quarantine, we think that passengers will be allowed to directly transfer to both domestic and international airports for onward travel home. This is a key point that we are seeking clarification on.
- crew on ships that are coming from a foreign port will have to self isolate for 14 days. Days at sea from the last foreign port will go towards the 14 days. Self isolation means staying on the ship - it does not mean being confined to a cabin. Think of it as self isolating at home - a family of four does not need to stay in four separate rooms - but they cannot leave the house.
- round trip cruises (RTC) have been encouraged to return to Australia as soon as possible.
- ships on domestic itineraries should end their cruises as soon as practicable. Neither passengers or crew are required to self isolate for 14 days.
- a ship that is already in Australian waters can transit through one Australian port on their way to their final destination (eg a ship coming from Tasmania can call into Melbourne on her way to Sydney)

For the various lay ups we are planning, we are also working on getting clarification on MCV visas for crew. More to come on this.

Please note that the above interpretations are still to be confirmed.

SHIP SUMMARY

Pacific Princess; en route from foreign - no more foreign ports before entering Australia - self isolation required

Sun Princess; domestic - Tassie port cancelled - no issue

Sea Princess; domestic - no issue

Golden Princess; NZ cruise - last port cancelled, ship en route to Australia - self isolation required

Ruby Princess; NZ cruise - last three ports cancelled, ship en route to Australia - self isolation required

Pacific Explorer; domestic - no issue

Pacific Dawn; laid up

Pacific Aria; domestic - no issue

Carnival Spirit; domestic - no issue

Carnival Splendor; South Pacific cruise cut short, en route to Australia - self isolation required

Amsterdam; already in Australian waters - self isolation should not be required

QE; domestic - no issue

QM2; departed Fremantle to Soton

Seabourn Sojourn; en route from foreign - no foreign ports before entering Australia - self isolation required

Seabourn Encore; domestic - no issue

OTHER OPERATIONAL ISSUES;

Yesterday we had an issue on Golden Princess where a passenger presented with symptoms. This passenger had been on a Qantas flight from LA to Melbourne, on which another passenger had tested positive for Covid-19 (this positive pax was not sailing on Golden).

As a result the Golden was held off the coast of Akaroa today while a swab was sent ashore for testing. The media quickly got onto it and the case has been prominent in the news all day. At 7.20pm local NZ time, the results came back negative. The ship left the anchorage shortly thereafter.

The ship was due to continue to Wellington tomorrow, but given the NZ ban on cruise ships, the Australian ban announced today, the fact that the Australian Border Force has encouraged all round trip voyages to return to Australia, and to avoid any further risk, we cancelled the call to Wellington and sent the ship back to Melbourne.

Stuart's team is arranging compensation letters etc. All other comms was sent from Sydney.

The Ruby Princess is also currently sailing in New Zealand. She was due into Tauranga tomorrow, Auckland on the 17th of March and Bay of Islands on the 18th, before returning to Sydney on the 21st. There is a weather system north of NZ that could impact the call to Auckland and Bay of Islands and this along with the various bans mentioned above and to avoid any further risk, we sent the ship directly back to Sydney. We are working on bringing her back into Sydney two days earlier on the 19th. Hope to have this confirmed tomorrow.

Compensation and comms as above.

The Premier of Tasmania today banned all cruise ships from entering Tasmania - effective immediately. The Sun Princess had a call scheduled into Burnie on the 18th, which is now cancelled. She will proceed to Melbourne on the 19th and then onwards to Sydney where she will end the voyage on the 21st.

Ship comms sent from Sydney.

Other items will be covered in the sit-rep.

Best regards

S

Sture Myrmell

President

Carnival Australia

[Redacted]

[Redacted]

[Redacted]

w: www.carnivalaustralia.com

Carnival Cruise Line	Cunard	Holland America Line	P&O Cruises	P&O Cruises World Cruising	Princess Cruises	Seabourn
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Updated maritime advice following the Government announcement on 15 March 2020 [SEC=UNCLASSIFIED]

From: paul.mifsud [redacted]
To: greg.jackson [redacted] peter.little [redacted]
sture.myrmell [redacted] sandy.olsen [redacted]
Date: Mon, 16 Mar 2020 07:04:49 +1100
Attachments: Update advice following cruise ship restrictions dated 15 March 2020.pdf (199.93 kB); Advice for cruise passengers dated 15 March 2020.pdf (222.86 kB)

FYI
Paul Mifsud

Senior Director, Port Operations - Asia Pacific
Carnival Australia

[redacted]
[redacted]
[redacted]

w: www.carnivalaustralia.com

Carnival	Cunard	Holland America	P&O Cruises	P&O Cruises	Princess Cruises	Seabourn
Cruise Line		Line		World Cruising		

----- Forwarded by Paul Mifsud/PandO/AU on 16/03/2020 07:04 AM -----

From: "Trav Pol Secretariat" [redacted]
To: "julie.obrien" [redacted] "Albina Skender" [redacted]
"Joel Katz" [redacted] "Alice STANLEY" [redacted] "Schwartz, Allan" [redacted]
[redacted] "Karen HACKER" [redacted] "Trav Pol Secretariat" [redacted]
[redacted] "Kate DERONNE" [redacted] "Luke ENGLISH" [redacted]
"Jenny KOVACS" [redacted] "Alicia ZAHME" [redacted] "Leanne LOAN" [redacted]
[redacted] "Matt Kellam (DEAT)" [redacted] "Catherine Rees (DFAT)" [redacted]
[redacted] "JOHNSON Andrew" [redacted] "HALL Jessica" [redacted]
[redacted] "nmartin" [redacted] "norman.neligan" [redacted]
<norman.neligan [redacted] "ksharma" [redacted]
"Sam Payne" [redacted] "nicholas.goddard" [redacted]
[redacted] "rob.smari" [redacted] "megan.clarke" [redacted]
[redacted] "kriswaddington" [redacted] "dai.hockaday" [redacted]
<dai.hockaday [redacted] "adrienne.bartels" [redacted] "Kdaubner" [redacted]
<Kdaubner [redacted] "Brendan.Sullivan" [redacted]
"bede.stanley" [redacted] "djohnson" [redacted]
[redacted] "hbrvanti" [redacted] "yvonne.patterson" [redacted]
"mpca" [redacted] "rebecca.gao" [redacted]
"wade.tellev" [redacted] "kendel.marshall" [redacted] "h.wright" [redacted]
[redacted] "philip.taulelei" [redacted] "valerie.ee" [redacted]
[redacted] "Gino.Zaza" [redacted] [redacted]
[redacted] "john.williams" [redacted] [redacted]
"gary.kennedy" [redacted] "rick.mosson" [redacted] [redacted]
"james.heffernan" [redacted] "Peter.Dodd" [redacted]
[redacted] "michelle.o'sullivan" [redacted] [redacted]
"Darren.Griffiths" [redacted] "Phillip.Johnston" [redacted]
"anthony.a.ferguson" [redacted] "b.townsend" [redacted]
"Josh.Day" [redacted] "niivan" [redacted]
"dale.wickenden" [redacted] "dan.antonio" [redacted]
[redacted] "trudi.andwin" [redacted] [redacted]
"ray.butler" [redacted] "liz.hav" [redacted]
"graeme.oneill" [redacted] "Paul.Mifsud" [redacted]
[redacted] "am" [redacted]
"wayne.bodkin" [redacted] "brian.mason" [redacted]
[redacted] "kavina.carl" [redacted]
"hales.mark" [redacted] "david.heppinstone" [redacted]
[redacted] "i.mcintosh" [redacted]
"chrisw" [redacted] "gracen" [redacted]
"cso" [redacted] "dean.summers" [redacted]

"harbourmaster" "scott.elson" "teresa.lloyd" "angel.a.illham" "leon.stydom" "wayne.ashton" "adrian.mudge" "ricky.hall" "n.gitson" "Chris.Burgess" "mckenna" "chanshaw" "mrvbanic" "chris.ham" "Sarah.Harris" "fred.coisworth" "kathryn.every" "Rebecca.Jones" "ahussain" "mckenna" "asinha" "leeli" "mgallacher" "richard.stevenson" "stthompson" "russell.rato" "nhall" "mairn" "scott.macauley" "David.Graham" "huelv.lande" "john.stuart" "gmarie" "anna.flower" "alastair.martin" "john.noonan" "raymond.lambie" "simon" "oxd" "axj" "Andrew.Hays" "clen.colaco" "greg.coopman" "oren.burkevics" "Clare.Speechley(SA)" "Travis.Prins" "paul.bond" "raymond.buchholz" "Simon.Saunders(NL)" "David.Willing(NL)" "kevin.tono" "greg.notti" "donald.w.blechlv" "patricia.hurikino" "timothy.tbell" "Christopher.R.Lavin" "don.geering" "isa.Caswell" "jamie.crowe" "Vanessa.HOLBEN" "terome.partridge" "jpark" "m.bidgood" "Cameron.Hall" "matthew.carlev" "Karlle.Cavanagh" "dgood" "bill.drennan" "cdu" "angela.cook" "Ania.Drayer" "gracep" "Sarah.Harris" "gracep" "andreas.kaech" "garethj" "Daniel.Boettcher" "Stephen.Curry" "Stephen.Curry" "bdamkier" "ICC-One" "Willis.Joel" < "Susan.Gavin" "Cooper,Barbara" "ELLIS,Megan" "Goddard,Nicholas" "Gorvett,Jon" "Col.Strawbridge" "Colin.Rae" < "neil.z.scales" "Cc: "Stephanie.Quispes-Garay" "Bursle.Guy" "rhonda.owen" "Anthony.Quan" "Erin.DALE" "Alice.STANLEY" "Mandy.MCDERMOTT" "Jason.REGAN" "Don.JORDAN" "Carlin.MURRAY" "Jasdeep.GILL" "ICC-One" "Kate.DERONNE" "Susan.DRENNAN" "Susan.BLACK" "Ilan.BERMINGHAM" "David.CARTER"

Date: 15/03/2020 10:31 PM
Subject: Updated maritime advice following the Government announcement on 15 March 2020 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good evening all,

Today the Prime Minister announced all travellers entering Australia from 0001 AEDST 16 March 2020 must undertake a precautionary self-isolation period for 14 days upon entry to Australia. This applies to any traveller entering Australia, inclusive of Australian citizens and permanent residents.

Please find attached advice reflecting this announcement.

The Australian Government is closely monitoring the situation and the attached advice will be updated as needed. It is important to continue to monitor the [ABF website](#) and the [Department of Health website](#).

Please direct any questions to [redacted]

Regards

Alice Stanley

Assistant Secretary
Traveller Branch| Customs Group

Australian Border Force



UNCLASSIFIED

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dated 15 March 2020.pdf
March 2020.pdf



Update advice following cruise ship restrictions

Advice for cruise passengers dated 15



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]

ADVICE TO CRUISE SHIP PASSENGERS

On 15 March 2020 the Prime Minister of Australia announced that international cruise ship operations will cease and all travellers entering Australia from 0001 AEDST 16 March 2020 must undertake a precautionary self-isolation period for 14 days upon departure from your last overseas port.

We are working with the cruise industry to implement the restriction, particularly to bring everyone currently on a cruise safely back to port and on to their home destinations either in Australia or overseas.

The self-isolation period applies to any traveller entering Australia, inclusive of Australian citizens and permanent residents.

- For Australian citizens and residents you can self-isolate at your home.
- Australian citizens and residents who have domestic connections to home, you may travel to the airport for your flight. If you are not heading directly to the airport you must self-isolate at your hotel or other accommodation until you head to the airport.
- For international visitors with onward connections (domestic and international) you can go to the airport to make your domestic connection and complete your period of self-isolation at this point. You are required to self-isolate at your hotel until 14 days have passed since your last overseas port or until you head to the airport to make your way home.

The Australian Government is closely monitoring the situation and this advice will be updated as needed. It is important to continue to monitor the [ABF website](#) and the [Department of Health website](#).

Fwd: Ruby Itinerary

From: greg.jackson [REDACTED]
To: Peter Little [REDACTED]
Date: Mon, 16 Mar 2020 07:48:36 +1100

Ruby arriving 19th

Greg Jackson

Vice President - Fleet Operations

Carnival Australia

[REDACTED]

[REDACTED]

[REDACTED]

Begin forwarded message:

From: Ruby Captain [REDACTED]
Date: 16 March 2020 at 6:42:37 am AEDT
To: "Greg.Jackson" [REDACTED]
Subject: RE: Ruby Itinerary

Good Day Greg.

Yes correct, ETA Sydney 19th March at 0430 Pilot.

Best Regards

Giorgio

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: Greg.Jackson [REDACTED]
[REDACTED]

Sent: Monday, March 16, 2020 8:37 AM

To: Ruby Captain [REDACTED]

Subject: Fwd: Ruby Itinerary

Good day Commodore,

Can you please confirm that you are planning for an arrival in Sydney on the 19th.

Please call me if you have any concerns.

Kind Regards

Greg

Greg Jackson

Vice President - Fleet Operations

Carnival Australia

Begin forwarded message:

From: Peter Little [REDACTED]
Date: 15 March 2020 at 9:55:46 pm AEDT
To: Greg Jackson [REDACTED]
Subject: Fwd: Ruby Itinerary

Thanks Peter

Peter Little

SVP Guest Experience

P&O Cruises

[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: Peter Little [REDACTED]
Date: 15 March 2020 at 18:32:39 AEDT
To: Captain 1 RUDCAPT1 [REDACTED]
Subject: Re: Ruby Itinerary

Commodore

Couple you make an ETA pilot station Sydney 0430 March 19?

Regards Peter

Peter Little

SVP Guest Experience

P&O Cruises

[REDACTED]

Sent from my iPhone

On 15 Mar 2020, at 18:16, Ruby Captain [REDACTED]
wrote:

Peter

All well received. Altering course right now. From our present position distance to Sydney is shorter via Cook Strait. Also we avoid the

approaching Tropical Storm

Please confirm ETA Sydney 20 March at 2000, so we can set the required speed accordingly.

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: [Peter.Little](#) [REDACTED]

Sent: Sunday, March 15, 2020 7:58 PM

To: Ruby Captain [REDACTED]

Subject: RE: Ruby Itinerary

Giorgio

Please revise itinerary and set a course for Sydney, cancelling Tauranga, Auckland and Bay of Islands. We will provide you with an announcement in the coming hour. Compensation for the lost ports will follow probably tomorrow. Sorry, it's all being rushed but there are changes at play with border entry requirements and so we don't want to get yourselves stranded anywhere or have a protest at a port due to cruise ships in the region.

I'll be back in touch

Regards Peter

[<image001.gif>](#) **Peter Little Senior Vice President, Guest Experience**

P&O Cruises Australia

[REDACTED]
[REDACTED]

[<image002.jpg>](#)

<image003.png>

From: "Ruby Captain" [REDACTED]
To: "[Peter Little](#)" [REDACTED]
Date: 15/03/2020 05:34 PM
Subject: RE: Ruby Itinerary

OK

Best Regards

Commodore Giorgio Pomata
Master m/v Ruby Princess

From: [Peter Little](#) [REDACTED]
Sent: Sunday, March 15, 2020 7:33 PM
To: Ruby Captain [REDACTED]
Subject: RE: Ruby Itinerary

Stand-By please

[<image001.gif>](#) **Peter Little Senior Vice President, Guest Experience**
P&O Cruises Australia

[REDACTED]
[REDACTED]

[<image002.jpg>](#)

<image003.png>

From: "Ruby Captain" [REDACTED]

To: "[Peter Little](#)" [REDACTED]
[REDACTED]

Date: 15/03/2020 05:31 PM

Subject: RE: Ruby Itinerary

Sorry Peter,

Just to be clear, would you like me to abort all the remaining New Zealand ports and proceed from our present position to Sydney and be there on 20 March 20.00

Awaiting instructions

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: [Peter.Little](#) [REDACTED]

Sent: Sunday, March 15, 2020 7:26 PM

To: Ruby Captain [REDACTED]

Subject: RE: Ruby Itinerary

Georgio

Thanks - We are looking at scenarios right now. I'm looking at Sydney now, your ETA Sydney would be 2000 on March 20, if we could arrange it. Please stand by.

Regards Peter

[<image001.gif>](#) **Peter Little Senior Vice President, Guest Experience**
P&O Cruises Australia

[REDACTED]
[REDACTED]

[<image002.jpg>](#)

[<image003.png>](#)

From: "Ruby Captain" [REDACTED] >
To: "[Peter.Little](#)" [REDACTED]
Cc: "Ruby Captain" [REDACTED]
Date: 15/03/2020 05:19 PM
Subject: RE: Ruby Itinerary

Hello Peter,

If we have to reverse course now, we are able to return to Sydney without bunkering in Tauranga.

When would you like our ETA in Sydney?

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: [Peter.Little](#) [REDACTED]

Sent: Sunday, March 15, 2020 7:01 PM

To: Ruby Captain [REDACTED]

Subject: Re: Ruby Itinerary

Could you get back to Sydney without taking bunkers?

Regards Peter

Peter Little

SVP Guest Experience

P&O Cruises

[REDACTED]

Sent from my iPhone

On 15 Mar 2020, at 16:50, Ruby Captain [REDACTED]
wrote:

Yes we will refuel tomorrow in Tauranga 600 MT

Please see below

Good morning,

Please find below the information of your next bunker for the: Ruby Princess

ETA: 16-Mar-2020

PORT: Tauranga

QUALITY: RMG380 ISO8217:2010(E) 3.5% Max Sulfur

QUANTITY: 600 MT

SUPPLIER: Exxon Mobil Marine Fuel

PRICE: \$TBD

DELIVERY: PL

MISC/OTHER:

Have a great day.

Best Regards,

Lucia Mendoza | Fuel Purchasing Agent| Carnival Corporation & PLC
[REDACTED]

Best Regards

Commodore Giorgio Pomata

Master m/v Ruby Princess

From: [Peter.Little](#) [REDACTED]
[REDACTED]

Sent: Sunday, March 15, 2020 6:44 PM

To: Ruby Captain [REDACTED]

Cc: Ruby Chief Engineer Officer [REDACTED]

Subject: Fw: Ruby Itinerary

Commodore

Could you confirm whether or not you have to take fuel in Tauranga to get you back to Sydney?

Thanks Peter

Peter Little Senior Vice President, Guest Experience

[<image001.gif>](#)

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[REDACTED]
[REDACTED]

[<image002.jpg>](#)

[<image003.png>](#)

----- Forwarded by Peter Little/PandO/AU on 15/03/2020 04:39 PM -----

From: "Beggs, Paul (PCL)" [REDACTED]

To: "Little, Peter (CAU)" [REDACTED]

Cc: "Wilson, Alan (PCL)" [REDACTED] "Ruby Captain"
[REDACTED]

Date: 14/03/2020 06:31 AM

Subject: FW: Ruby Itinerary

Peter,

Just spoken with Giorgio, based on current forecast we will keep the itinerary as published.

Bunkers confirmed for Tauranga so contingency plan in place should the Tropical System start heading towards NZ again.

Possibility that residual swell in Bay of Islands could make tendering untenable. If this is the case and we know the day before then there would be the option to extend the call in Auckland.

Regards

Paul

Paul Beggs

Nautical Director, Marine Operations | Marine Services

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

From: Beggs, Paul (PCL)

Sent: Friday, March 13, 2020 6:54 AM

To: [Peter.Little](#) [REDACTED] Wilson, Alan (PCL)

Subject: RE: Ruby Itinerary

Peter,

Good morning,

With respect to the tropical low off Queensland, the forecast direction, speed and intensity over the last 2 days has changed sufficiently that I do not anticipate it will be a threat to Ruby Princess anymore.

The images below are for when the ship is scheduled to be in the Bay of Islands

Forecast from 2 Days ago for the 18th
Today's forecast for the 18th

<image004.jpg>

<image005.jpg>

I did work out a contingency plan with the ship, in a worst case scenario, she could backtrack from Tauranga, passing through Cook Strait to Sydney - this should be no longer necessary. That said, we know tropical systems can and do change unexpectedly, so changing the bunkers would still be a prudent move to keep our options open. I will speak with Giorgio first thing this morning to review the latest forecast and see how he feels.

Regards

Paul

From: [Peter.Little](#) [REDACTED]
Sent: Thursday, March 12, 2020 8:01 PM
To: Wilson, Alan (PCL) [REDACTED] Beggs, Paul (PCL) [REDACTED]
Subject: Ruby Itinerary

Alan/Paul

Did we land on what to do with Ruby re the weather/bunkers etc? Just working up a Captain's announcement for departure.

Thanks Peter

Peter Little Senior Vice President, Guest Experience

[<image001.gif>](#) **P&O Cruises Australia**



[<image002.jpg>](#)

[<image003.png>](#)

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Sitrep_Green Team_Peter Little_16 March

From: peter.little [redacted]
To: Robert Morgenstern [redacted] Stuart
Allison [redacted] Tony Roberts [redacted]
[redacted] rcaluori [redacted]
[redacted] Alan Wilson [redacted]
[redacted] Greg Jackson [redacted]
Cc: skruse [redacted] Jan Swartz [redacted]
Sture Myrmell [redacted] Cheryl Sinclair [redacted]
[redacted] Anthony H Kaufman [redacted]
Date: Mon, 16 Mar 2020 09:31:03 +1100
Attachments: Sitrep_Green Team_Peter Little_16 March.pdf (655.05 kB)



Peter Little Senior Vice President, Guest Experience
P&O Cruises Australia



Sitrep_Green Team_Peter Little_16 March.pdf

PRIVILEGED AND CONFIDENTIAL**From: Peter Little****Cc: Tony Kaufman****Incident Command – Green Team****SITREP – 16 March, 2020****Summary of Current Situation:**

The situation in the region remains extremely dynamic and complex. The Australian Government announced additional measures including a ban on international cruise ships. We are working with the Australian Border Force (ABF) to clarify the ramifications and how these measures will be operationalised.

Although nothing was confirmed, based on our conversations with various ministries and the ABF, the below summarises what we think will be the way the policy will be implemented;

- Any ship departing from a foreign port after midnight tonight (Sunday 15th of March), will not be allowed into Australia (see table below)
- Ships currently on their way to Australia from a foreign port that left before midnight tonight will be allowed into Australia.
- Passengers and crew will have to self-isolate for 14 days.
- The number of days spent at sea before reaching Australia will go towards the quarantine period. So if a ship has spent 14-days at sea before arriving into Australia, any further self-quarantine will not be required.
- For ships that are coming from foreign ports, and that require pax and crew to self-quarantine, we think that passengers will be allowed to directly transfer to both domestic and international airports for onward travel home. This is a key point that we are seeking clarification on.
- Crew on ships that are coming from a foreign port will have to self-isolate for 14 days. Days at sea from the last foreign port will go towards the 14 days. Self-isolation means staying on the ship it does not mean being confined to a cabin. Think of it as self-isolating at home - a family of four does not need to stay in four separate rooms - but they cannot leave the house.
- Round trip cruises (RTC) have been encouraged to return to Australia as soon as possible.
- Ships on domestic itineraries should end their cruises as soon as practicable. Neither passengers nor crew are required to self-isolate for 14 days.
- A ship that is already in Australian waters can transit through one Australian port on their way to their final destination (e.g. a ship coming from Tasmania can call into Melbourne on her way to Sydney)

For the various lay ups we are planning, we are also working on getting clarification on MCV visas for crew. More to come on this.

Please note that the above interpretations are still to be confirmed.

SHIP SUMMARY

- Pacific Princess; en-route from foreign - no more foreign ports before entering Australia - self isolation required
- Sun Princess; domestic - Tassie port cancelled - no issue
- Sea Princess; domestic - no issue
- Golden Princess; NZ cruise - last port cancelled, ship en route to Australia - self isolation required
- Ruby Princess; NZ cruise - last three ports cancelled, ship en route to Australia - self isolation required
- Pacific Explorer; domestic - no issue
- Pacific Dawn; laid up
- Pacific Aria; domestic - no issue
- Carnival Spirit; domestic - no issue
- Carnival Splendor; South Pacific cruise cut short, en route to Australia - self isolation required
- Amsterdam; already in Australian waters - self isolation should not be required
- QE; domestic - no issue
- QM2; departed Fremantle to Soton
- Seabourn Sojourn; en route from foreign - no foreign ports before entering Australia - self isolation required
- Seabourn Encore; domestic - no issue

Ship	Dept Date	Dept Port	Type	Original Arv Date	Original Arv Port	New Arv Date	New Arv Port	Impact	
Pacific Princess	19-Feb	Sydney	International	4-Apr	Cape Town	21-Mar	Fremantle	Pax	Last port of call was Exmouth on 03Mar. Technical stop in Colombo on 11th. Ship has effectively had all pax and crew in quarantine for more than 14 days. Will clarify with ABF.
								Crew	TBA
								Other	TBA
Sun Princess	10-Mar	Fremantle	Aus Domestic	21-Mar	Sydney	21-Mar	Sydney	Ship	All Tasmanian's ports closed - call to Burnie on 18/03 cancelled. Melbourne call on 19th to proceed. Return to Sydney as planned.
								Pax	Self isolation not required
								Crew	Self isolation not required
Sea Princess	10-Mar	Sydney	Aus Domestic	21-Mar	Fremantle	18-Mar	Sydney	Ship	Change in itinerary - return ship to Sydney
								Pax	Self isolation not required
								Crew	Self isolation not required
Golden Princess	10-Mar	Melbourne	NZ International	23-Mar	Melbourne	20-Mar	Melbourne	Ship	Change in itinerary - return early to Melbourne
								Pax	Need to self isolate for 14 days. Australian residents can return home. Internationals can transfer directly to airport for international flights.
								Crew	Need to self isolate on ship for 14 days. Do not need to isolate in individual cabins. The ship is compared to someone's home.
Ruby Princess	8-Mar	Sydney	NZ International	21-Mar	Sydney	21-Mar	Sydney	Ship	Disruption to itinerary - ship to return on same date to Sydney
								Pax	Need to self isolate for 14 days. Australian residents can return home. Internationals can transfer directly to airport for international flights.
								Crew	Need to self isolate on ship for 14 days. Do not need to isolate in individual cabins. The ship is compared to someone's home.
Pacific Explorer	13-Mar	Sydney	Aus Domestic	16-Mar	Sydney	16-Mar	Sydney	Ship	Continue itinerary as planned
								Pax	Self isolation not required
								Crew	Self isolation not required
Pacific Dawn	14-Mar	Brisbane	Laid up	14-Mar	Brisbane	14-Mar	Brisbane	Ship	Laid up
								Pax	Laid up
								Crew	Laid up
Pacific Aria	11-Mar	Adelaide	Aus Domestic	19-Mar	Adelaide	16-Mar	Adelaide	Ship	Change in itinerary - return to Adelaide
								Pax	Self isolation not required
								Crew	Self isolation not required

OTHER OPERATIONAL ISSUES;

Golden Princess

The COVID-19 test for the guest in question came back **negative**. Golden the sailed from Akaroa at 2000 LT and is currently on route back to Melbourne to complete the voyage on March 20.

A total of 22 guests are in isolation after being identified as being onboard QF0094 / AA7356 LAX-MEL 08 May, where there was a confirmed COVID-19 case on that flight. These guests will remain in isolation and under observation until Melbourne.

Guests have been informed of the change.

Media coverage was significant in NZ and moderate in Australia, running as a headline story on mainstream TV.

Ruby Princess

Owing to the complex, uncertain operating environment, the significant negative press in NZ towards Princess Cruises and a significant weather system in the Tasman Sea, the decision was made to abort the remainder of the itinerary and return the ship to the home port of Sydney.

We are working on pulling the arrival forward to March 19. This remains TBC but berths are opening up in Sydney as cruise lines accelerate their plans to pause operations. If the berth does not become available, then the ship will maintain its March 21 planned call.

Guests were informed this evening via a Commodore's announcement.

Sun Princess

Ship made its call to Adelaide as planned. 300 or so guest disembarked as per plan and no guest joined. One crew member who joined the ship today from Jakarta, presented with ILI symptoms. They are currently isolated for 14 days as per Health Screening Protocol.

The onward itinerary is almost certain to be affected. Kangaroo Island tomorrow is looking unlikely due to weather, TasPorts (under the direction of the South Australian Premier) issued a ban on all cruise ships effective immediately thereby cancelling the planned call to Burnie on March 17. The ship will therefore proceed to Melbourne (once KI is cancelled) and complete the itinerary as planned in Sydney on March 21.

Pacific Explorer

Due to complete itinerary tomorrow in Sydney. 3 ILI, isolated onboard (2 crew one guest), cases under watch by NSW PH and swab testing will be performed tomorrow.

No other guest issues despite the cancellation of the call to Eden.

Ship will lay up at WB4 after discharging guests at WB5

Pacific Aria

Completes current shortened voyage in Adelaide Monday morning 16/03. No issues onboard despite the complete cancellation of 3 of a 4 port itinerary.

Ship will lay up in Adelaide for a couple of days before a decision on a more permanent layup.

Pacific Dawn

Remained overnight alongside in Brisbane. Balance of guests disembarked this morning. Ship put to sea at 1000 to complete marine operations.

Critical Path / Priorities:

- Ruby Princess – confirm revised berth in Sydney on March 19

- Update guest comms for both Ruby and Golden to reflect itinerary changes and any compensation
- Continue to the discussion with Government to gain clarity on the revised entry rules and the impact on guests and crew with respect to self-isolation
- Develop the layup plan for all ships in purview
- Continue focus and decision making for crew regarding forward plans.

SHIP	DATE	PORT	BACK IN SERVICE	LOCATION
Pacific	21 March	Fremantle, WA	11 May	Los Angeles
Sun	21 March	Sydney, NSW	12 May	Sydney
Sea	18 March	Sydney, NSW	12 May	Sydney
Golden	20 March	Melbourne, VIC	16 May	Los Angeles
Ruby	19 March*	Sydney, NSW	16 May	Seattle
Sapphire	OOS	Singapore	12 May	Fremantle

*TBC

Current Ship Positions

Sun Princess – Kangaroo Island
 Sea Princess – @sea
 Golden Princess – @sea
 Ruby Princess – @sea
 Pacific Explorer – Sydney **(end of cruise)**
 Pacific Dawn – @sea **(with no pax)**
 Pacific Aria – Adelaide **(end of cruise)**

Department Reports:

Fleet Operations:

- Plan being worked for lay up

Guest Operations:

- All ships being called this morning to get an update on mood onboard and any further communications that may be required.

Government Affairs:

- Tasmania banned all cruise ships until 30 June
- Significant changes to Government and state policy on entry requirements

Medical/Public Health:

- Nil to report

Logistics/Care Team:

- Nil to report

Crew HR:

- Nil to report

Legal:

- Nil to report

Communications:

- Nil to report

Air:

- Nil to report

Finance:

- Nil to report

Supply Chain:

- Nil to report

Updated Announcement

From: peter.little [REDACTED]
To: rudcapt1 [REDACTED]
Cc: ruhpsdr1 [REDACTED] ken.flavell [REDACTED],
 greg.jackson [REDACTED] michele.olivier [REDACTED]
Date: Mon, 16 Mar 2020 13:43:30 +1100

Commodore

Please see below announcement which can be used to provide a further update to your guests. We are working hard in the background to provide you and your team with further guest communications for the revised disembarkation and onward travel.

Regards Peter

RUBY PRINCESS – COMMODORE’S ANNOUNCEMENT #3 (16 MARCH 2020)

Good evening everyone. This is your Commodore speaking from the bridge.

I wanted to update you on our return voyage home and provide some further clarification around the Australian Government’s new quarantine measures.

Overnight, the Australian Government has been further developing the details behind its cruise ship policy so many aspects are a work-in-progress.

While we don’t yet have all the details, we are continually building a more complete picture.

And the Government has provided certainty around the following for international cruise voyages such as ours:

- All travellers entering Australia must self isolate for 14 days upon departure from your last overseas port, which was yesterday in Napier.
- For Australian citizens and residents, you can self-isolate at home.
- There will be some Australians and residents who need to catch a flight home. The Australian Government says that you can travel directly to the airport for your flight. Or, if you are not heading directly to the airport, you must self isolate at a hotel until you head to the airport.

- It is similar advice for our international guests who have either domestic or international connections. However, for our overseas guests, we want you to get home as quickly as possible. We will be providing some further written information to you – our overseas guests – in regards to onward travel arrangements.

As mentioned yesterday, our corporate office is working with local port authorities with a view to arriving in Sydney on Thursday – two days earlier than originally scheduled.

So keep a look out for a letter in your cabin which will outline the arrival time, information on forward travel and compensation in recognition of disruption to our cruise.

Thank you once again for your patience and understanding. I know I have given you a lot of information to take in.

There is some complexity that we need to work through because the outcomes of some of these policy decisions are not always within our immediate control.

Thank you for giving me your close attention. Thank you also for your patience and understanding.

As I have said before we are navigating extraordinary circumstances and we need to work together to achieve the best outcome in difficult circumstances.

Ends///



Peter Little Senior Vice President, Guest Experience
 P&O Cruises Australia





PREMIUM DRINKS PACKAGE*
\$49 DEPOSITS PP# | BOOK NOW

*TERMS AND CONDITIONS APPLY



Fw: Updated maritime advice following the Government announcement on 15 March 2020 [SEC=UNCLASSIFIED]

From: paul.mifsud [redacted]
To: greg.jackson [redacted] peter.little [redacted]
sture.myrmell [redacted] sandy.olsen [redacted]
Date: Mon, 16 Mar 2020 13:43:23 +1100
Attachments: 14 day self-isolation advice 15MAR2020.pdf (301.69 kB)

FYI

Paul Mifsud

Senior Director, Port Operations - Asia Pacific

Carnival Australia

[redacted]
[redacted]
[redacted]
[redacted]

- Carnival
- Cunard
- Holland America
- P&O Cruises
- P&O Cruises
- Princess Cruises
- Seabourn
- Cruise Line
- Line
- World Cruising

----- Forwarded by Paul Mifsud/PandO/AU on 16/03/2020 01:43 PM -----

From: "Trav Pol Secretariat" [redacted]
To: "julie.obrien" [redacted] "Albina Skender" [redacted]
"Joel Katz" [redacted] "Alice STANLEY" [redacted] "Schwartz, Allan" [redacted]
"Karen HACKER" [redacted] "Trav Pol Secretariat" [redacted]
"Kate DERONNE" [redacted] "Luke ENGLISH" [redacted]
"Jenny KOVACS" [redacted] "Alicia ZAHMEL" [redacted] "Leanne LOAN" [redacted]
"Matt Kellam (DFAT)" [redacted] "Catherine Rees (DFAT)" [redacted]
"JOHNSON Andrew" [redacted] "HALL Jessica" [redacted]
"nmartin" [redacted] "norman.neligan" [redacted]
"ksharma" [redacted]
"Sam.Payne" [redacted] "nicholas.goddard" [redacted]
"nicholas.goddard" [redacted] "megan.clarke" [redacted]
"kriswaddington" [redacted] "dai.hockaday" [redacted]
"adrienne.bartels" [redacted] "Kdaubner" [redacted]
"Brendan.Sullivan" [redacted]
"bede.stanley" [redacted] "djohnson" [redacted]
"hbrvanti" [redacted] "yvonne.patterson" [redacted]
"mpca" [redacted] "rebecca.dao" [redacted]
"wade.tellev" [redacted] "kendel.marshall" [redacted]
"philip.taulelei" [redacted] "h.wright" [redacted]
"Gino.Zaza" [redacted] "Gino.Zaza" [redacted] "valerie.ee" [redacted]
"john.williams" [redacted] "rick.mosson" [redacted]
"gary.kennedy" [redacted] "Peter.Dodd" [redacted]
"james.heffernan" [redacted] "michelle.o.sullivan" [redacted]
"Darren.Griffiths" [redacted] "Phillip.Johnston" [redacted]
"anthony.a.ferguson" [redacted] "b.townsend" [redacted]
"Josh.Day" [redacted] "nivan" [redacted]
"dale.wickenden" [redacted] "dan.antonio" [redacted]
"ray.butler" [redacted] "frudi.andwin" [redacted]
"graeme.oneill" [redacted] "liz.hav" [redacted]
"am" [redacted] "Paul.Mifsud" [redacted]
"wayne.bodkin" [redacted] "brian.mason" [redacted]
"brian.mason" [redacted] "kavina.carl" [redacted]
"hales.mark" [redacted] "david.heppingstone" [redacted]
"david.heppingstone" [redacted] "mcintosh" [redacted] "i.mcintosh" [redacted]
"chrisw" [redacted] "gracen" [redacted]
"cso" [redacted] "dean.summers" [redacted]
"harbourmaster" [redacted] "scott.elson" [redacted]

<scott.elson [REDACTED] "teresa.lloyd [REDACTED] "angela.gillham [REDACTED]
 <angela.gillham [REDACTED] "leon.strydom [REDACTED] < [REDACTED]
 "wayne.ashton [REDACTED] "adrian.mudge [REDACTED] [REDACTED]
 [REDACTED] "p.gitson [REDACTED] "ricky.hall [REDACTED]
 [REDACTED] "Chris.Burgess [REDACTED] [REDACTED]
 "imckenna [REDACTED] "rrybanic [REDACTED]
 [REDACTED] "dnanshaw [REDACTED] [REDACTED]
 "chris.ham [REDACTED] "rah.Harris [REDACTED]
 "kathryn.every [REDACTED] "dreg.cotsworth [REDACTED]
 [REDACTED] "Rebecca.Jones [REDACTED]
 "ahussain [REDACTED] "ckenna [REDACTED]
 [REDACTED] "ileet [REDACTED] "asinha [REDACTED]
 [REDACTED] "mgallacher [REDACTED] [REDACTED]
 "richard.stevenson [REDACTED] "russell.rato [REDACTED]
 [REDACTED] "sthompson [REDACTED] "rnairn [REDACTED]
 [REDACTED] "nhall [REDACTED] <nhall [REDACTED]
 "scott.macaulay [REDACTED] "huey.lange [REDACTED]
 [REDACTED] "David.Graham [REDACTED] [REDACTED]
 "john.stuart [REDACTED] "qmarie [REDACTED]
 [REDACTED] "alastair.martin [REDACTED] "anna.flower [REDACTED]
 [REDACTED] "john.noonan [REDACTED] "om> "raymond.lambie [REDACTED]
 [REDACTED] "simon [REDACTED] "oxd [REDACTED]
 [REDACTED] "axj [REDACTED] "dlen.colaco [REDACTED]
 [REDACTED] "Andrew.Hays [REDACTED] [REDACTED]
 "greg.coopman [REDACTED] "bren.burkevics [REDACTED]
 "Clare.Speechley (SA)" [REDACTED] "ravis.Prins [REDACTED]
 [REDACTED] "raymond.buchholz [REDACTED] [REDACTED]
 "paul.bond [REDACTED] "Simon.Saunders (NI)" [REDACTED]
 "David.Willing (NI)" [REDACTED] "kevin.tond [REDACTED] "dreg.nott [REDACTED]
 [REDACTED] "patricia.hunkino [REDACTED] [REDACTED]
 "donald.w.bletchly [REDACTED] "timothy.l.bell [REDACTED]
 [REDACTED] "Christopher.R.Lavin [REDACTED] [REDACTED]
 "Lisa.Caswell [REDACTED] "don.deering [REDACTED]
 [REDACTED] "jamie.crowe [REDACTED] [REDACTED]
 "terome.partridge [REDACTED] "vanessa.HOLBEN" [REDACTED]
 [REDACTED] "jpark [REDACTED] "m.bidgood [REDACTED]
 [REDACTED] "matthew.carley [REDACTED] [REDACTED]
 "Cameron.Hall [REDACTED] "Katie.Cavanagh [REDACTED]
 [REDACTED] "dgood [REDACTED] "drennan [REDACTED]
 [REDACTED] "angela.cook [REDACTED] "cau [REDACTED]
 [REDACTED] "Anja.Draver [REDACTED] [REDACTED]
 "Sarah.Harris [REDACTED] "dracep [REDACTED]
 "andreas.kaech [REDACTED] "garethj [REDACTED]
 "Daniel.Boettcher [REDACTED] "Stephen.Curry [REDACTED]
 <Stephen.Curry [REDACTED] "pdamkjaer [REDACTED] "au" [REDACTED]
 "Willis.Joel" [REDACTED] "Susan.Gavin" [REDACTED] "ICC-One" [REDACTED]
 [REDACTED] "ELLIS, Megan [REDACTED] "Cooper, Barbara" [REDACTED]
 [REDACTED] "Gorvett, Jon [REDACTED] "Goddard, Nicholas" [REDACTED]
 [REDACTED] "Colin.Rae [REDACTED] "Col.Strawbridge" [REDACTED]
 [REDACTED] "neil.z.scales [REDACTED]

Cc: "Stephanie.Quispes-Garay [REDACTED] "Bursle, Guy" [REDACTED]
 [REDACTED] "Anthony.Quan [REDACTED] [REDACTED]
 "rhonda.owen [REDACTED] "Erin.DALE" [REDACTED] "Alice.STANLEY" [REDACTED]
 [REDACTED] "Wandy.McDERMOTT" [REDACTED] "Jason.REGAN" [REDACTED]
 [REDACTED] "Don.JORDAN" [REDACTED] "Caitlin.MURRAY" [REDACTED]
 "Kate.DERONNE" [REDACTED] "Jasdeep.GILL" [REDACTED] "ICC-One" [REDACTED]
 "Susan.DRENNAN" [REDACTED] "Susan.BLACK" [REDACTED] "Ian.BIRMINGHAM" [REDACTED]
 [REDACTED] "David.CARTER" [REDACTED] [REDACTED]

Date: 16/03/2020 12:24 PM

Subject: Updated maritime advice following the Government announcement on 15 March 2020 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good afternoon all

On 15 March 2020 the Prime Minister announced all travellers entering Australia from 0001 AEDST 16 March 2020 must undertake a precautionary self-isolation period for 14 days upon entry to Australia. This applies to any traveller entering Australia, inclusive of Australian citizens and permanent residents.

In addition to the advice sent to you yesterday evening, please find attached a self-isolation advice factsheet.

The Australian Government is closely monitoring the situation and the attached advice will be updated as needed. It is important to continue to monitor the [ABF website](#) and the [Department of Health website](#).

Please direct any questions to [REDACTED]

Regards

Alice Stanley

Assistant Secretary
Traveller Branch | Customs Group

Australian Border Force

UNCLASSIFIED

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14 day self-isolation advice 15MAR2020.pdf



RESTRICTIONS ON ENTRY TO AUSTRALIA

Precautionary self-isolation requirement for all travellers 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.

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.

For travellers transiting through Australia

- Any travellers, who are transiting through Australia to an international destination must remain in the airport, or self-isolate (for up to 14 days) in their accommodation, for the duration of their planned transit.

For aircraft

- Airline crew (including medivac crew) are exempt from the travel restrictions **provided** the appropriate personal protective equipment is utilised during the journey and in public spaces (including airports), and the crew member is not displaying any symptoms.
 - This includes off-shift crew who are travelling as passengers on an aircraft to reposition at another location. The same process is to be followed for this cohort as on-shift crew.
- Travellers with existing domestic transfer booking or arrangements may complete their domestic transfer and commence their precautionary self-isolation period (of up to 14 days) at the final destination.
 - While in transit, they must remain in the airport or if they have an overnight layover, they must self-isolate in their accommodation for the duration of their transit period.

Additional messages for travellers

- From 0001 AEDST 16 March 2020, if you arrive in Australia you are required to undertake a precautionary self-isolation period of up to 14 days upon entry into Australia.
- If you need to transit domestically, you may complete this transit and then begin your precautionary self-isolation period of up to provided you are an Australian citizen or resident returning to your home location, or are a foreign national and have existing transfer arrangements.
 - If you have a layover, you must remain in the airport or self-isolate in your accommodation for the transit period.
- If you do not complete your 14 day precautionary self-isolation period after arriving in Australia, you may put the health and wellbeing of Australians at risk.

Talking points for industry

- From 0001 AEDST 16 March 2020, all travellers arriving in Australia are required to undertake a precautionary self-isolation period of up to 14 days after entry into Australia.
- Travellers may complete domestic transits and then begin their precautionary 14 day self-isolation period.
 - They must remain in the airport or if they have a layover, they must self-isolate in their accommodation for their transit period.
- Travellers arriving in Australia who do not complete their 14 day precautionary self-isolation period may put the health and wellbeing of Australia at risk.

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]

Green Team SitRep March 17

From: belinda.palmer [redacted]
To: rmorgenstern [redacted] stuart.allison [redacted]
tony.roberts [redacted] rcaluori [redacted] gho [redacted]
awilson [redacted] greg.jackson [redacted] "Duffy, Christine (Carnival)"
[redacted] oashford [redacted] , rmeadows [redacted]
Cc: skruse [redacted] jswartz [redacted] sture.myrmell [redacted]
csinclair [redacted] akaufman [redacted] ulie.taylor [redacted] m,
anita.hoskins [redacted]
Date: Tue, 17 Mar 2020 09:11:01 +1100
Attachments: Sitrep_Green Team_Peter Little_17 March.pdf (666.84 kB)



Sitrep_Green Team_Peter Little_17 March.pdf



Belinda Palmer [EA to Senior Vice President - Guest Experience](#)
P&O Cruises Australia



PRIVILEGED AND CONFIDENTIAL**From: Peter Little****Cc: Tony Kaufman****Incident Command – Green Team****SITREP – 17 March, 2020****Summary of Current Situation:**

The situation in the region remains extremely dynamic and complex. The Australian Government announced additional measures including a ban on international cruise ships. We are working with the Australian Border Force (ABF) to clarify the ramifications and how these measures will be operationalised.

Although nothing was confirmed, based on our conversations with various ministries and the ABF, the below summarises what we think will be the way the policy will be implemented;

- Any ship departing from a foreign port after midnight tonight (Sunday 15th of March), will not be allowed into Australia (see table below)
- Ships currently on their way to Australia from a foreign port that left before midnight tonight will be allowed into Australia.
- Passengers and crew will have to self-isolate for 14 days.
- The number of days spent at sea before reaching Australia will go towards the quarantine period. So if a ship has spent 14-days at sea before arriving into Australia, any further self-quarantine will not be required.
- For ships that are coming from foreign ports, and that require pax and crew to self-quarantine, we think that passengers will be allowed to directly transfer to both domestic and international airports for onward travel home. This is a key point that we are seeking clarification on.
- Crew on ships that are coming from a foreign port will have to self-isolate for 14 days. Days at sea from the last foreign port will go towards the 14 days. Self-isolation means staying on the ship it does not mean being confined to a cabin. Think of it as self-isolating at home - a family of four does not need to stay in four separate rooms - but they cannot leave the house.
- Round trip cruises (RTC) have been encouraged to return to Australia as soon as possible.
- Ships on domestic itineraries should end their cruises as soon as practicable. Neither passengers nor crew are required to self-isolate for 14 days.
- A ship that is already in Australian waters can transit through one Australian port on their way to their final destination (e.g. a ship coming from Tasmania can call into Melbourne on her way to Sydney)

For the various lay ups we are planning, we are also working on getting clarification on MCV visas for crew. More to come on this.

Please note that the above interpretations are still to be confirmed.

SHIP SUMMARY

- Pacific Princess; en-route from foreign - no more foreign ports before entering Australia - self isolation required
- Sun Princess; domestic - Tassie port cancelled – Vessel to cancel Melbourne call on the 19th March and proceed directly to Sydney for a 00:01 – 11:00hrs call on the 19th March at White Bay 4
- Sea Princess; domestic - no issue
- Golden Princess; NZ cruise - last port cancelled, ship en route to Australia - self isolation required - Arrival Melbourne 19th March now agreed
- Ruby Princess; NZ cruise - last three ports cancelled, ship en route to Australia - self isolation required- Arrival Sydney 19th March now agreed
- Pacific Explorer; domestic - no issue
- Pacific Dawn; laid up
- Pacific Aria; domestic - no issue
- Carnival Spirit; domestic - no issue
- Carnival Splendor; South Pacific cruise cut short, en route to Australia - self isolation required
- Amsterdam; already in Australian waters - self isolation should not be required
- QE; domestic - no issue
- QM2; departed Fremantle to Soton
- Seabourn Sojourn; en route from foreign - no foreign ports before entering Australia - self isolation required
- Seabourn Encore; domestic - no issue

OTHER OPERATIONAL ISSUES;

Golden Princess

Final date brought forward to 19th March in Melbourne– Guest comms and flights now being worked

Ruby Princess

Final date brought forward to 19th March in Melbourne– Guest comms and flights now being worked.

Sun Princess

Ship made its call to Kangaroo Island as planned.

One crew member joined the vessel in Adelaide from Jakarta and presented with ILI symptoms on the evening of the 15th March. They were medically disembarked to Royal Adelaide hospital and were pronounced all clear pending on results of their swabs in 2 days time.

Call to Burnie, Tasmania tomorrow is cancelled therefore vessel to cancel Melbourne call on the 19th March and proceed directly to Sydney for a 00:01 – 11:00hrs call on the 19th March at White Bay 4

Pacific Explorer

Completed current voyage in Sydney 16/03. All guests disembarked except one family (Due to below mentioned testing). 3 ILI, isolated onboard (2 crew one guest), cases under watch by NSW PH and swab tests sent ashore.

Ship will remain at WB5 until 16:00hrs on 17th March when she will put to sea awaiting confirmation of layup plans.

Pacific Aria

Completed current shortened itinerary in Adelaide 16/03. All guests disembarked and the vessel is safely moored at OH#8 in Adelaide.

Pacific Dawn

Ship remains at sea awaiting assignment of a berth.

Critical Path / Priorities:

- Golden Princess – Follow up on health clearance protocols for State of Victoria
- Continue to the discussion with Government to gain clarity on the revised entry rules and the impact on guests and crew with respect to self-isolation
- Develop the layup plan for all ships in purview
- Continue focus and decision making for crew regarding forward plans.

Current Ship Positions

Carnival Corporation Fleet Ships in Australian Region - as of 17 March 2020							
Responsibility	Brand	Ship	Out of Service Date	Port	Back in Service Date	Next Location	Location Today 17 Mar 2020
	CCL	Carnival Splendor	Tuesday, 17 March 2020 @ 1900	SYD - OPT	Monday, 13 April 2020	SYD - OPT	SYD - OPT
Green Team	PCL	Sea Princess	Wednesday, 18 March 2020	SYD - WBCT	Tuesday, 12 May 2020	SYD (World Cruise)	At Sea
	SBN	Sojourn	Wednesday, 18 March 2020	JFM		AU/NZ	At Sea
Green Team	PCL	Sun Princess	Thursday, 19 March 2020	SYD - WB4	Tuesday, 12 May 2020	SYD (USA to AU)	At Sea
Green Team	PCL	Golden Princess	Thursday, 19 March 2020	MEL	Saturday, 16 May 2020	LA	At Sea
Green Team	PCL	Ruby Princess	Thursday, 19 March 2020	SYD - OPT	Saturday, 16 May 2020	Seattle	At Sea
Green Team	PCL	Pacific Princess	Saturday, 21 March 2020	JFM	Monday, 11 May 2020	LA	At Sea
	HAL	Amsterdam	22 or 23 March 2020	JFM		Fort Lauderdale	At Sea
Green Team	POAU	Pacific Dawn	Out of Service - 14 March 2020	BNE	Saturday, 18 April 2020	BNE	At Sea
	CU	Queen Elizabeth	Out of Service - 15 March 2020	SYD - OPT			At Sea
	CCL	Carnival Spirit	Out of Service - 16 March 2020	SYD - OPT	Monday, 13 April 2020	USA	Anchor - Port Kembla
	SBN	Encore	Out of Service - 16 March 2020	ADL			ADL
Green Team	POAU	Pacific Aria	Out of Service - 16 March 2020	ADL	Sunday, 12 April 2020	AKL	ADL
Green Team	POAU	Pacific Explorer	Out of Service - 16 March 2020	SYD - WB4	Tuesday, 14 April 2020	SYD	SYD - WB4

Sun Princess – @sea enroute to Sydney
 Sea Princess – @sea enroute to Sydney
 Golden Princess – **@sea enroute to Melbourne**
 Ruby Princess – @sea enroute to Sydney
 Pacific Explorer – Sydney **(end of cruise)**
 Pacific Dawn – @sea **(with no pax)**
 Pacific Aria – Adelaide **(end of cruise)**

Department Reports:**Fleet Operations:**

- Plan being worked for lay up

Guest Operations:**Princess**

- All ships being called this morning to get an update on mood onboard and any further communications that may be required.
- Feedback on mood received from all ships as follows :
- Golden : Guest mood largely OK but awaiting details on return to Australia date and compensation
- Ruby: Mood OK same as Golden awaiting more information on return date and compensation.
- Sea : Mood is very good onboard for guests, crew

- Sun: Ship in KI today, mood onboard also good but not yet told of cancellation of Burnie and change to dates

P&O

- PX all guests disembarked in Sydney, part from 2 guests who were showing symptoms and had swab tests done. In addition 1 crew members was also showing symptoms. Awaiting the test results that are expected around 6pm. PX will remain alongside overnight. Thomas K visited the ship and the Team seemed in good spirits.
- PR successfully disembarked all guests in Adelaide.
- PD spent the day at sea.
- Crew morale remains good on all ships and all guests were more than understanding to our decision and commended us on action taken.
- Most guest questions around compensation, as in how soon and what will happen to the crew.
- Normal hotel shutdown routine commenced for all three ships, this includes F&B stocks, securing of cash etc.
- All three ships have started extensive crew welfare programs, training and deep cleaning.
- New incident working group stood up for P&O and will meet daily for the next couple of weeks.

Government Affairs:

- Tasmania banned all cruise ships until 30 June
- Significant changes to Government and state policy on entry requirements

Medical/Public Health:

- Nil to report

Logistics/Care Team:

- Logistics for today's debark of PX and PR
- Continued work on confirming berths for remaining vessels that still need to end cruise.
- Worked on potential layup berths.

Crew HR:

- Extensive communications distributed to ships by way of an FAQ (first round).
- Items included feedback gathered from various managers on board to ensure messages were relevant to actual crew queries
- Executive leaders on board have been requested to cascade.
- Global Talent Partners have been informed of the decision not to initiate travel arrangements for any new/re-joiners until otherwise requested

Legal:

- Nil to report

Communications:

- Captains' announcements were provided for Ruby Princess, Golden Princess and Sun Princess to accommodate itinerary changes.

- In addition, guest letters outlining arrangements for forward travel and compensation were provided for Ruby and Golden. This will follow for Sun Princess tomorrow (Tuesday)
- Discussions continued with Australian Border Force to gain clarity around restrictions on cruise ships, specifically around the timing for when the 14-day self-isolation begins for guests and crew.

Air:

- Tentatively alerted Noam Roth of Ruby's amended arrival date of 19MAR in SYD so that he will start the EZair rebooking process via OnDeck.

Finance:

- Nil to report

Supply Chain:

- Working on shortening customs clearance for incoming goods to Australia for Pacific Princess, Amsterdam and Seabourn Sojourn

Fw: Cruise ship messaging for pax [DLM=For-Official-Use-Only]

From: sandy.olsen [REDACTED]
To: peter.little [REDACTED]
Date: Tue, 17 Mar 2020 12:00:12 +1100
Attachments: v2 Advice for cruise passengers dated 17 March 2020.docx (141.64 kB)

FYI

----- Forwarded by Sandy Olsen/PandO/AU on 17/03/2020 11:59 AM -----

From: "Joel Katz" [REDACTED]
To: "Sandy Olsen" [REDACTED]; "Sture Myrmell" [REDACTED]; "Gavin Smith" [REDACTED]
Date: 17/03/2020 11:44 AM
Subject: FW: Cruise ship messaging for pax [DLM=For-Official-Use-Only]

Please see updated Advice for cruise passengers attached. It is much clearer - Please let me know ASAP if you are happy with this, or have any other suggested changed. I am still not sure why they are using "existing" when referring to connections, but I'm not sure it's that important in the context.

Thanks

Joel

From: Kate DERONNE [REDACTED]
Sent: Tuesday, 17 March 2020 11:39 AM
To: Joel Katz [REDACTED]
Cc: Alice STANLEY [REDACTED]
Subject: Cruise ship messaging for pax [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi Joel

Attached is a draft updated advice to cruise ship passengers, noting your feedback and comments on our previous messaging. We'd be grateful if you would let us know if you have any further suggestions on this.

We've noted your comments around the other advices; we are working on reworking those versions as well.

We know Sandy Olsen is keen to have this go out today. Alice will also call you shortly to discuss.

Thanks

Kate

Kate Deronne
 Director | Traveller Initiatives

Traveller Branch | Customs Group

Australian Border Force

[REDACTED]

[REDACTED]

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.



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v2 Advice for cruise passengers dated 17 March 2020.docx



MESSAGING TO CRUISE SHIP PASSENGERS

On 15 March 2020 the Prime Minister of Australia announced that international cruise ship operations will cease and all travellers entering Australia from 0001 AEDST 16 March 2020 must undertake a precautionary self-isolation period for 14 days upon entry to Australia.

For any travellers who are entering Australia for less than 14 days, you must self-isolate for the entire duration of your stay.

The 14 day self-isolation period commences the day your cruise ship departs from the last international port before heading to Australia.

- As an example, if your cruise ship has travelled for 8 days since the last port of departure before arriving in Australia, the self-isolation period will be for the remaining six days.

We are working with the cruise industry to implement the restriction, particularly to bring everyone currently on a cruise safely back to port and on to their home destinations either in Australia or overseas.

The self-isolation period applies to any traveller entering Australia including on a cruise ship.

If you are an Australian citizen and resident:

- If you have domestic connections to your final destination, you may travel to the airport for your flight.
 - If you are not travelling directly to the airport you must self-isolate at your hotel or other accommodation until you travel to the airport.
- You must self-isolate at home or your final destination for the remainder of the 14 day period.

If you are an international visitor:

- If you have an onward domestic or international connection:
 - You may travel to the airport for your departing flight.
 - If you are travelling domestically, you must self-isolate for the remainder of the 14 day period once you have arrived at your final destination.
- If you have existing domestic or international connections but are not travelling directly to the airport, you must self-isolate at your hotel or other accommodation until you travel to the airport.

– 2 –

- If you do not have any existing domestic or international connections, you must self-isolate at your accommodation upon arrival in Australia for the remainder of the 14 day period.

The Australian Government is closely monitoring the situation and this advice will be updated as needed. It is important to continue to monitor the ABF website and the [Department of Health website](#).

Updated messaging for cruise ship travellers dated 17 March 2020
[SEC=UNCLASSIFIED]

From: Trav Pol Secretariat [redacted]
To: "jkatz [redacted]"; "Sandy.Olsen [redacted]";
<sandy.olsen [redacted]"; "graeme.oneill [redacted]";
<graeme.oneill [redacted]"; "Paul.Mifsud [redacted]";
<paul.mifsud [redacted]"; "sthompson [redacted]";
"neillinwood [redacted]"; "Peter.Little [redacted]";
<peter.little [redacted]"; "Stephanie.Quispes-Garay [redacted]";
[redacted]"; "Bursle, Guy" [redacted]"; "Anthony.Quan [redacted]";
[redacted]"; "rhonda.owen [redacted]";
Joel <joel.willis [redacted]"; "HICKS, Gillian" [redacted]"; Susan Gavin
[redacted]"; "Cooper, Barbara" < [redacted]"; JOHNSON
Andrew [redacted]"; HALL Jessica [redacted]";
[redacted]"; ICC-One [redacted]";
Cc: Trav Pol Secretariat [redacted]
Date: Tue, 17 Mar 2020 13:59:12 +1100
Attachments: Messaging for cruise ship travellers dated 17 March 2020.pdf (198.44 kB); coronavirus-covid-19-isolation-guidance_3 - Final 15 March 9.36pm (003).pdf (243.42 kB); Information sheet for international travellers COVID-19 - FINAL 15 March....pdf (169.18 kB)

UNCLASSIFIED

Good afternoon all

Please see attached the updated messaging for cruise ship passengers, along with the health factsheets which provide the latest information on COVID-19.

The Australian Government is closely monitoring the situation and the attached advice will be updated as needed. It is important to continue to monitor the [ABF website](#) and the [Department of Health website](#).

Please direct any questions to [redacted]

Regards

Alice Stanley

Assistant Secretary

Traveller Branch| Customs Group

Australian Border Force

[REDACTED]

[REDACTED]

UNCLASSIFIED

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MESSAGING TO CRUISE SHIP PASSENGERS

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For any travellers who are entering Australia for less than 14 days, you must self-isolate for the entire duration of your stay.

The 14 day self-isolation period commences the day your cruise ship departs from the last international port before heading to Australia, unless you have been notified that people on board the ship are unwell and suspected of having COVID-19.

- As an example, if your cruise ship has travelled for 8 days since the last port of departure before arriving in Australia, the self-isolation period will be for the remaining six days.
- You will be provided further instructions if someone on board is suspected of having COVID-19.

We are working with the cruise industry to implement the restriction, particularly to bring everyone currently on a cruise safely back to port and on to their home destinations either in Australia or overseas.

The self-isolation period applies to any traveller (including passengers or crew) entering Australia including on a cruise ship.

If you are an Australian citizen or permanent resident:

- If you have domestic connections to your final destination, you may travel to the airport for your flight.
 - If you are not travelling directly to the airport you must self-isolate at your hotel or other accommodation until you travel to the airport.
- You must then self-isolate at home or your final destination for the remainder of the 14 day period.

If you are an international visitor:

- If you have an onward domestic or international connection:
 - You may travel to the airport for your departing flight.
 - If you are travelling domestically, you must self-isolate for the remainder of the 14 day period once you have arrived at your final destination in your accommodation.
- If you have existing domestic or international connections but are not travelling directly to the airport, you must self-isolate at your hotel or other accommodation until you travel to the airport.

– 2 –

- If you do not have any existing domestic or international connections, you must self-isolate at your accommodation upon arrival in Australia for the remainder of the 14 day period.

The Australian Government is closely monitoring the situation and this advice will be updated as needed. It is important to continue to monitor the [ABF website](#) and the [Department of Health website](#).

The Department of Health has published 'Information for Travellers' and 'Isolation guidance' fact sheets, including what to do if you become ill after arrival in Australia. These are available at www.health.gov.au/covid19-travellers.



Isolation guidance

If you have returned to Australia from overseas, or been in close contact with a confirmed case of coronavirus, special restrictions apply. This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets at

www.health.gov.au/covid19-resources

Who needs to isolate?

All people who arrive in Australia from midnight 15 March 2020, or think may they have been in close contact with a confirmed case of coronavirus, are required to self-isolate for 14 days.

Stay at home or in your hotel

When travelling home or to your hotel to start isolation use personal transport, such as a car, to minimise exposure to others. If you need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), follow the precautions outlined in the public transport guide at

www.health.gov.au/covid19-resources

During the 14 days of isolation, you must stay at home or in your hotel and don't go to public places including work, school, childcare, university or public gatherings. Only people who usually live with you should be in the home. Do not see visitors. If you are in a hotel, avoid contact with other guests or staff.

If you are well, there is no need to wear surgical masks at home. Ask others who are not in isolation to get food and necessities for you. If you must leave home, such as to seek medical care, wear a surgical mask. If you don't have a mask, take care to not cough or sneeze on others. For more information about when to wear a mask, visit: www.health.gov.au/covid19-resources

Monitor symptoms

When in isolation, monitor yourself for symptoms including fever, cough, sore throat, tiredness or shortness of breath. Other possible symptoms include chills, body aches, runny nose and muscle pain.

What do I do if I get sick?

If you develop symptoms (fever, a cough, sore throat, tiredness or shortness of breath) within 14 days of returning to Australia, or within 14 days of last contact of a confirmed case, you should arrange to see your doctor for urgent assessment.

You should telephone the health clinic or hospital before you arrive and tell them your travel history or that you have been in contact with a confirmed case of coronavirus.

You must remain isolated either in your home, hotel or a healthcare setting until public health authorities inform you it is safe for you to return to your usual activities.

How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene and keeping your distance from others when you are sick is the best defence against most viruses. You should:

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).

- Exercise personal responsibility for social distancing measures.

Going outside

If you live in a private house, it is safe for you to go into your garden or courtyard. If you live in an apartment or are staying in a hotel, it is also safe for you to go into the garden but you should wear a surgical mask to minimise risk to others and move quickly through any common areas.

Advice for others living with you

Others that live with you are not required to be isolated unless they meet one of the isolation criteria outlined above. If you develop symptoms and are suspected to have coronavirus, they will be classified as close contacts and will need to be isolated.

Cleaning

To minimise the spread of any germs you should regularly clean surfaces that are frequently touched such as door handles, light switches, kitchen and bathroom areas. Clean with household detergent or disinfectant.

Managing the 14 day isolation

Being in isolation can be stressful and boring. Suggestions include:

- Keep in touch with family members and friends via telephone, email or social media.
- Learn about coronavirus and talk with others.
- Reassure young children using age-appropriate language.
- Where possible, keep up normal daily routines, such as eating and exercise.
- Arrange to work from home.
- Ask your child's school to supply assignments or homework by post or email.
- Do things that help you relax and use isolation as an opportunity to do activities you don't usually have time for.

More information

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.



Australian Government
Department of Health

Novel coronavirus (COVID-19)

Information for international travellers

There is currently a global outbreak of novel coronavirus (COVID-19).

Symptoms of COVID-19 are similar to other respiratory illnesses and can include fever, sore throat, cough, tiredness and shortness of breath. This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets. Go to www.health.gov.au/covid19-travellers for the list of high risk countries and information sheets.

Who is required to stay at home?

All travellers must isolate for a period of 14 days after they have entered Australia. If you need to transit domestically, you may complete this transit and then begin your precautionary 14 day self-isolation period. If you have a layover, you must remain in the airport or self-isolate in your accommodation for the transit period. Refer to the 'Isolation guidance' information sheet for further information.

If you have returned from a country or region that is at higher risk for COVID-19, you may also be required to undergo enhanced health screening on arrival in Australia.

What do I do if I am sick right now?

If you are experiencing symptoms of COVID-19, let a member of the airline or ship crew know now. If you are in the airport or seaport contact a biosecurity officer now.

What do I do if I get sick while in Australia?

If you become unwell, you must:

- Stay in your home or hotel.
- Isolate yourself from others and use a separate bathroom if available.
- Put on a surgical mask if you are near other people. If you don't have one, cover your cough and sneeze.
- Wash your hands frequently with soap and water and use alcohol-based hand rub.
- Call a doctor and tell them your recent travel history.

If you have serious symptoms such as difficulty breathing, call 000, ask for an ambulance and notify the ambulance officers of your recent travel history.

How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses:

- Wash your hands frequently with soap and water, including before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).

More information

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If you have concerns about your health, speak to a doctor.
Information for international travellers – Version 2 (15/03/2020)
Novel coronavirus (COVID-19)

GREEN_TEAM_UPDATE_17/03

From: peter.little [REDACTED]
To: angela.howard [REDACTED] belinda.palmer [REDACTED] david.jones [REDACTED]
 david.mckernan [REDACTED] greg.jackson [REDACTED] jeremy.goodman [REDACTED]
 ken.flavell [REDACTED] kevin.keat [REDACTED] lauren.miller [REDACTED]
 meg.koffel [REDACTED] michele.olivier [REDACTED] mike.drake [REDACTED]
 nick.ferguson [REDACTED] paul.mifsud [REDACTED] sandy.olsen [REDACTED]
 sophie.linossier [REDACTED] stuart.allison [REDACTED] sture.myrmell [REDACTED]
 thomas.karlsson [REDACTED]
Date: Tue, 17 Mar 2020 18:52:37 +1100
Attachments: Information sheet for international travellers COVID-19 - FINAL 15 March....pdf (169.18 kB)

GREEN_TEAM_UPDATE @1900

Dear all

We've had some wins in the past couple of days so please don't lose sight of our achievements and celebrate the wins!

The situation in the region remains extremely dynamic and complex but do we have more clarity on the border entry requirements. I've attached this guidance for your reference. Also attached is a list of ships in region and their current status.

Sea Princess

On route Sydney, ETA 0400 18/03

Deemed a low health risk. All plans in place for turnaround and onward travel arrangements already complete.

Golden Princess

On route to Melbourne, ETA 0400 19/03.

Currently have in isolation / quarantine:

- Guests from flight OF0094: 24 guests
- Guests in contact with another possible COVID-19 case: 3 guests
 - They are all asymptomatic and has no fever
- ILIs: total 7 cases
- 3 crew cases (2 released from isolation but still in quarantine - apyrexial)

Their cabin mates are also in quarantine as per previous instruction from Grant

Awaiting advice from Victorian Health on Biosecurity requirements and pratique.

Ship will remain alongside for at least 24 hours, if not longer. Guests will disembark on arrival (following clearance). Hotels have been arranged for up to 50 guests with in independent travel plans as they may need them if unable to change their flights

Ruby Princess

On route to Sydney ETA, 0630 19/03

Ship has seen a significant spike in ARI & ILI Cases in the past few days

Last 48 hrs ILI - 13

Total Count ILI - 30 ARI - 70

It is likely that the NSW PH unit will classify the ship as Medium to High risk on arrival and so this may slow the disembark process as secondary medical screening will almost certainly apply.

Therefore, onward travel arrangements could be affected. International/domestic flights flight shave been amended for EziAir guests sand independents have made their own changes. As a precautionary measure, sourcing Hotel rooms has been completed should onward travel be affected.

Sun Princess

On route Sydney, ETA 0001 19/03

Arrival confirmed for White Bay.

Ship currently presenting low risk from a health perspective. Relatively small number or ARI & ILI cases.

Onward travel arrangements being made for all guests with international/domestic flights.

Pacific Explorer

Departed White Bay this evening. Out of service, heading to sea. Plans being worked to move into lay up phase and reduce/repatriate crew

Pacific Aria

Out of service, alongside Adelaide. Plans being worked to move into lay up phase and reduce/repatriate crew

Pacific Dawn

Out of service, at sea. Plans being worked to move into lay up phase and reduce/repatriate crew

Crew

Plan being worked to reduce all ships compliments and return crew home. No crew shore leave for now until we work the plans through.

P&O Contact Centre

Contact Centre operation unstable at present owing to the lock-down rules being applied in Manila. Service has been patchy today but the entire CAU team are doing an amazing job in coming together and working up various plans and tactics to cover this disruption. Likely that all operations in the Philippines will move into a Disaster Recovery phase with agents and staff working from home.

Any questions, please shout out.

Regards Peter

Carnival Corporation Fleet in Australia - As of 17 March 2020														
Brand	Ship	Int or Dom	Crew/Guest Self Isolation Applied	Domestic Guest	International Guest	Total Guest	Crew	Total	Out of Service Date	Port	Back in Service Date	Next Location	Location Today 17 Mar 2020	Lay Up Berths
PCL	Sea Princess	Dom	N	1152	547	1699	839	2538	Wednesday, 18 March 2020	SYD - WBCT	Tuesday, 12 May 2020	SYD (World Cruise)	At Sea	Glebe 1 & 2
SBN	Sojourn	Int	Y			289	390	679	Wednesday, 18 March 2020	JFM		SYD/USA	At Sea	USA
PCL	Ruby Princess	Int	Y	1684	950	2634	1145	3779	Thursday, 19 March 2020	SYD - OPT	Saturday, 16 May 2020	Seattle	At Sea	Anchorage - Eden or MEL - Station Pier
PCL	Golden Princess	Int	Y	1799	411	2210	1044	3254	Thursday, 19 March 2020	MEL	Saturday, 16 May 2020	LA	At Sea	MEL - Station Pier
PCL	Sun Princess	Dom	N	1388	396	1784	803	2587	Thursday, 19 March 2020	SYD - WBCT	Tuesday, 12 May 2020	SYD (USA to AU)	At Sea	WBCT
PCL	Pacific Princess	Int	Y	17	566	583	396	979	Saturday, 21 March 2020	JFM	Monday, 11 May 2020	USA	At Sea	USA
HAL	Amsterdam	Dom	N			1108	664	1772	22 or 23 March 2020	JFM		USA	At Sea	USA
POAU	Pacific Dawn	Dom	N	0	0	0	692	692	Out of Service - 14 March 2020	BNE	Saturday, 18 April 2020	BNE	At Sea	
CU	Queen Elizabeth	Dom	N	1651	158	1809	974	2783	Out of Service - 15 March 2020	SYD - OPT			At Sea	At Sea
POAU	Pacific Aria	Dom	N	0	0	0	603	603	Out of Service - 16 March 2020	ADL	Sunday, 12 April 2020	AKL	ADL	ADL - Berth 8
POAU	Pacific Explorer	Dom	N	0	0	0	899	899	Out of Service - 16 March 2020	SYD - WB4	Tuesday, 14 April 2020	SYD	SYD - WB4	SYD - WB4 or WB3
CCL	Carnival Spirit	Dom	Y	0	0	0	882	882	Out of Service - 16 March 2020	SYD - OPT	Monday, 13 April 2020	USA	Anchor - Port Kembla	USA
SBN	Encore	Dom	N			0	438	438	Out of Service - 17 March 2020	ADL		JFM/Colombo	ADL	
CCL	Carnival Splendor	Int	Y			3192	1139	4331	Out of Service - 17 March 2020	SYD - OPT	Monday, 13 April 2020	SYD - OPT	SYD - OPT	Anchor - Port Kembla



Peter Little [Senior Vice President, Guest Experience](#)
P&O Cruises Australia



March....pdf

Information sheet for international travellers COVID-19 - FINAL 15



Australian Government
Department of Health

Novel coronavirus (COVID-19)

Information for international travellers

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- Wash your hands frequently with soap and water and use alcohol-based hand rub.
- Call a doctor and tell them your recent travel history.

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- If unwell, avoid contact with others (stay more than 1.5 metres from people).

More information

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