

## **Infection control measures COVID-19 for The Fjords DA**

The Fjords DA follows the national authorities' guidelines for infection control and continuously adjusts measures based on the traffic light model of the Norwegian Institute of Public Health with a view to control the spread and risk of infection in Norway.

We take the safety of our guests and employees very seriously, and therefore encourage all our guests to follow the National Institute of Public Health's recommendations and the measures we implement.

Our goal is for our guests and employees to feel safe and have a good experience.

**GENERAL MEASURES:** Cleaning and disinfection of all surfaces that employees and guests come into contact with.

**FOCUS ON:** That employees and guests can keep their distance and have good hand hygiene (soap and water or antibac).

### **Our specific measures:**

1. Passengers with socially critical functions shall wear face masks during the tour.
2. Two of the crew shall stand on land when boarding, and shall ensure that all passengers disinfect their hands and keep their distance on the quay.

Passengers with visible symptoms of fever, coughing or sneezing should be refused entry by the walkway.

4. One shall make the sign «roundabout» on board. Passengers must board through the front deck. Those who want to stay inside are distributed with at least 2 meters apart in the lounges.

5. Those who want to go towards the top deck should use the port side on the way up and the starboard side on the way down and on land again. This is to avoid the accumulation of passengers.

6. The salons must be equipped with many disinfection stations with rubbing alcohol.

7. Toilets and washbasins must be disinfected with chlorine or equivalent at least once a hour or as often as needed. The crew must go through regular inspection rounds and remove rubbish.

Railings inside the stairwells, door handles and tabletops must be washed with a desiccant between each turn.

9. The boat must be washed on the outside every day, with special focus on railings, walkways and doors.

We expect our guests to follow the advice and guidelines of national authorities and our local measures. We especially ask you to respect the rule of keeping your distance from other guests and our staff.

The Fjords DA operates in accordance with the restrictions and guidelines from the Norwegian government and DIRECTIVE FROM THE TRANSPORT INDUSTRY / SHIPPING / EV. OTHER and the

hygienic measures are based on the traffic light model from the National Institute of Public Health to prevent infection:

Action level	Operational status and capacity	Measures
<b>Green level</b>	<p>Full operations</p> <p>100% capacity</p> <p>400 pax</p>	<ol style="list-style-type: none"> <li>1. Prohibited use of public transport for sick people</li> <li>2. Focus on hygiene. <ul style="list-style-type: none"> <li>- Good hand and cough hygiene</li> <li>- Regular cleaning.</li> </ul> </li> <li>3. Measures to keep distance: <ul style="list-style-type: none"> <li>- Avoid unnecessary physical contact with others 400 pax.</li> </ul> </li> </ol>
<b>Yellow level</b>	<p>Increased focus on cleaning and disinfection.</p> <p>Measures to reduce contact between guests / employees.</p> <p>75% capacity</p> <p>300 pax</p>	<p>In addition to measures at the green level:</p> <ol style="list-style-type: none"> <li>4. Spread seats for passengers</li> <li>1. Avoid seats / contact face to face</li> <li>2. 1m distance between passengers is recommended for longer journeys (&gt;1h)</li> <li>3. Check queue arrangements in common areas / living rooms.</li> </ol> <p>At the yellow level, the seats that are not to be used will be blocked / marked.</p>
<b>Red level</b>	<p>Increased focus on capacity and distance between guests / employees.</p> <p>50% capacity</p> <p>200 pax</p>	<p>In addition to measures at green and yellow level:</p> <ol style="list-style-type: none"> <li>4. Measures to be able to keep distance are further tightened: <ul style="list-style-type: none"> <li>- Minimum 1m distance between each passenger.</li> </ul> </li> </ol> <p>At the red level, the seats that are not to be used will be blocked / marked.</p>

Flåm 29.09.2020

The Fjords DA