

## Our Response to the 2019 novel Coronavirus (COVID-19)

Below are the current preventative measures we have put in place to protect the health and safety of all our passengers. We will also provide notice when new measures are put in place.

- Passengers and crew who have departed from or transited via any country designated higher than Level 1 as per the Japanese Ministry of Foreign Affairs' Overseas Travel Safety Information (Warning on Infectious Diseases) within the last 14 days are not permitted to board the ship.
- In order to best assess any fevers or illnesses beforehand, prior to boarding all passengers are required to have their temperature measured and submit a health questionnaire.
- Passengers with suspected or confirmed respiratory issues or fevers prior to boarding are required to be tested at a medical facility (including a temperature check) regardless of symptoms or cause. If the safety of other passengers and crew cannot be guaranteed, the passenger may not be permitted to board the ship (in this case, no cancellation fee will be applied).
- All passengers with fever, respiratory illness, or suspected COVID-19 will be requested to stay in an isolated cabin for observation.
- In addition to the existing regular cleaning procedures taking place onboard to maintain a hygienic environment, we are now also using a concentrated chlorine-based solution for disinfection.
- While implementing the above measures, we will continue to monitor the latest developments in the situation. We are regularly confirming information from external health professionals, the US Center for Disease Control (CDC), the World Health Organisation (WHO), as well as Overseas Travel Safety Information (Warning on Infectious Diseases) released by the Ministry of Foreign Affairs of Japan, and taking preventative measures accordingly.

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Japan Grace Co., Ltd.