

COMPENDIUM OF MEMBER POLICIES

Revised March 2, 2021

Annual Summary of Changes

Policy	Date Adopted / Revised
Medical Facilities	Revised December 1, 2020
Health- Member Policy for Mitigation of COVID-19	Adopted December 1, 2020
Operational Safety- Lifeboat Loading for Training	Revised December 2020
Health- Public Health	Revised February 7, 2021
Health- Member Policy for Mitigation of COVID-19	Revised March 2, 2021

Special Note: The 2021 version of the Compendium includes changes intended to address member operations during the COVID-19 pandemic. These specific policies **are intended to be adjusted as conditions change**.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

COMPENDIUM OF MEMBER POLICIES 2021

Introduction	4
» Introduction to the Compendium of Member Policies.....	5
» Member Implementation of CLIA Policies and Inclusion in Safety Management System.....	6
Operational Safety.....	7
» Securing Heavy Objects ^ψ	8
» Annex	9
» Location of Lifejacket Stowage ^ψ	10
» Harmonization of Bridge Procedures ^ψ	10
» Recording the Nationality of Passengers ^ψ	11
» Common Elements of Musters and Emergency Instructions ^ψ	11
» Excess Lifejackets ^ψ	12
» Passage Planning ^ψ	12
» Bridge Access ^ψ	13
» Passenger Muster ^ψ	13
» Life Boat Loading for Training Purposes ^ψ	13
Fire Protection.....	14
» Installation and Use of Local Sounding Smoke Alarms ^ψ	15
» Water Mist Fire Suppression System ^ψ	16
» Fire Protection Measures for Covered Mooring Decks ^ψ	16
Shipboard Security.....	17
» Reporting of Crimes and Missing Persons ^ψ	18
» Safeguarding Children in Youth Activity Centers ^ψ	19
» Security Incidents ^ψ	20
Environmental Protection.....	22
» Waste Management ^ψ	23
» Annex	24
Health	32
» Medical Facilities ^ψ	33
» Member Policy for the Mitigation of COVID-19.....	34
» Annex I	46
Other.....	47
» Guest Care Practices.....	48
» Initial Responders	48

INTRODUCTION

COMPENDIUM OF MEMBER POLICIES 2021

Introduction to the Compendium of Member Policies

Cruise Lines International Association (CLIA) is the world's largest cruise industry trade association, providing a unified voice and leading authority of the global cruise community. CLIA's mission is to help its members succeed by advocating, educating and promoting for the common interests of the cruise community. The association has 15 offices globally with representation in North and South America, Europe, Asia and Australasia. CLIA supports policies and practices that foster a safe, secure, healthy and sustainable cruise ship environment for the more than 30 million passengers who cruise annually and is dedicated to promote the cruise travel experience. CLIA is comprised of the world's most prestigious cruise lines; a highly trained and certified travel agent community; river marketing affiliates; and cruise line partners, including ports & destinations, ship development, suppliers and business services.

CLIA members have no higher priority than the safety of guests and crew. We work closely with FCCA, our sister association in the Caribbean, Central America and Mexico, along with other CLIA associations around the world to ensure CLIA policies are clearly communicated and understood by all relevant stakeholders. With the advice and consent of its membership, CLIA advances policies intended to enhance shipboard safety, security and protection of the marine environment in some cases calling for best practices in excess of existing legal requirements.

This Compendium of Member Policies reflects all current policies duly adopted by the Board of Directors and in effect at the time of publication. The policies in this Compendium are applicable to CLIA members' oceangoing ships and replace and supersede any/all prior policies. New policies or amendments to existing policies are added from time to time as circumstances of the association may dictate, including changes in legal or regulatory requirements on the subjects addressed in the policies, and as approved by the Board and indicated in the Compendium. Policies concerning safety and environmental practices, and to be included in each member's required Safety Management System, are so designated as are policies that are applicable only to certain types of vessels.

Because of the highly unique design, operation and regulatory framework of river cruise ships, these policies are intended for application only to oceangoing cruise ships of CLIA members. River cruise ships are not members of CLIA but are marketing affiliates which operate in much greater proximity to shore side resources and are also subject to rigorous local oversight in the multiple jurisdictions in which they operate. River cruise operators are therefore not subject to this Compendium but are responsible to comply with all applicable laws and regulations in these jurisdictions.

CLIA promotes the policies in this Compendium as a way to foster a safe, secure and healthy cruise ship environment. While CLIA promotes these policies, it does not itself or through its members undertake to develop or enforce industry standards. CLIA does not independently test, evaluate, inspect, verify or certify the safety or potential risks of any services or goods provided by its members, nor does it undertake to warn consumers about the safety or potential risks in connection with the services or goods provided by its members. CLIA does not prescribe, control, warrant, monitor or police the individual practices of any member, nor enforce compliance with the contents of the policies in this Compendium. CLIA does not, by the publication of this Compendium, intend to urge action that is not in compliance with applicable laws, and CLIA's policies may not be construed as doing so. Members verify their own implementation of the policies in the Compendium, with additional audits and certification performed by independent third parties for policies concerning safety and environmental practices.

In publishing this Compendium of Member Policies, neither CLIA nor its members undertake to render professional advice or other services for or on behalf of any person or entity. Nor does CLIA assume any duty to perform legal obligations of any of its members or third parties. Anyone implementing CLIA's policies should rely on his or her own independent judgment or, as appropriate, seek the advice of a competent professional in determining the exercise of reasonable care in any given circumstances. Any verification of implementation or statement of compliance with the policies in this Compendium shall not be attributable to CLIA and is solely the responsibility of the maker of the verification or statement.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

Member Implementation of CLIA Policies and Inclusion in Safety Management System

Subject to established exceptions for certain ships, most member ships are subject to the requirements of the International Convention for the Safety of Life at Sea (SOLAS), Chapter IX of which requires their operators to comply with the International Safety Management (ISM) Code. The principle component of the ISM Code is that each company must develop a Safety Management System (SMS) that incorporates practices and procedures to be followed to address safety and environmental concerns. The practices and procedures in the SMS are then to be audited for compliance, both internally by the member and also by a separate government appointed official or recognized organization (typically a classification society) that surveys ships and audits operations for compliance with the SMS and applicable international and flag State laws.

CLIA's members are independently required by the Association's Bylaws to comply with all applicable policies adopted by vote of the Board. To effectuate the Bylaws, the CEO of every member is to provide annual written verification to CLIA's President that the company has implemented all of CLIA's policies relating to member practices then in effect, as applicable. Additionally, for all members required by law to maintain an SMS, the CEO is to provide annual written verification to CLIA's President that CLIA's existing safety and environmental policies, in addition to being implemented, have also been included in the Company's SMS.

Members that are required by law to maintain an SMS that is audited by a classification society are also to provide annual written certification from a classification society/recognized organization that is a member of the International Association of Classification Societies (IACS), that CLIA's safety and environmental policies then in effect have been included in the SMS and the member's company has been successfully audited. In situations where the flag State has not delegated ISM Code authority to a classification society, the member is to provide substantially equivalent evidence verifying inclusion of CLIA's safety and environmental policies in the SMS and successful audit.

CLIA's safety and environmental policies are annotated in the Compendium by a symbol Ψ.

OPERATIONAL SAFETY

COMPENDIUM OF MEMBER POLICIES 2021

Securing Heavy Objects¹

CLIA's members recognize the differences in structure of vessels and operations which exist among cruise lines, and that the on board and shoreside management of each cruise line therefore determines its best practices under the circumstances presented.

CLIA's oceangoing members have adopted a policy to incorporate procedures into their Safety Management Systems to help ensure the securing of heavy objects either permanently, when not in use, or during heavy/severe weather, as appropriate. Under this policy, a person or persons are to oversee a deck-by-deck inspection to identify unsecured and potentially hazardous heavy objects. Integral to the procedures is a list of identified objects which have a significant potential to cause injury.

Shipboard personnel should apply good seamanship in identifying additional items to be secured. Attention should be given to muster¹ stations, evacuation routes, and lifeboat embarkation stations as a ship emergency could give rise to conditions that differ from ship motions caused by heavy/severe weather.

Consideration should also be given to development of a guidance document to assist in the identification of heavy objects and the most adequate methods for securing them. An example of this guidance document is attached in the annex. This annex is only intended to provide an example for one method of implementing this policy.

Practices and procedures for securing heavy objects should be monitored by each Head of Department and/or as otherwise specified by the ship's command structure, and during routine shipboard inspections and audits.

Heavy/severe weather should be clearly defined under the company policy taking into account the size of the ship, operational profiles, and other information. In defining heavy/severe weather, appropriate deference should be given to the judgment of the Captain.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

¹ The terms "muster" and "assembly" are used interchangeably and therefore are synonymous for this purpose.

Annex

SAMPLE STRUCTURE OF A GUIDANCE DOCUMENT TO ASSIST IN THE IDENTIFICATION OF HEAVY OBJECTS AND THE MOST ADEQUATE METHOD FOR SECURING THEM

Guidance document(s) should consider the following three elements, in addition to any other relevant information.

1 Heavy Objects.

The following list is an example of some heavy objects that may be identified and secured in accordance with company policy. In this sample listing, the objects are grouped by those that should be permanently secured, always secured when not in use, and those to be secured in heavy weather. Heavy objects that have been identified include, but are not limited to, the following:

1.1 Heavy objects that should be permanently secured.

- 1.1.1 Heavy plant pots, sculptures, TVs, cash machines, laundromat equipment, slot machines, and game machines such as in teen recreation areas.
- 1.1.2 Display stands and racks.
- 1.1.3 Treatment tables, heavy standalone product displays, treadmills, exercise weight racks, and weightlifting machines.
- 1.1.4 Pianos, lounge speakers, and back-stage scenery equipment.

1.2 Heavy objects that should be secured at all times when not in use.

- 1.2.1 Trolleys and forklift trucks.
- 1.2.2 Paint rafts, gangways, and deck trash containers.
- 1.2.3 X-ray scanners.
- 1.2.4 Cylinder heads, pistons, charge air coolers, heavy chemical containers, and heavy fan impellers.
- 1.2.5 Gas bottles (refrigerant, oxygen, acetylene, CO₂, etc.)

1.3 Heavy objects not otherwise secured that should be secured for heavy weather.

- 1.3.1 Loose objects on display.
- 1.3.2 Temporary decorations.
- 1.3.3 Items brought aboard temporarily as part of shows.
- 1.3.4 Materials/equipment onboard as part of repairs/refurbishment.

2 Securing Methods.

2.1 Consideration should be given to the strength and appropriateness of each point of attachment to which the heavy objects are secured.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

2.2 Consideration should be given to the following list of securing methods. Additional securing methods appropriate to the objects to be secured should be identified and used as necessary. Examples are as follows; however, additional methods should be identified and included as appropriate.

- A-Latch type gate hook and eye bracket mounted on bulkhead or vertical surface.
- B-Ratchet strap and eye brackets mounted on bulkhead or vertical surface.
- C-Rope secured to object and adjacent suitable securing surface.
- D-Contained in metal rack-type shelving system.
- E-Suction cup and bracket, ratchet strap, chain, etc.
- F-Permanent securing such as bolting to bulkhead or deck.

3 Various.

A list of specific heavy objects that have been identified by the company during surveys and inspections and that require particular attention.

Location of Lifejacket Stowage^Ψ

CLIA's oceangoing members have adopted this additional policy to reflect best practices for the stowage of lifejackets onboard newly constructed cruise ships. Under this policy, a number of lifejackets equal to or greater than the number required onboard under the relevant international and flag State regulations, are to be stowed in close proximity to either muster¹ stations or lifeboat embarkation points and be readily available for use in case of emergency. Implementation of this policy will continue to result in spare lifejackets being carried in excess of the number required by the International Convention for the Safety of Life at Sea (SOLAS).

For the purpose of this policy, "newly-constructed cruise ships" are defined as those cruise ships for which the building contract is placed on or after July 1, 2013.²

Harmonization of Bridge Procedures^Ψ

Operational safety can be enhanced by achieving substantive consistency in bridge operating procedures among commonly owned ships, for example by providing that bridge personnel who may rotate among such ships can be familiarized with a common set of procedures.

CLIA's oceangoing members have adopted a policy that bridge operating procedures are to be harmonized as much as possible, both within individual companies and among brands within a commonly owned and operated fleet. Under this policy and best practice, each CLIA cruise line operating multiple ships and each cruise line brand that is commonly owned and operated with another brand is to harmonize their respective procedures for bridge operations, taking into account any unique operating characteristics of specialty ships (e.g., expedition ships; sail powered ships; etc.)³

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

¹ The terms "muster" and "assembly" are used interchangeably and therefore are synonymous for this purpose.

^{2, 3} And giving due regard to any relevant flag State requirements.

Recording the Nationality of Passengers^Ψ

The International Convention for the Safety of Life at Sea (SOLAS), Chapter III, Regulation 27 requires that all persons on board be counted prior to departure; details of those who have declared a need for special care or assistance in an emergency be recorded and communicated to the master prior to departure; names and gender of all persons on board, distinguishing between adults, children and infants be recorded for search and rescue purposes; and that all of this information be kept ashore and made readily available to search and rescue services when needed.

To further facilitate the effective and immediate availability of key information in the event of an emergency situation, CLIA oceangoing members have adopted a policy that, in addition to the information required by SOLAS, the nationality of each passenger onboard is also to be recorded, kept ashore and made readily available to search and rescue services when needed.

Common Elements of Musters and Emergency Instructions^Ψ

The International Convention for the Safety of Life at Sea (SOLAS), Chapter III, Regulations 8 and 19, require musters and emergency instructions to be provided for passengers. In addition to the legal requirements, CLIA oceangoing members have adopted a policy that musters and emergency instructions are to include the following common elements:

1. When and how to don a lifejacket
2. Description of emergency signals and appropriate responses in the event of an emergency
3. Location of lifejackets
4. Where to muster when the emergency signal is sounded
5. Method of accounting for passenger attendance at musters both for training and in the event of an actual emergency
6. How information will be provided in an emergency
7. What to expect if the Master orders an evacuation of the ship
8. What additional safety information is available
9. Instructions on whether passengers should return to cabins prior to mustering, including specifics regarding medications, clothing, and lifejackets
10. Description of key safety systems and features
11. Emergency routing systems and recognizing emergency exits
12. Who to seek out for additional information

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

Excess Lifejackets³

The International Convention for the Safety of Life at Sea (SOLAS), as well as flag State regulations, requires that passenger ships on international voyages carry an approved lifejacket (Personal Flotation Device–PFD) for every person onboard the ship. SOLAS requires that lifejackets suitable for children must also be carried in a number equal to 10% of the number of passengers onboard, provided that the number of children's lifejackets carried must not be less than the number of children onboard. Lifejackets must also be carried for the persons on watch and must be stored on the bridge, in the engine control room and at any other manned watch station. An additional number of lifejackets equal to 5% of the persons onboard must also be carried and stored in conspicuous places on deck or at muster³ stations. Under certain circumstances, additional lifejackets must also be carried, and stored at muster stations or in public spaces, when it is likely that persons may not be able to return to their staterooms to retrieve the lifejacket stored there. Some flag States have similar requirements for domestic or non-international voyages.

CLIA's oceangoing operators have adopted a policy of carrying additional adult lifejackets onboard each cruise ship in excess of these legal requirements. Under this policy the number of additional adult lifejackets to be provided must not be less than the total number of persons berthed within the ship's most populated main vertical fire zone. Implementation of this policy should result in spare lifejackets being carried in excess of the number required by SOLAS.

Some smaller oceangoing cruise ships may be constructed with only one main vertical fire zone that is utilized for accommodation spaces. For these vessels, CLIA's policy is that the maximum number of excess lifejackets provided need not exceed fifty percent of the total number of persons carried by the vessel. Extra lifejackets for children in excess of legal requirements, in a number equal to 10% of the number of passengers berthed within the most populated main vertical zone, must also be carried on international voyages under this policy.

All of the additional lifejackets addressed in this policy are to be stored in public spaces, at the muster stations, on deck or in lifeboats, and in such a manner as to be readily accessible to crewmembers for distribution as may be necessary in the event of an emergency. Lifejackets carried for persons on watch are to be carried in accordance with SOLAS and other applicable flag State regulation.

Passage Planning³

Since 1999 CLIA's oceangoing cruise lines have been subject to international guidance concerning passage planning in accordance with IMO Resolution A.893(21), *Guidelines for Voyage Planning*, adopted November 25, 1999. CLIA has adopted a policy that the guidance elements set forth in this resolution are deemed to be the mandatory minimum requirements in the development of passage plans by oceangoing members.

Under this policy, applicable to oceangoing ships, each passage plan is to be thoroughly briefed to all bridge team members who will be involved in execution of the plan well in advance of its implementation. The passage plan will be drafted by the designated officer and approved by the master. CLIA's policy is that all members are to take steps to help ensure bridge team members are asked and encouraged to raise any operational concerns without fear of retribution or retaliation.

In addition, CLIA's policy recognizes the Bridge Procedures Guide published by the International Chamber of Shipping as a compilation of best practices that should be utilized by all ship operators, either as a component of their Safety Management Systems or Bridge Resource Management procedures.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

3 The terms "muster" and "assembly" are used interchangeably and therefore are synonymous for this purpose.

Bridge Access^Ψ

To minimize unnecessary disruptions and distractions to bridge team members in accomplishing their direct and indirect duties during any period of restricted maneuvering, or while maneuvering in conditions that the master or company bridge procedures/policy deems to require increased vigilance (e.g., arrival/departure from port, heavy traffic, poor visibility), CLIA's oceangoing members have adopted a policy that bridge access is to be limited to those with operationally related functions during these periods. Further, members are to take steps to prevent distractions to watchkeeping during these periods.

Any deviation from this policy requires prior approval of senior management ashore.

Passenger Muster^Ψ

Current legal requirements for conducting a muster of passengers are found in the International Convention for the Safety of Life at Sea (SOLAS) and mandate that a muster for embarking passengers occur before departure, or immediately after departure from port. Notwithstanding the legal requirement, CLIA's members have identified a best practice that calls for conducting the mandatory muster for embarking passengers prior to departure from port. On occasions when guests arrive after the muster has been completed, CLIA's policy is that they be promptly provided with individual or group safety briefings that meet the requirements for musters applicable under SOLAS. This practice exceeds existing legal requirements and has been adopted by CLIA's membership as a formal policy to help ensure that any mandatory musters or briefings are conducted for the benefit of all newly embarked passengers at the earliest practical opportunity.

Life Boat Loading for Training Purposes^Ψ

To facilitate training for lifeboat operations, CLIA oceangoing members have adopted a policy that at least one lifeboat on each ship is to be filled with crewmembers equal in number to its certified number of occupants at least every six months. Under this policy, for safety considerations, the loading of lifeboats for training purposes is to be performed only while the boat is waterborne and the boat should be lowered and raised with only the lifeboat crew onboard.¹ Lifejackets should be worn. All lifeboat crew and embarkation/boarding station crew are to be required to attend the lifeboat loading drill. If not placed inside the lifeboat, those crew members are to observe the filling of the lifeboat to its certified number of people.

This policy applies to ships with crew sizes of three hundred or greater, with lifeboats installed. Ships with crew sizes of less than three hundred are to conduct similar and equivalent training evolutions, at appropriate intervals, that are consistent with operational and safety considerations.

During the period of the SARS-CoV-2 Pandemic, this policy, or elements thereof, may conflict with public health guidance. When performing this training presents an increased risk of transmission of SARS-CoV-2 or other pandemic health concerns among passengers or crew, interim measures may be substituted for the aforementioned policy requirement. Where alternative compliance methods are used, CLIA Members are to develop and implement a mitigation strategy to facilitate continued familiarity with lifeboats and how to effectively load them.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

¹ Attention is drawn to the IMO guidance found in MSC.1/Circ.1578 Guidelines on safety during abandon ship drills using lifeboats.

FIRE PROTECTION

COMPENDIUM OF MEMBER POLICIES 2021

Installation and Use of Local Sounding Smoke Alarms¹

To increase the level of safety in the event of a fire onboard, CLIA's members have adopted a policy that each cruise vessel operator install local sounding smoke alarms¹ in all passenger and crew cabins that are intended to immediately alert occupants of the cabin to the presence of smoke in all ships that are not required to comply with Regulations 7.5.1 and 7.5.2 of Chapter II-2 of the International Convention for the Safety of Life at Sea (SOLAS). These local alarms, when operated in conjunction with the smoke detection and alarm system required by SOLAS, enhance smoke detection with minimal adverse operational impact.

Central to the presence of local sounding smoke alarms is the premise that these alarms should not interfere with internationally required fire detection systems or operational procedures necessary for passenger management in the event of an emergency. Local sounding smoke alarms should not render the public address system ineffective, prevent efficient communications between crew and passengers or within the fire team, or otherwise prevent the passing of information necessary in responding to an emergency.

CLIA's policy recognizes that life safety onboard cruise ships in the event of a fire is enhanced by a system of safety that incorporates: structural fire-resistant design; fire detection and extinguishing systems (including smoke detectors and alarms, sprinkler systems, and fire mains); emergency response teams that have received advanced training in shipboard firefighting; and shipboard operational response procedures formulated for specific emergency situations.

Under CLIA's policy, local sounding smoke alarms are not to be relied on as the sole means of assuring that a passenger or crewmember is alerted to the possibility of danger from smoke or fire. When smoke detector activation causes an alarm to sound on the bridge or in the ship's safety center, CLIA's policy is that cruise operators also alert the compartment occupant and ascertain if there is indeed a fire, a practice that has existed previously. To this end, CLIA's policy calls for the following actions:

- Immediately direct one or more crew members to the location of the activated smoke detector to investigate.
- Immediately place a telephone call from the ship's safety center to the affected passenger cabin or crew cabin where equipped with a telephone.
- In the event of the activation of multiple smoke detectors throughout a space or in more than one space, and in the absence of specific knowledge or additional information regarding the origin of these alarms, immediately assemble and, in the absence of confirmation that there is no fire, dispatch a fire response team.

Additionally, under CLIA's policy members are to provide passenger instruction on what action to take in the event of the activation of a local sounding alarm. Such instruction may be provided via in-room written, electronic and/or video safety information. Such instructions should include, but are not limited to, the meaning of the alarm and the action the passenger is directed to take. Training for the crew regarding how to respond to local sounding alarms is to be given at appropriate intervals and included in the crew safety manuals required by SOLAS.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

¹ Local sounding smoke alarm means an audible signal that is emitted within a passenger or crew cabin where a smoke detector is activated and which is of sufficient sound pressure (loudness) to alert occupants of the cabin to the possibility of danger from smoke.

Water Mist Fire Suppression System^Ψ

CLIA's oceangoing members have adopted this policy to reflect best practices regarding water mist fire suppression systems on cruise ships. This policy is effective on December 31, 2015, and applies to cruise ships fitted with a water mist fire suppression system in category "A" machinery spaces.

CLIA cruise lines are to eliminate to the extent practicable any programmed time delay from an automated activation sequence of the water mist system and to provide a redundant source of power or supply pressure to the water mist system in the event of power loss.

As part of this policy, CLIA cruise lines are to establish procedures intended to maintain adequate head pressure in the water mist system while discharging, in the event multiple adjacent detectors or nozzles are activated, such as through the use of smoke control barriers, isolation valves, or similar measures.

Fire Protection Measures for Covered Mooring Decks^Ψ

CLIA's oceangoing members have adopted this policy to reflect best practices regarding fire protection measures for covered mooring decks on cruise ships. This policy is effective on December 31, 2015, and applies to cruise ships having a covered mooring deck, which is described as a mooring station on an open deck that is located below accommodation, service, or other spaces.

CLIA cruise lines are to provide a fixed fire detection and alarm system and a fixed fire suppression system that are suitable for protection of a covered mooring deck, taking into account the general arrangement of the mooring deck, risk of fire, location of mooring lines while stowed and in use, and any manufacturer recommendations for installation of such systems on an open deck, as well as any flag State requirements.

The detection system on a covered mooring deck should initiate audible and visual alarms that are integrated into the fixed fire detection and alarm system for other parts of the ship. The fire suppression system, whether of a design that is activated automatically or manually, should have a local manual release capability that is clearly marked and located adjacent to and outside the protected space.

As part of this policy, CLIA cruise lines are to establish procedures intended to regularly test the function of the fixed fire detection and alarm system and to train relevant ship's crew in manual activation of the fixed fire suppression system on the covered mooring deck while at sea and in port.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

SHIPBOARD SECURITY

COMPENDIUM OF MEMBER POLICIES 2021

Reporting of Crimes and Missing Persons^Ψ

Unlike any comparable industry ashore, cruise lines are subject to strict legal requirements for the reporting of crimes on board cruise ships. Flag States and port nations have enacted reporting requirements or established protocols concerning the reporting of criminal activity. While these reporting requirements may vary for ships operating on global itineraries across multiple jurisdictions, CLIA members are expected to comply with applicable reporting requirements of any legal authority.

CLIA's Members have also adopted a policy, applicable world-wide, that serious incidents such as homicide, suspicious deaths, missing persons, kidnapping, assault with serious bodily injury, sexual assault, firing or tampering with a vessel, or theft of money or property in excess of \$10,000 are to be reported to local law enforcement, depending on the specific circumstances, including the location of the ship when an alleged incident occurred. Additionally, by policy, CLIA's members have agreed that all passengers and crew are to be provided the means and assistance to contact law enforcement authorities. CLIA's members have further agreed that these serious incidents are also to be reported to the ship's flag State.

In the United States, the U.S. Congress passed the Cruise Vessel Security and Safety Act (CVSSA) in 2010, with the support of the cruise industry, which codified many voluntary reporting measures that were already in place. In addition to various operational and structural requirements to enhance shipboard security and safety, the CVSSA codified the industry's 2007 agreement with the U.S. Federal Bureau of Investigation (FBI) for reporting the serious incidents described above on cruises to or from the United States, and dramatically increased penalties for non-reporting. A report of each incident must be submitted to authorities as soon as possible after its occurrence. All passengers and crew must have access to information regarding the locations of the U.S. embassy and consulate in each country the vessel will visit during the course of the voyage. In addition, cruise ships sailing to or from the U.S. are required by the CVSSA to record all complaints of crimes and thefts over \$1,000 in a log that is subject to inspection by law enforcement officials.

Other voluntary, industry-led cooperative measures have also been agreed regionally whereby cruise lines distribute security information to passengers and follow protocols and reporting practices. One prominent example is the Guidelines which have been developed between cruise operators and the Pacific Islands Chiefs of Police (PICP), to provide a high-level good practice guide for reporting and responding to allegations of crimes committed on-board cruise ships at sea in this region.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

Safeguarding Children in Youth Activity Centers¹

One of the features found on many CLIA cruise line ships is a youth activity center where children are provided supervised activities and entertainment. CLIA cruise lines should be committed to adopting practices for their youth activities centers that promote a safe environment for children. This policy has been adopted by CLIA members to help ensure that commitment is fulfilled.

Recruitment and vetting of staff

CLIA cruise lines need to take reasonable steps to help ensure unsuitable persons are prevented from working with children. Pre-selection checks¹ of all applicants to positions working with children or volunteers should therefore include the following elements:

- An application that elicits information about the applicant's past employment, training, education and personal history, including self-disclosure about any criminal record.
- Two references, including the most recent one, regarding previous work with children that are confirmed through direct contact.
- Evidence of identity (passport or driving license with photo).
- Evidence of appropriate training and qualification to work directly with children.
- Consent from an applicant to seek information from the relevant Criminal Records Bureau in their home nation.
- An interview of the applicant according to company protocols for employees and volunteers working with children.
- An induction or orientation during which a check is made that the application has been completed in full (including sections on criminal records and self-disclosures); the job requirements and responsibilities are clarified; child protection policies and procedures are explained; and the staff member acknowledges receipt of such information and any other company code of conduct or ethics.

Abuse recognition and reporting

Only qualified and trained experts and law enforcement personnel are authorized to decide whether or not a claim of child abuse is credible. CLIA cruise lines should strive to safeguard any child from further harm by acting on any concerns or allegations of unlawful conduct and reporting these to the appropriate authorities. CLIA cruise lines should assure all staff/volunteers that they will fully support and protect anyone, who reports a concern that a child is or may be a victim of abuse. When such a concern is raised, regardless whether against a member of staff, passenger or visitor to the vessel, there may be several different investigations including protection of the child, possible violation of criminal laws, and discipline for misconduct.

The results of the child protection and criminal investigations may well influence and inform the disciplinary investigation. While all available information should be considered, the primary consideration should always be safeguarding the child.

Emergency planning and response with respect to youth activity centers

Every CLIA cruise line with youth activity centers should ensure that emergency planning and response procedures unique to the facility are addressed, including notification of responsible parents or guardians and means of reuniting them with their child. These procedures should be included in each individual company's emergency operation plan.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

¹ Taking into account any relevant national laws.

Supervision and Surveillance

Each CLIA cruise line should maintain a policy that ensures that all times the youth activity center is in operation; children are adequately supervised by youth staff. Youth activity centers should have video surveillance cameras installed, capable of recording images in and around the youth activity center, with exception to restrooms. Youth activity centers should establish an age-appropriate check-in/check-out procedure for children. Appropriate measures should be taken to ensure compliance with the company's practices and this policy.

Security Incidents^Ψ

While CLIA cruise lines make every effort to deter criminal activity on board their ships, ship security staff must be prepared to effectively respond to an alleged incident. Many lines have already adopted security practices in accordance with this policy and it is envisioned that all members will develop security practices that advance this policy. Nothing in this policy is intended to detract from the master's overriding authority and responsibility to ensure the safety or welfare of his or her passengers, crew and ship.

This policy is intended to identify steps to be considered in response to a security incident. The steps outlined in this policy are encouraged to be included in the training provided to shipboard staff. One source that may be utilized to train shipboard staff on the elements listed below is the incident scene management training materials prepared by the U.S. Federal Bureau of Investigation.

In addition to considering this policy, each CLIA cruise line should prepare incident response procedures based on national (flag State) and international rules and regulations, other applicable laws and/or legal directives. Member procedures should emphasize the responsibility of Ship Security Officers to exercise best efforts to provide for the safety and welfare of passengers, crewmembers, and ships. The procedures should also emphasize the responsibility of Ship Security Officers to effectively preserve incident evidence for investigation by proper law enforcement authorities.

Initial responder considerations

- The safety of all involved persons and all persons in the area.
- The involvement of medical assistance where appropriate.

Secure the incident scene

- Establish and maintain control of the scene pending directives from law enforcement.

Reporting responsibilities

- Given consideration for the circumstances, proper maritime authorities, law enforcement authorities, and shore side responders should be notified promptly of alleged crimes, security incidents or security threats in accordance with legal mandates.
- In the case of persons suspected of having gone overboard, the master should follow recognized, established maritime search and rescue practices.

Victim assistance considerations

- Consider whether victims may require special accommodations or support services and arrange for such assistance as appropriate.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

- Inform the victim of the name of the law enforcement agency(s) to which the incident was reported and provide the victim with their contact information.

Investigation

- Depending on the circumstances, the following actions should be considered and where possible guided by involved law enforcement authorities:
 - » follow direction and guidance from shore side security personnel and involved law enforcement authorities;
 - » conduct interviews of appropriate involved persons, which may include victim(s), suspect(s), and witness(es);
 - » identify the steps that should be taken to address the safety and security of all persons involved, the vessel, or any other persons on board; and
 - » document pertinent facts and information.

ENVIRONMENTAL PROTECTION

COMPENDIUM OF MEMBER POLICIES 2021

Waste Management^Ψ

Cruise Lines International Association (CLIA) oceangoing members (CLIA members) recognize that proper waste management is fundamental to the protection of the environment. Toward this end, CLIA members are to manage their wastes in accordance with sound environmental principles and in compliance with all regulatory requirements, and continually strive to minimize their waste and seek improved waste management practices.

Through the International Maritime Organization (IMO) and flag and port States, CLIA members are subject to comprehensive, consistent and uniform international standards, as well as the national, state and/or local regulations that apply to all vessels. The standards of MARPOL (the International Convention for the Prevention of Pollution from Ships) have in turn been adopted by most flag and port States and subsequently enacted into national legislation and regulation. Additional national and local legislation have been adopted by many port States. The cruise industry demonstrates its commitment to protecting the environment through the use of a broad spectrum of waste management technologies and procedures employed on its vessels.

CLIA members have demonstrated their commitment to the environment by:

- Developing and maintaining an environmental policy which is the basis of an environmental management system.
- Establishing a dedicated, responsible person to oversee the environmental program.
- Clearly defining operational objectives, requiring compliance with applicable laws and regulations, and encouraging continuous improvement of performance.
- Designing, constructing, and operating vessels, so as to minimize their impact on the environment.
- Implementing comprehensive waste minimization processes and procedures, and advancing technologies to minimize waste and exceed current requirements for protection of the environment, where possible.
- Expanding waste reduction strategies to include beneficial reuse, recycling, and waste to energy processes, to the maximum extent possible.
- Conserving resources through purchasing strategies and product management.
- Optimizing energy efficiency through conservation and energy management.
- Reviewing and improving processes and procedures for collection and transfer of hazardous waste.
- Strengthening programs for the monitoring and auditing of shipboard environmental practices and procedures, in accordance with the International Safety Management (ISM) Code for the Safe Operation of Ships and for Pollution Prevention.
- Engaging and evaluating partners who provide efficient and sustainable strategies for waste and recyclables landed ashore.
- Minimizing and properly managing wastewater discharges beyond compliance with applicable requirements whenever possible.
- Increasing environmental awareness by educating crew, guests, and the communities in which they operate regarding cruise ship environmental programs.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

Annex

WASTE MANAGEMENT BEST PRACTICES AND PROCEDURES

Introduction

The cruise industry is inextricably linked to the environment. Our business is to bring people to interesting places in the world, by travelling via water. The future of the industry depends on a clean and healthy environment. Cruise industry senior management has demonstrated its commitment to stewardship of the environment by establishing industry practices that will make CLIA's oceangoing members (CLIA members) leaders in environmental performance.

The purpose of this document is to describe waste management practices and procedures that CLIA members agree shall be incorporated into their respective Safety Management Systems (SMS). The development of industry practices and procedures is based upon the fundamental principles outlined in CLIA's Waste Management policy.

To the extent there are any waste management practices and procedures not described herein, CLIA members have agreed to use best waste management practices and to comply with all local, state, national, and flag State operational waste management laws and requirements.

Background

Cruise vessels, as do all industrial, commercial, and residential entities, generate waste as a result of normal daily activities/operations. Due to the itinerant nature of cruises, the management of these wastes is more complicated than for land-based establishments. As ships move from port to port, the available facilities and regulatory requirements they encounter are different.

On an international level, environmental concerns are an important part of the International Maritime Organization (IMO) policies and procedures for the maritime industry. CLIA members have agreed on the need to incorporate international, national and local environmental performance standards into their individual SMS. As specified under agreements and laws in many nations, compliance with these requirements is routinely reviewed by port States.

The industry has developed best practices for the management of traditional wastes (e.g., garbage, graywater, sewage, oily residues, sludge oil, and bilge water), as well as the small quantities of hazardous waste produced onboard, during normal operations. CLIA Members share waste management strategies and technologies amongst themselves while focusing on the common goals of waste reduction and pollution prevention. CLIA Members have voluntarily agreed to adopt the more stringent practices set forth in this Policy, which exceed legal requirements, during all normal operations. Allowable exceptions to CLIA's Policy may occasionally occur, e.g., sewage treatment plant equipment maintenance and malfunctions, and safety related discharges permitted under MARPOL Annex IV. In all cases where limits on discharge to the more stringent CLIA policy cannot be achieved, discharges must still be compliant with international and national laws.

The commitment of the industry to this cooperative effort is successful, as companies continue to share best practices, information, and strategies which continue to improve.

Waste Management Practices

CLIA members take great measures to manage garbage and continuously strive to implement new and more effective waste minimization processes and procedures. These operators further continuously strive to implement and invest in new and comprehensive waste minimization processes and procedures, relevant environmental training, and sustainable wastewater operations.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

Training

CLIA member have agreed to develop programs that raise the level of environmental awareness of both crew and passengers. Each ship's crew is to receive initial and recurring training regarding shipboard environmental procedures. Advanced training in specific shipboard environmental management issues is to be provided for those directly involved in these areas. Those directly responsible for processing wastes are to be given specific instructions as to their duties and responsibilities, the operation of the relevant equipment and waste management systems. Specific steps CLIA members have agreed to take to train crew members and increase passenger awareness may include the following:

- comprehensive training programs for new crew with recurring and updated training on a periodic basis;
- announcements over the public address system, notices in ship newsletters, appropriate signage (required and voluntary) and informational posters in crew and passenger areas encouraging environmental awareness and protection;
- environmental information booklets in crew cabins and crew lounges;
- corporate and shipboard produced informational videos shown on cabin TV channels;
- presentations for passengers on company environmental programs and regulatory requirements; and
- periodic environmental committee meetings, consisting of officers and crew from all departments to review methods of improving performance, including enhanced and more effective environmental practices.

Waste Collection, Separation, and Processing

CLIA members have agreed to establish comprehensive procedures in their specific waste management plans that drive the safe and hygienic collection, minimization separation, and processing of wastes onboard and offloads to approved shoreside waste vendors.

Waste can be classified in several ways, but the following definitions represent typical classifications used by CLIA members, some of which come from the pertinent MARPOL Annex V definitions:

Biomedical waste means waste whose collection and disposal is subject to special requirements in order to prevent infection.

Cooking oil means any type of edible oil or animal fat used or intended to be used for the preparation or cooking of food, but does not include the food itself that is prepared using these oils.

Domestic waste means all types of wastes that are generated in the accommodation spaces on board the ship, but does not include graywater.

Electronic waste (E-waste) means used electrical appliances, TVs, computers, monitors, etc.

Food waste means any spoiled or unspoiled food substances, including fruits, vegetables, dairy products, poultry, meat products and food scraps generated aboard the ship.

Garbage means all kinds of food wastes, domestic wastes and operational wastes, all plastics, and cooking oil generated during the normal operation of the ship and likely to be disposed of continuously or periodically.

Harmful Substance means any substance which, if introduced into the environment, is likely to create hazards to human health, harm living resources and/or marine life. This may include the term "hazardous waste" used in some jurisdictions.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

Incinerator ash means ash and clinkers resulting from shipboard incinerators used for the incineration of garbage.

Operational waste means all solid wastes that are collected on board during normal maintenance or operations of a ship. Operational wastes include cleaning agents and additives contained in external wash water, but does not include graywater, bilge water or other similar discharges essential to the operation of a ship.

Plastic means a solid material, which contains, as an essential ingredient, one or more high molecular mass polymers, and which is formed (shaped) during either the manufacture of the polymer or the fabrication into a finished product by heat and/or pressure. Plastics have material properties ranging from hard and brittle to soft and elastic.

Recyclable material means paper, glass, bottles, cans, metals, certain plastics, clothes, and batteries capable of some beneficial re-use.

CLIA members agree to manage their waste streams according to the following details and specific practices.

Cooking Oil

Waste cooking oil is typically strained to remove debris and then collected and landed ashore for recycling in the bio-diesel market where feasible. Otherwise, it may be collected in onboard storage tanks and landed ashore with engine oily residues. It may be directly incinerated or burned as fuel to make steam or electricity on board.

Domestic Wastes

CLIA members agree to the installation of any method (compactors, shredders, incinerators, etc.) to reduce the volume of the waste, which in turn reduces the storage space required and results in more efficient offloading and recycling programs.

Paper, cardboard, and other combustibles are to be recycled when local recycling facilities are available shoreside, but some volume may be incinerated aboard to avoid large accumulation of these combustible materials, as that would present an increased fire hazard.

Glass bottles, jars and other glassware are to be crushed for recycling. Some members and larger vessels separate glass by color to further increase the recycling potential of the waste stream.

Aluminum, (soda cans and deck chairs), galley tins, and other metals (copper, brass, bronze, Cu-Ni and scrap steel) are to be separated by type and landed ashore for recycling, where local recycling facilities exist.

Incinerator Ash

Incinerator ash is to be landed ashore in accordance with applicable local and national requirements. CLIA members agree to test incinerator ash at least annually for any hazardous components. Each CLIA member is to also use a testing standard that is accepted worldwide.

Operational Waste

Many operational wastes may be hazardous or may otherwise require special handling. CLIA members have agreed to ensure that all waste of this nature is appropriately categorized and landed in accordance with the local requirements and only where an acceptable handling/disposal practice is in place.

CLIA members have agreed on the need to identify and segregate hazardous wastes aboard cruise vessels for individual handling and management, in accordance with applicable laws and regulations. CLIA members have further

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

agreed that hazardous wastes are not to be commingled or mixed with other waste streams. The following specific measures have been identified as best industry practices:

Photo Processing, including X-ray development fluid waste

CLIA members agree to prevent the discharge of silver into the marine environment through the use of the best available technology to reduce the silver content of the waste stream to levels specified by prevailing regulations. Photo chemical waste shall not be discharged overboard or commingled with any other wastewater. Otherwise, they are to treat all photo processing and x-ray development fluid waste (treated or untreated) as a hazardous waste and land ashore in accordance with local legislation.

Many CLIA members have installed digital X-ray and photo processing alternatives to further reduce the generated waste.

Dry-cleaning waste fluids and contaminated materials

Shipboard dry cleaning facilities typically use a chlorinated solvent and produce a small amount of waste. This waste is comprised of dirt, oils, filters material, and spent solvent. This material is classified as hazardous or special waste and is only to be disposed of ashore as required by law or regulation. Some CLIA members have replaced solvent based dry cleaning equipment with similar systems using non-toxic solvents. Others have installed “wet cleaning” processes which do not utilize any solvents and therefore do not produce hazardous waste.

Electronic waste (E-waste)

Rapid changes in technology mean that more and more electronic items are replaced and discarded continually. Electronic waste, also known as E-waste, is known to contain low levels of toxic heavy metals such as arsenic, barium, cadmium, chromium, lead, mercury, silver and selenium. To dispose of these products in a sound manner, CLIA members agree to collect and recycle used electronic equipment generated aboard with reputable vendors known to properly handle this waste. E- waste accepted for recycling includes the following:

- computer monitors and televisions;
- personal computers, keyboards, hard drives, printers and printer cartridges;
- VCRs, audio and video equipment;
- communication equipment such as cellular telephones and hand-held radios; and
- smoke detectors (non-ionizing).

Print shop waste fluids

Print shop waste may contain hazardous waste. Printing solvents, inks and cleaners may contain hydrocarbons, chlorinated hydrocarbons, and/or heavy metals that can be harmful. Recent advances in printing technology and the substitution of chemicals that are less hazardous reduce the volume of print shop waste generated and the impact of these waste products.

CLIA members are to utilize, whenever possible, printing methods and printing process chemicals that produce less hazardous waste volume. Shipboard print operators are to be trained to minimize printing waste. Alternative printing inks, such as soy based, non-chlorinated or hydrocarbon-based ink products, are to be used whenever possible.

CLIA members have further agreed that all print shop waste, including waste solvents, cleaners, and cleaning cloths, is to be treated as hazardous waste, if such waste contains chemical components that may be considered hazardous by regulatory definitions and that all other waste may be treated as non-hazardous.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

Photo copying and laser printer cartridges

The increased use of laser and photo copying equipment onboard results in the generation of a number of used toner and ink cartridges. Only such ink, toner and printing/copying cartridges that contain non-hazardous chemical components are to be used. In recognition of CLIA members' goal of waste minimization, cartridges should, whenever possible, be returned to the supplier or an alternative facility for recycling and reuse.

Unused and outdated pharmaceuticals

In general, ships carry varying amounts of pharmaceuticals in their medical centers. The pharmaceuticals that are carried range from over-the-counter products such as anti-fungal creams to prescription drugs such as epinephrine. Each ship stocks an inventory based on its itinerary and the demographics of its passenger base. All pharmaceuticals are managed to ensure that their efficacy is optimized and that disposal is done in an environmentally responsible manner.

When disposing of pharmaceuticals, the method used is to be consistent with established and applicable regulations. Furthermore, most regulatory jurisdictions have a posting of listed pharmaceuticals that must be considered hazardous waste once the date has expired or the item is no longer acceptable for patient use.

Stocks of such listed pharmaceuticals should, when possible, be returned to the vendor prior to the date of expiration. Pharmaceuticals that are being returned and have not reached their expiration date are shipped using ordinary practices for new products.

CLIA members have agreed that all expired listed pharmaceuticals are to be handled in accordance with established guidance. For example, in the US, the Environmental Protection Agency (EPA) has issued a report that clarifies the fact that residuals, such as epinephrine, found in syringes after injections are not considered an acutely hazardous waste, by definition, and may be disposed of appropriately in sharps containers. Additionally, all CLIA members have agreed to adhere to all Universal Precautions when handling sharps.

CLIA members are to employ one or more of the following practices when disposing of pharmaceuticals:

- Establish a reverse distribution system for returning unexpired, unopened non-narcotic pharmaceuticals to the original vendor.
- Appropriately destroy narcotic pharmaceuticals onboard the ship, in a manner that is witnessed and recorded.
- Offload listed pharmaceuticals in accordance with local regulations. Listed pharmaceuticals are hazardous wastes with chemical compositions that prevent them from being incinerated or disposed of through the ship's wastewater treatment plant.
- Dispose of other non-narcotic and non-listed pharmaceuticals through onboard incineration or landing ashore.

Fluorescent and mercury vapor lamp bulbs

CLIA members agree to prevent the release of mercury into the environment from spent fluorescent and mercury vapor lamps by assuring proper recycling or by using other acceptable means of disposal.

Fluorescent and mercury vapor lamps contain small amounts of mercury that could potentially be harmful to human health and the environment. To prevent human exposure and contamination of the environment, these lamps are to be handled in an environmentally safe manner. Recycling of mercury from lamps and other mercury containing devices is the preferred handling method and is encouraged by various authorities. The recycling of fluorescent lamps and high intensity discharge (HID) lamps keeps potentially hazardous materials out of landfills, saves landfill space, and reduces raw materials production needs.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

Disposal of the glass tubes can be accomplished by (1) processing with shipboard lamp crusher units that filter and absorb the mercury vapor through H.E.P.A. and activated carbon, or (2) by keeping the glass tubes intact for recycling ashore. The intact lamps or crushed bulbs are classified when they are shipped to a properly permitted recycling facility; as such, testing is not required. The filters are to be disposed of as hazardous waste, in accordance with applicable laws and regulations.

Other mercury containing products

Where feasible, CLIA members are to reduce the use of mercury-containing products. Any product that contains mercury is to be landed ashore as hazardous or special waste, as appropriate.

Batteries

If not properly disposed of, spent batteries may constitute a hazardous waste stream. Most of the large batteries are used in Uninterruptible Power Supply (UPS) systems, in lifeboats and tenders and standby generators. Small batteries used in flashlights, microphones and other equipment and by passengers' personal use, account for the rest.

CLIA members agree to recycle batteries whenever possible.

Spent batteries are to be collected and returned for recycling or disposal in accordance with prevailing regulations. Discarded batteries are to be isolated from the other waste streams to prevent potentially toxic materials from inappropriate disposal. The wet-cell battery-recycling program is to be kept separate from the dry-battery collection process. Intact wet-cell batteries are to be returned to the supplier, when possible. Dry-cell batteries are to be manifested to a licensed firm for recycling.

Bilge and Oily Water Residues

CLIA members agree to meet or exceed the international requirements for removing oil from bilge and wastewater prior to discharge.

The lowest point in the engine room machinery spaces of a cruise ship is known as the bilge. Water and oil drip from various sources such as shaft seals, propulsion system cooling elements, evaporators, and other machinery. It is periodically pumped into holding tanks and treated to bring the oil in water concentration down to 15 parts per million (ppm) or less. International conventions (i.e., MARPOL) allow discharge of this treated bilge water so long as the oil remaining in the water does not exceed 15 ppm and that it does not leave a visible sheen on the surface of the water when the ship is proceeding en route (underway to allow for dispersion). The oil removed from the water is held onboard for reuse or disposal ashore.

In accordance with the MARPOL Convention and associated regulations, every ship of 400 gross tonnage and above shall be provided with and maintain an Oil Record Book that records the transfer of all oil and oily liquids, including fuel oil, lubricating oil, waste oil, oily sludge, and oily bilge water.

Plastic

CLIA members are constantly researching ways in which plastic can be reduced through sourcing and product selection. Plastic is a product that exists in every aspect of our lives, both ashore and aboard. CLIA members are committed to reducing plastics disposed of in landfills and increasing recycling volumes. Plastics are separated and recycled whenever possible.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

Wastewater Reclamation

Management of water use on a cruise ship is extremely important. This management includes minimizing water usage and reclamation and reuse of water for non-potable purposes. CLIA members are to use various techniques to minimize onboard water use, including:

- use of technical water (for example, air conditioning condensate) in systems that do not require potable water (flushing toilets, laundry, open deck washing), where possible;
- use of water recovery systems (for example, filtering and reuse of laundry water “last rinse” used for first wash;
- active water conservation (for example, use of reduced flow showerheads, vacuum systems for toilets, vacuum food waste transportation, and laundry equipment that utilizes less water); and
- training of the crew to continually remind them to close faucets and valves when not in use and use only necessary quantities of water for cleaning purposes.

Graywater

The term graywater is used on ships to refer to wastewater that is incidental to the operation of the ship. This typically includes drainage from galleys (food preparation, dishwashing and cleaning), accommodation showers and sinks, and laundry.

CLIA members agree that for ships not using onshore reception facilities and travelling regularly on itineraries beyond the territorial waters of coastal States, graywater may only be discharged while the ship is underway and proceeding at a speed of not less than 6 knots⁴ and at a distance not less than 4 nautical miles from the nearest land or such other distance as agreed to with authorities having local jurisdiction or provided for by local law except in an emergency or where geographically limited.⁵

Sewage (also known as Blackwater)

Sewage includes wastewater from toilets, urinals, medical sinks and other similar facilities.

CLIA members agree to process sewage through a sewage treatment system that is certified in accordance with international regulations, prior to discharge during normal operations. For ships not using onshore reception facilities and travelling regularly on itineraries beyond the territorial water of coastal states, discharge is to take place only when the ship is more than 4 nautical miles from the nearest land and traveling at a speed of not less than 6 knots.⁶

Advanced Wastewater Treatment Systems

To improve environmental performance, many cruise lines have installed advanced wastewater treatment systems (AWTS) that utilize advanced tertiary-level treatment. These advanced wastewater treatment systems result in effluent discharges that are often equivalent to the best shoreside treatment plants and may therefore not be subjected to the strict discharge limitations noted above.⁷ CLIA members recognize the sensitivity of discharging wastewater and cooperate fully with national and local requirements in planning wastewater discharges where

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

⁴ For vessels operating under sail, or a combination of sail and motor propulsion, the speed shall not be less than 4 knots.

⁵ The term “geographically limited” includes special circumstances where a ship is operating in internal waters or shoreward of a territorial sea baseline for an extended period of time, in which case any applicable laws and regulations will be controlling.

⁶ For vessels operating under sail, or a combination of sail and motor propulsion, the speed shall not be less than 4 knots.

⁷ Associated AWTS bioresidual may be landed ashore, dried and incinerated or discharged consistent with the requirements of MARPOL Annex IV.

permitted. CLIA, as an organization, encourages the provision of adequate shoreside reception facilities for wastewater where discharge is a concern.

Baltic Sea

CLIA members recognize the extraordinary eutrophication situation in the Baltic Sea, which necessitated its designation as a Special Area under MARPOL Annex IV. The IMO Guide to Good Practice for Port Reception Facility Providers and Users, which was revised following the designation of the Baltic Sea as a Special Area, encourages shipping companies, even when the Special Area has not yet come into effect, to endeavor to meet the requirements as if the Special Area status had taken effect. Consistent with the spirit of MARPOL and the port reception facility guidance, CLIA members have adopted a policy that, when operating in the Baltic, ships are to discharge MARPOL Annex IV waste ashore where adequate port reception facilities are available under a 'no special fee' arrangement.

Equivalent Equipment, Practices and Procedures

CLIA members have long been at the forefront of innovative technological solutions regarding the management of waste onboard their ships and it is important that such innovation be encouraged. To that end, CLIA members welcome the use of equivalent or other acceptable practices and have agreed that any such procedures shall be communicated to CLIA. As appropriate, such practices and procedures may be included as a revision to this document. As an example, when equivalent systems for treating graywater or blackwater are shown to meet the requirements for MSDs and accepted by appropriate authorities for the treatment of graywater or blackwater, the new systems and associated technology may be included in this document together with an explanation of the impact such systems and associated technology may have on the current practice of discharging graywater or blackwater while underway.

HEALTH

COMPENDIUM OF MEMBER POLICIES 2021

Medical Facilities^Ψ

The CLIA members have taken a proactive role in addressing the quality of shipboard medical care, and many cruise ship physicians are members of the American College of Emergency Physicians (ACEP) and serve on that organization's Cruise Ship and Maritime Medicine Section.

As a result of cooperative efforts between experienced cruise ship physicians and ACEP, CLIA ocean-going cruise lines worldwide carrying 100 or more persons on board traveling on itineraries to international waters, have agreed to meet or exceed the requirements of the ACEP Health Care Guidelines for Cruise Ship Medical Facilities as revised January 2019. ACEP's guidelines address the facilities, staffing, equipment and procedures for medical infirmaries on cruise ships traveling outside territorial waters of the coastal state. Patients requiring more comprehensive facilities or treatment are typically referred to a shoreside medical facility.

These guidelines are not intended to constitute medical advice, nor to establish standards of care applicable to the industry as a whole. They reflect consensus among members of the facilities and staffing needs considered appropriate aboard cruise vessels, within the recognized limitations of the sea environment. However, the practices of individual cruise lines and shipboard physicians may vary depending upon passenger and crew demographics, itinerary, ship's construction and other circumstances.

The guidelines are generally intended to foster the following goals:

- To provide reasonable emergency medical care for passengers and crew aboard cruise vessels
- To stabilize patients and/or initiate reasonable diagnostic and therapeutic intervention
- To facilitate the evacuation of seriously ill or injured patients when deemed necessary by a shipboard physician

The ACEP guidelines can be viewed at: <https://www.acep.org/patient-care/policy-statements/health-care-guidelines-for-cruise-ship-medical-facilities>.

Public Health

As part of their commitment to passenger and crew safety in the context of communicable diseases, CLIA's members have adopted the following policy for all oceangoing vessels:

General Pre-Boarding Health Screening

All embarking persons are to receive pre-boarding health screening, to assist in preventing the spread of communicable diseases.

Phased Implementation of Comprehensive COVID-19 Policy Requirements

CLIA Members have adopted policy requirements related to resumption of operations which were suspended due to the COVID-19 Pandemic. Some of the protocols are relevant to crew care only, while others are only relevant once passenger service operations begin. The expectation is that these policy requirements will be phased in over time depending on where vessels operate and in which manner they are operating. For example, policies applicable to crew members should be implemented immediately, when crew members are onboard, whereas policies applicable to passengers should be implemented as operations begin.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

Operations in U.S. Ports and Waters

On September 21, 2020, [74 expert recommendations](#) were issued and later adopted by CLIA member lines operating ships with capacity to carry 250 or more persons in U.S. waters and ports. On October 30, 2020, the U.S. Centers for Disease Control and Prevention (CDC) issued its Conditional Sailing Order and is continuing to issue technical instructions. When the CDC finalizes its requirements for passenger operations in the U.S., CLIA will update this Policy to reflect the final protocols applicable to US operations.

Member Policy for the Mitigation of COVID-19

Introduction and Scope

The health and safety of cruise line crew, passengers and the communities where ships visit are an operational imperative and the top priority for CLIA Member cruise lines. Cruise lines should constantly evolve their efforts to protect against the introduction and transmission of infectious illness onboard ships and demonstrate the industry's continued commitment to public health.

Prevention, detection, surveillance and response efforts related to SARS-CoV-2, the virus that causes COVID-19 illness must be implemented by all ocean-going member cruise lines in accordance with this Policy and applicable requirements and guidance of governments and health authorities. In the event of any inconsistency between this Policy and any applicable and more stringent requirements or guidance of governments and health authorities, the latter controls (e.g., the Framework for Conditional Sailing issued by the U.S. Centers for Disease Control and Prevention provides specific requirements for operations in U.S. waters).

Except where prohibited by applicable law or restrictions imposed by governmental authorities, this Policy, which may be supplemented by cruise line-specific plans and procedures, applies to all CLIA ocean-going cruise lines worldwide carrying 100 or more persons onboard traveling on itineraries to international waters. This Policy has been informed by expert health advisors and other industry-initiated expert groups around the globe, in close coordination with ports and regional and national governments and health authorities.

The measures implemented by cruise lines operating in all regions are to be continuously evaluated against the evolution of the global pandemic. The measures implemented by CLIA Members at initial restart may be adjusted as circumstances change over time including the discontinuation or persistence of travel restrictions, updated guidance from cognizant health authorities, low or high levels of community spread, increased herd immunity, new virus strains, and the development and availability of effective rapid testing, treatments and vaccines.

A Sample Pre-Embarkation Health Declaration is included in Annex I as a template which can be adapted to the specific requirements of member cruise lines and any unique requirements of the geographic areas in which ships operate.

Policy Objectives

In adopting this Policy, CLIA Members should endeavor to:

- Implement a comprehensive prevention, surveillance and response strategy from the time of booking, through the cruise itinerary and at disembarkation;
- Mitigate the potential for embarkation of any person with COVID-19;
- Promote transparent shipboard communications and timely reporting of symptoms by passengers, crew and any other persons that interact with or board the ship;

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

- Detect SARS-CoV-2 among passengers and crew;
- Train crew to recognize and report signs of COVID-19;
- Provide guidance and advice to passengers and crew to recognize signs and symptoms of COVID-19, emphasize personal hygiene measures, encourage the reporting of illness and to follow the recommended prevention measures on board;
- Immediately isolate and clinically manage possible and confirmed cases of SARS-CoV-2 onboard ships;
- Quarantine all identified close contacts of SARS-CoV-2 cases to minimize onboard transmission;
- Report cases to cognizant health authorities and stakeholders;
- Implement contingency response plans and measures;
- Where appropriate, safely and efficiently disembark and repatriate confirmed SARS-CoV-2 cases and their close contacts consistent with response protocols, including pre-arranged, private resources without overburdening government resources;
- Implement strategies to reduce potential transmission among passengers, crew, persons that interact with or board the ship, and the communities ships visit;
- Implement enhanced cleaning and disinfection practices;
- Employ effective products and technologies to mitigate the spread of SARS-CoV-2.

Implementation Assumptions

The risk of introduction and transmission of SARS-CoV-2 onboard ships can be significantly mitigated, but not eliminated. No single measure, standing alone, will prevent transmission of SARS-CoV-2; a comprehensive prevention strategy is necessary to minimize the risk of introducing and spreading the virus onboard ships. The proactive and stringent measures implemented at initial restart may be adjusted as circumstances change over time. Cruise lines are to monitor the epidemiological situation in ports of embarkation, disembarkation and at destinations and should coordinate with authorities to verify that routine disembarkations and pre-arranged contingency plans remain applicable. Cruise lines are to engage with partners in the broader cruise community including ports, terminals, local governments, health authorities and health providers to align cruise line procedures and requirements with the capabilities and capacity of available shoreside infrastructure that support cruise line operations. Shorter voyages may assist in reducing exposure potential and provide operational flexibility for cruise line operators to remain in closer proximity to pre-arranged locations where contingency disembarkation plans can be readily activated. International travel restrictions will persist and fluctuate depending on the prevalence of COVID-19 in the locations to and from which individuals travel.

General Principles

Cruise lines are to assess the need for passenger capacity control measures based on the unique design and characteristics of ships, operational management of passenger flows onboard and loading strategies. Pre-embarkation screening measures are to be utilized to assist in detecting symptomatic individuals; individuals who have knowingly had close contact with, or helped care for, anyone with SARS-CoV-2; individuals who are currently subject to health monitoring for possible SARS-CoV-2 exposure; and, when appropriate, individuals who have traveled from or through areas of heightened SARS-CoV-2 activity. Entry screening measures imposed by governments for passengers arriving by international air travel will supplement enhanced cruise line pre-embarkation testing and screening procedures to mitigate the risk of boarding passengers from countries with heightened SARS-CoV-2 activity. Testing

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

policies and approaches will change over time as technology continues to improve, including test type, equipment, throughput, and sensitivity and specificity.

Members are to coordinate with port and local health authorities in the disposition of confirmed cases and close contacts who are denied boarding. Passengers and crew who test positive for SARS-CoV-2, or who have symptoms consistent with COVID-19, should only be allowed ashore in coordination with health authorities at the destination for the purpose of medical treatment and/or repatriation. The medical priority should be to disembark confirmed SARS-CoV-2 cases as soon as safely and reasonably possible. Members should pre-identify locations along the intended cruise itinerary route, capable and willing to facilitate the disembarkation of passengers for onward travel, based on informed consultation with relevant port and health authorities.

Precautionary measures which are applicable to all travelers, based on the requirements or guidance of health authorities or required by the transportation providers for the health and safety of passengers and employees, should be followed by crew just as with other traveler.

Safety and health measures in destinations and on shore excursions should be comparable to those on the ship and should adhere to local health authority requirements; temperature checks, physical distancing within groups, distancing from other groups or populations ashore, and use of face masks and personal hygiene (including hand washing/sanitizing) are important mitigation measures.

Phases of Members' Return to Passenger Service

To demonstrate that protocols can be successfully implemented on board, cruise lines are to use a phased approach before resumption of full operations. A predetermined series of phases will enable cruise operators to carefully monitor the newly implemented health and safety protocol and to assess their effectiveness prior to advancing to the next phase. There is no set timeline for any phase. Evaluation of the protocols will follow a process of continuous improvement.

Phase 1 - Initial Restart:

Protocols will be the most stringent when initial commercial sailings resume in accordance with guidance from public health officials. Initial heightened restart precautions should include consideration of short duration cruises, limited destinations, and controlled shore excursions.

Phase 2 - Demonstrated Effectiveness of Protocols - Modified Full Resumption:

Based upon success of initial restart, and confidence in the efficacy of the protocols implemented, some early heightened restrictions can be modified. Itineraries may be expanded based upon coordination with destinations. However, all members are to apply all applicable protocols holistically across the full spectrum of the cruise, from time of booking through final disembarkation and return home.

Phase 3 - Availability of Effective Treatments, Therapeutics and/or Vaccines - Modified Full Resumption:

Protocols will remain in effect, but screening and testing measures may be modified based upon the availability of effective treatments, therapeutics and/or vaccines coupled with the guidance provided by health authorities. Physical distancing requirements and wearing of face masks may be re-evaluated consistent with health advice.

Phase 4 - The New Normal:

COVID-19 is no longer a Global Public Health Emergency. Cruise Line protocols are modified so that pre-embarkation testing for SARS-CoV-2 is no longer required. Ships are able to operate with no enduring Public Health restrictions on

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

itineraries. Pre-boarding health screening, cleaning and disinfection procedures and onboard health protocols will continue to exceed pre-COVID levels as recommended by health authorities.

Member Protocols

The protocols outlined below apply at initial restart of passenger operations. These are intended to be adapted during the course of the pandemic to reflect the most up to date understanding of COVID-19 prevention, detection and treatment methods. The protocols are divided into the following sections:

1. Medical Facilities, Equipment and Supplies, Staffing and Procedures

- A. Medical Facilities**
- B. Medical Equipment and Supplies**
- C. Medical Staffing**
- D. Procedures**

2. Ship Configuration and Sanitation

3. Measures for Crew

4. Measures for Passengers Through the Full Spectrum of the Cruise Experience

- A. Communications from the Time of Booking**
- B. Prior to Embarkation and in Terminals**
- C. Onboard Ships**
- D. At Destinations**
- E. At Disembarkation**

5. Case Detection and Management

6. Response Mobilization

7. Implementation, Audit and Review

8. Supplemental Procedures Specific to Brands/Ships

1. Medical Facilities, Equipment, Staffing and Procedures

Meet or exceed the requirements of the Health Care Guidelines for Cruise Ship Medical Facilities of the American College of Emergency Physicians (ACEP) as revised January 2019. ACEP's guidelines address the facilities, intensive care room and inpatient bed requirements, staffing, equipment, and procedures for medical infirmaries on these cruise ships. Patients requiring more comprehensive facilities or treatment are typically referred to a shoreside medical facility. The ACEP guidelines can be viewed at <https://www.acep.org>.

Because the SARS-CoV-2 virus and COVID-19 disease present new challenges that require additional measures to provide for the health of passengers, crew and the destinations ships visit, Members are to supplement their existing commitment under the ACEP Guidelines for medical facilities, equipment and supplies, staffing, training, and procedures as set forth below.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

A. Medical Facilities

- Modify or enhance medical facilities and shipboard accommodation spaces to provide sufficient onboard critical care capacity for COVID-19 cases and to separate potentially infectious persons from those presenting with noninfectious diseases. This includes the capacity to provide for intensive care of COVID-19 cases that may become critically ill from SARS-CoV-2 or other unrelated illness.
- The needs and capacities across the industry, and within cruise brands, are not uniform; likewise, cruise lines have varying capabilities and limitations on ships' ability to convert space based on their current design and construction along with variations in anticipated care needs on different ships and itineraries. In determining the appropriate ratio of inpatient beds and intensive care-capable beds onboard (beds with 360 degree access with additional capability for oxygen supply, infusion devices, ventilators and monitoring equipment for vital signs including cardiac monitoring), consideration should be given to the number of persons who may need care and the length of time they are expected to need care onboard before they can be disembarked, among other factors. Further development of the ACEP Guidelines will be an important consideration. This is an area where close monitoring is warranted as cruising resumes to determine if the ratios are appropriate. Once the pandemic subsides, cruise lines may opt to reduce intensive care-capable bed capacity.

B. Medical Equipment and Supplies

- Supplement the medical equipment and supplies specified by the [ACEP Guidelines 2019](#) and increase the types and quantity carried onboard. This should at least include effective policies and procedures, diagnostic equipment to test for SARS-CoV-2 and Influenza A/B, face masks, and personal protective equipment (PPE). This should further take into account any requirements of authorities where the ship is operating and as appropriate be adapted based on ship operating capacity and passenger demographics.

C. Medical Staffing

- Augment shipboard medical staffing beyond the requirements of the [ACEP Guidelines 2019](#). Focus should be on providing an appropriate ratio and mix of medical professionals based on the number of crew and passengers onboard, and maintaining a reserve of professionals that can be accessed if needed. Augmented staff may include additional doctors experienced in critical care, nurse practitioners (or equivalent) and registered nurses, as well as specialists, both onboard and ashore. The number of additional staff and qualifications are to be coordinated by cruise lines taking into account the requirements of authorities in the region of operations and should be adapted based on ship operating capacity, passenger demographics and proximity and availability of pre-arranged and responsive shoreside resources.
- Identify one or more individuals onboard each ship to be responsible for the overall public health and environmental health aspects of ship operation. This includes the specific responsibility to inform and oversee the implementation and execution of prevention measures, action on audit items and all components of the response to any infectious disease onboard.
- Designate a cruise line-specific centralized entity ashore for all inquiries and aspects related to COVID-19 case management, passenger and crew disposition and disembarkation planning.

D. Procedures

- Employ enhanced shipboard communications and procedures to promote illness reporting;
- Implement a program of daily temperature checks for passengers and crew. Any person with a temperature at or above 38°C or 100.4°F is to be provided with and use appropriate PPE, and report to their cabin or a designated location for medical evaluation. Crew presenting with fever at or above 38 °C or 100.4°F or symptoms consistent

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

with COVID-19 are to refrain from all work responsibilities and remain isolated pending evaluation and direction from shipboard medical staff;

- Employ routine symptom screening methodologies to help identify potential SARS-CoV-2 infections as quickly as possible.
- Conduct health evaluations of suspect cases in their cabins, wherever possible, to minimize potential exposure;
- For individuals in isolation or quarantine, carry out all services by trained crew equipped with PPE in accordance with current health guidance;
- Coordinate with ports, terminals, and service providers to facilitate appropriate distancing within terminals for all pre-boarding screening and processing, provide appropriate PPE when necessary, and efficiently and effectively clean and disinfect areas.
- Implement medical treatment plans that are consistent with the current understanding of COVID-19 and optimal treatment protocols, as well as the specific clinical needs of each patient.
- Where possible, establish relationships with shore-based medical facilities that can provide remote consultation via telemedicine in order to enhance the clinical management of cases of COVID-19.

2. Ship Configuration and Sanitation

- Designate reserved cabins for the isolation of possible and confirmed cases of COVID-19 and the quarantining of their close contacts. The location of these rooms, to the extent possible, should facilitate effective monitoring by medical staff and minimize passengers and crew foot traffic in the area. Ship air flow patterns should also be considered in selecting the location for these cabins.
- Manage passenger and crew population density in order to facilitate physical distancing protocols.
- Implement air management risk mitigation strategies by increasing fresh air changes and reducing recirculation where possible using enhanced filtration and other technologies to maximize system effectiveness. Air management strategies should be optimized taking into consideration any constraints posed by the age of the ship and existing ventilation design, and should be focused on public areas and high traffic locations.
- Employ enhanced sanitation protocols to help protect against the risk of SARS-CoV-2 transmission via inanimate surfaces or objects onboard in port terminals, and cruise line operated destinations.
- Use cleaning methods and disinfectants that are effective against SARS-CoV-2 and which conform with applicable health authority requirements.
- In accordance with the ship's Outbreak Prevention and Response Plan (OPRP), implement procedures to verify maintenance of regular cleaning and disinfection schedules as well as enhanced schedules when elevated levels of respiratory illness or other infectious diseases are possible or confirmed onboard.
- Provide hand-washing and/or hand sanitization equipment at entrances to common areas where people congregate such as passenger and crew dining venues, entertainment venues, child activity centers and throughout crew areas and work spaces. CLIA Members are to post signage at handwashing sinks and hand sanitizing stations to provide guidance on effective hygiene techniques and designate crew to supervise use.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

3. Measures for Crew

- Conduct 100% testing of all crew members for SARS-CoV-2, reporting of any positive results to the cruise line medical director, or equivalent, for appropriate action:
 - ✓ Prior to their departure from home;
 - ✓ Prior to embarking the ship;
 - ✓ Upon conclusion of a minimum 7-day quarantine onboard or ashore. For quarantine periods of 14 days or longer, a test is required if mandated by a cognizant health authority; and
 - ✓ Periodically, at an appropriate frequency (at least monthly) when operating with passengers;
- Conduct health screening of all crew prior to embarkation. At a minimum, this screening should include symptom history checks, based on health guidance, for symptoms consistent with COVID-19, Acute Respiratory Illness, Influenza-like Illness, and pneumonia in the 14 days before embarkation, and a temperature check of the crew member. Any crew member with a temperature reading at or above 100.4 degrees F / 38 degrees C or who reports symptoms of fever or illness is to receive further enhanced medical screening to determine whether they will be permitted to board.
- Deny boarding to all crew members who, within 14 days prior to embarkation, have had contact with, or helped care for, anyone who tested positive for SARS-CoV-2 or was suspected or diagnosed as having COVID-19, or who themselves are currently subject to health monitoring for possible exposure to COVID-19.
- Perform daily health symptom screening of employees and other staff (e.g., luggage porters and transportation providers), service technicians, pilots, port state control officials and other similar personnel who may board the ship for short periods of time while in port or while the ship is transiting inbound or outbound, but who do not sail on the itinerary with the ship. Appropriate PPE, to include a face mask, should be worn by these individuals at all times.
- Require wearing of face masks by all crew onboard in public spaces, back of house areas and service areas, in terminals, at destinations, and during shore excursions. Notable exceptions include when a crewmember is in their cabin and when eating or drinking.
- Require crew members to practice physical distancing consistent with shoreside health authority requirements;
- Provide training to crew at initial embarkation and at periodic intervals on aspects related to infection control, physical distancing, mask-wearing, proper hand hygiene, surveillance, identification and reporting of symptoms of respiratory illness, scenario response plans, contact tracing, quarantine, isolation, and disembarkation protocols, PPE usage, cleaning and disinfection procedures, and proper use of equipment and chemicals. Information on COVID-19 and company procedures are to be communicated by way of postings in crew areas and on crew television channels. Members are to conduct periodic drills on prevention, surveillance, and response protocols.
- Actively encourage and reinforce a culture of transparency and collective responsibility among crew for following protocols and creating a safer environment.
- Provide opportunities for crew to disembark from the ship at destinations; however, only when able to maintain a similar level of safety to that provided onboard and during guest shore excursions with regard to the risk of exposure to SARS-CoV-2.
- Limit crew cabin occupancy, where possible, to 2 crew members who are partners or who work in the same area

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

or department.

- Provide crew access to mental health support resources, in-room entertainment and/or Wi-Fi access when required to undergo quarantine or isolation on board.

4. Measures for Passengers Through the Full Spectrum of the Cruise Experience

A. Communications from the Time of Booking

- Communicate with prospective passengers prior to booking, before they travel to the ship and upon arrival in ports and at terminals regarding SARS-CoV-2 risks, health screening requirements and safety precautions, reporting responsibilities, hygiene measures, and prevention, surveillance and response protocols. Prospective passengers are to be informed that they will not be allowed to sail if they do not affirmatively state their willingness to abide by all prescribed health protocols throughout the cruise itinerary, both on board and ashore. Information is to be communicated by the most effective means available including, for example, by online booking tools with passenger confirmation of acknowledgment; travel agent communications; and informational materials sent directly to guests by mail, email and/or text messages.
- Following a cruise booking, provide prospective passengers with instructions for complying with the public health screening and testing requirements established by the cruise line. CLIA Members are to communicate to the prospective passenger that for any SARS-CoV-2 tests conducted prior to arrival at the terminal for embarkation, documented proof of negative SARS-CoV-2 test results will be a prerequisite to boarding the ship.
- Advise prospective guests that there are conditions that are considered to represent increased risk of severe illness from SARS-CoV-2, provide a link to a government agency website which maintains an up-to-date list of those conditions, and recommend that anyone having those conditions consult with their doctor prior to sailing.
- Provide guests with a pre-departure packing list for sanitation and hygiene products including helpful items to reduce the risk of infection and transmission, and to advise of the onboard availability of items such as hand sanitizer, masks and disposable gloves.

B. Prior to Embarkation and in Terminals

- Verify that terminals are cleaned and disinfected prior to, throughout, and following, each embarkation consistent with local protocols, and where feasible, analogous to the cleaning and disinfection protocols in use on ships. During embarkations, regular cleaning and sanitizing is to be conducted on a continuous basis throughout the arrival zone, passenger-processing zone and the sanitary zone. Elevated cleaning and disinfection protocols are to be implemented upon detection of possible or confirmed COVID-19 cases and in related processing/treatment areas of such persons. Terminals should remain closed until time of boarding and access should only be granted to vetted personnel consistent with overall prevention, cleaning and disinfection procedures. Touchpoints throughout the terminal should be minimized.
- Stagger guest arrivals at embarkation terminals to reduce crowding and to facilitate physical distancing during all aspects of the pre-embarkation process. Where possible, Members are to implement processes and protocols for touchless check-in and speedier boarding to reduce contact and potential congestion in the terminal. Embarkation terminals are to be staffed by trained personnel wearing appropriate PPE.
- Implement measures in the terminal to facilitate physical distancing through various means including posted signage, staff engagement and public address system announcements, line ropes and posts, floor markings for spacing, directional arrows for traffic flow and/or logical sequencing of movement through pre-embarkation testing, health screening, security and document processing.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

- Prior to boarding, require that all prospective passengers complete a health declaration for illness and contact history screening and attest to their willingness to abide by all prescribed health protocols.
- Require that all embarking persons have a negative SARS-CoV-2 test result prior to boarding. Any individuals who have received a positive SARS-CoV-2 test result within 14 days prior to embarkation, and their close contacts, are to be denied boarding.
- Require all embarking persons undergo pre-boarding health screening.* Screening is to include verification that symptoms consistent with COVID-19, Acute Respiratory Illness, Influenza-like Illness, and pneumonia have not been present within 14 days before embarkation; and a temperature check. Any individual with a temperature reading at or above 100.4 degrees F / 38 degrees C, or who is exhibiting any symptoms consistent with COVID-19, is to receive further medical evaluation to determine whether they will be permitted to board.
- 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 tested positive for SARS-CoV-2, or who themselves are currently subject to health monitoring for possible exposure to COVID-19.
- Manage, consistent with notifications to health authorities for possible or confirmed cases of COVID-19, such cases and close contacts from the pre-boarding process through onward transportation.
- Implement pre-boarding screening measures in a manner in which personal data is collected, stored and destroyed consistent with applicable data privacy requirements.
- *The pre-boarding screening measures may be updated upon approval of the CLIA Global Executive Committee to reflect evolving developments and/or guidance from public health authorities. A Sample Pre- Embarkation Health Declaration is included at Annex I.*

C. Onboard Ships

- Require wearing of masks by all passengers onboard when inside in all public spaces and outside whenever physical distancing cannot be maintained; notable exceptions include when passengers are in their cabin, when eating or drinking, or swimming.
- Align physical distancing on board ships consistent with shoreside health authority requirements. Physical distancing onboard can be achieved through one or more measures including, but not limited to:
 - » Directional controls for movement of all persons in high traffic areas including passageways, stairways and other common areas;
 - » Appropriately distanced seating in theaters, dining facilities and other common venues;
 - » Operational measures in recreational water facilities, fitness centers, shops, child activity centers and casinos;
 - » Modified capacity, as appropriate, based on the size and design of the ship;
 - » Modified entertainment showings and meal services to control venue capacity;
 - » Distancing measures wherever lines develop including gangways, embarkation portals and muster stations;
 - » Increased use of outdoor venues for group events;
 - » Staggered or alternative procedures for muster drills in consultation with flag State authorities;
 - » Reduced occupancy in elevators;
- Provide in-cabin guidance, informational broadcasts on mobile devices and/or televisions, and daily Captain's announcements to include reminders on the importance of maintaining the health of passengers and crew by

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

practicing physical distancing, wearing masks, exercising proper hand hygiene, and recognizing and reporting COVID-19 symptoms.

- Position crew members at dining and entertainment venues, as feasible, to oversee handwashing and hand sanitizer use.
- Designate crew members to serve passengers in buffets.

D. At Destinations

- Coordinate port visits only with destinations that have implemented SARS-CoV-2 mitigation protocols and when the prevalence of SARS-CoV-2 in the destination does not present an unacceptable level of risk.
- Make arrangements with port partners, as appropriate for each itinerary and consistent with guidance from health authorities, for various disembarkation scenarios of COVID-19 cases so that SARS-CoV-2 infected individuals and their close contacts can disembark the ship, receive treatment, isolate or quarantine as appropriate, and travel home as coordinated by the cruise operator.
- Timely report cases of illness to all intended destinations in accordance with local health reporting guidance and consistent with the requirements of the International Health Regulations (2005) Maritime Declaration of Health in order to facilitate prompt and informed decision-making and overall surveillance.
- Coordinate with destination port operators to provide for an appropriate level of cleaning and sanitation in destination terminals or disembarkation areas, for consistency with the cruise operator's prescribed protocols and with local health regulations.
- Provide guests with information about potential exposure risks and how to minimize their risk of contracting SARS-CoV-2 at any planned destination.
- Only permit disembarkations at private islands, remote stops on expeditionary cruises, and/or as part of organized shore excursions at ports of call, according to the cruise operators' prescribed protocols that meet or exceed the applicable requirements and guidance of governmental or health authorities. Strict adherence to these restrictions is to be required of all passengers with denial of re-boarding for non-compliance or, where such denial is not possible due to the remoteness of an itinerary, employ alternative control measures coordinated by the cruise operator that provide at least an equivalent level of safety for any passengers that do not comply.
- Stagger guest disembarkation at destinations to reduce crowding and to facilitate physical distancing during all aspects of the disembarkation processes.
- Maintain physical distancing for crew, passengers or cohorted groups of passengers traveling together who disembark on private islands, company-owned ports and in destinations during shore excursions.
- Require wearing of face masks by all passengers in all destinations and during excursions when physical distancing cannot be maintained.
- Instruct all persons re-embarking the ship from the destination terminal or tender to immediately utilize handwashing sinks or hand sanitization stations (located close to the point of embarkation).

E. At Disembarkation

- Stagger guest departures at the port where the cruise itinerary concludes to reduce crowding and to facilitate physical distancing during all aspects of the disembarkation processes.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

- Maintain passenger tracking and tracing information for at least 30 days to facilitate post-cruise communication; applicable data privacy protections are to be observed.

5. Case Detection and Management

- Conduct health evaluations of suspect cases in their cabins, when possible, including use of any available shipboard telemedicine tools to reduce potential exposure.
- On board ships, carry and use diagnostic test kits authorized by cognizant health authorities to test passengers and crew who present with COVID-19 symptoms.
- Immediately isolate possible or confirmed cases of SARS-CoV-2 or COVID-19 in pre-designated, reserved isolation cabins.
- Require all persons interacting with isolated patients, including medical staff, food handlers and cleaning staff, to use appropriate PPE (e.g., protective clothing, face masks, gloves) to reduce the risk of further transmission. Disposable overalls, goggles, and face shields are to be available for use when direct interaction with isolated patients is necessary. Interaction with isolated individuals is to be limited to only those necessary. All other visitation should be prohibited.
- Implement response protocols to quickly identify and quarantine close contacts, as defined by health authorities, of possible or confirmed SARS-CoV-2 or COVID-19 cases and to medically assess and appropriately manage them consistent with the advice of such authorities. Close contact exposure to be determined based on guidance and requirements of local health authorities.
- Utilize contact tracing capabilities including, for example, response team investigations and, where available, shipboard closed-circuit television (CCTV) analysis, guest management systems such as wearable technology, mobile apps and keycard use to identify and expeditiously inform other passengers and crew of potential close contact exposure.
- Utilize risk-based response plans based on each ship's ability to manage various levels of onboard COVID-19 cases and close contacts;
- Conduct screening and testing of disembarking passengers who are close contacts of confirmed SARS-CoV-2 and COVID-19 cases.
- Separate cases or close contacts that disembark the ship from other individuals.

6. Response Mobilization

- Make arrangements as appropriate for each itinerary and consistent with guidance from health authorities for various disembarkation scenarios of COVID-19 cases and close contacts. The medical priority will be to disembark confirmed COVID-19 cases as soon as safely and reasonably practical, consistent with the protocols in place, and managed in conjunction with disembarkation of passengers with critical medical needs unrelated to COVID-19.
- Make arrangements for services in advance, as appropriate for each itinerary and consistent with guidance from health authorities, for transportation providers, shoreside quarantine and medical facilities for case management and in the event infectious illness exceeds onboard management capability.
- Coordinate with strategic ports along the intended itinerary route so that, if needed, the cruise line can arrange

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

for passengers and crew members to receive medical treatment and for repatriations and crew changes to be organized.

- Establish a communications plan, with a pre-assigned communications lead in advance, to share timely, relevant information with crew and guests on board the ship in the event of a SARS-CoV-2 infection during or after the cruise. Members should have systems in place to coordinate information about SARS-CoV-2 infections to relevant health authorities.
- Upon disembarkation in response to meeting predetermined case thresholds and/or cruise cancellation, carry out enhanced ship cleaning and disinfection procedures.

7. Implementation, Audit and Review

- Implementation of this Policy is a condition of CLIA membership and must be verified by Member cruise line CEOs either prior to initial restart or during annual review of the CLIA Compendium of Member Policies, whichever is earlier in time. The protocols associated with this Policy are either to be incorporated into each ship's Safety Management System (SMS) and/or subject to third party auditing or an equivalent level of accountability.
- Following any cruise with a COVID-19 outbreak, Members are to conduct a review at the first opportunity to identify lessons learned and opportunities for improvements.
- The CLIA Global Medical Working Group will serve as a forum for exchange of information and identification of successful measures for consideration by other lines.
- Where existing CLIA environmental, safety or security policies, or elements thereof, conflict with this policy, Members are to implement a mitigation strategy that provides an equivalent level of safety consistent with guidance from health authorities.

8. Supplemental Procedures Specific to Brands/Ships

- Develop plans as needed to implement this policy and to reflect all necessary details for ship or fleet-specific prevention, surveillance and response protocols applicable in the ports and regions in which they operate. Such plans are to also address contractual services, if any, that provide for applicable medical response measures and procedures for transport and care ashore.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

Annex I

CLIA Sample Pre-Embarkation Health Declaration

(To be completed prior to boarding by all persons age 18 and above. One form per adult)

Date: _____ Ship: _____ Port: _____ Cabin: _____

Name (as shown in passport): _____

Names of all children traveling with you under the age of 18:

To assist us in protecting the health and safety of passengers and crew on this cruise, we require you to answer the following questions:

1. Have you or any person listed above had a positive SARS-CoV-2 test result within the last 14 days? **Y / N**
1. Within the past 14 days, have you or any person listed above had close contact with, or helped care for, anyone suspected or diagnosed as having SARS-CoV-2 or COVID-19, or who tested positive for SARS-CoV-2? **Y / N**
1. Are you or any person listed above currently subject to health monitoring for possible exposure to COVID-19? **Y / N**
1. Do you or any person listed above have symptoms commonly associated with COVID-19 including a fever (100.4 F° / 38 C° or higher), feel feverish, or have chills, a cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea? **Y / N**

The information in this questionnaire may be reported to the relevant public health authorities. Penalties may apply to any individual who knowingly and willfully makes a false, fictitious or fraudulent statement or representation.

By signing below, on behalf of myself and all persons listed above, I attest to my/our willingness to abide by all prescribed health protocols throughout the cruise itinerary, both on board and ashore. I certify that the above declaration is true and correct and understand that any dishonest answers may have serious public health implications

Signature: _____

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

OTHER

COMPENDIUM OF MEMBER POLICIES 2021

Guest Care Practices

CLIA recognizes the need to provide practical assistance and emotional support during times of significant stress or crisis. CLIA encourages each of its members to develop these capabilities in-house or by partnering with outside sources to provide for this assistance.

All CLIA cruise lines are encouraged to determine, as soon as possible after a traumatic incident involving any guest, whether additional assistance or accommodation is needed from the cruise line. Many of our lines have specified, trained, and organized care teams or company designated personnel who are equipped to handle critical, unexpected incidents and provide the assistance needed.

This policy is intended to identify actions to be considered by all of CLIA's members when responding to a critical incident or implementing guest care response plans. CLIA does not advocate a one-size-fits-all approach as varying levels of guest care support will be needed depending upon each situation. CLIA cruise lines should develop their own detailed procedures, and they will vary based on vessel size, passenger and crew demographics, itinerary, and other factors.

CLIA believes the following practices should, whenever possible under the circumstances, be considered in addition to any other assistance that may be appropriate.

Initial Responders

Ship's officers and crew offer immediate assistance to guest and family/traveling companions and determine the level of assistance that may be needed. Shore-based care teams or company designated personnel and other land-based resources, as and when appropriate, coordinate support and determine what is available and what is needed. Shore-based care teams or designated personnel coordinate with ship's crew and reach out to guest's shore-based relatives who are listed as an emergency contact, as appropriate.

Guest assistance considerations

Depending upon the circumstances of each situation, the following considerations should be evaluated:

- Provide immediate, complimentary communications to shore.
- Inquire about guests and family logistical needs (move to another stateroom, port of departure, landing of remains, etc.)
- Provide family assistance support, such as providing a private dining area or conference room, retrieving onboard portraits, and assisting with packing of personal belongings or other practical support, as warranted.
- Determine if male or female Guest Services staff is appropriate to provide support.
- Assign care team or company designated personnel to join guest/family on ship or land, as needed and taking visa restrictions into account.
- Determine whether any accompanying relative who disembarks after the loss of a loved one requires assistance from the ship, port agent, care team and/or designated shore-based personnel.
- Refer guest and family to assistance counseling (either onboard or telephonically) depending upon the situation and need.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

- Support guest and family/companions with travel insurance paperwork and other documentation necessary to obtain available benefits.
- Serve as liaison with U.S. embassy or local governments, when appropriate.

Post incident considerations

Following the immediate response, additional post incident considerations should be evaluated on a case-by-case basis and dependent upon the guest's and family's wishes.

- Assess guest's need for assistance with air, hotel, and transportation arrangements.
- Consider contacting guest/family once they have returned home to determine if they require additional support.
- Consider whether guest's name should be removed from marketing/promotional communication lists.

Cruise Industry Passenger Bill of Rights

CLIA's oceangoing members have adopted a policy to implement the current Cruise Industry Passenger Bill of Rights (PBOR) for oceangoing cruises worldwide. To clarify the effect of the PBOR on passage contracts with North American consumers, members with North American-based operations are to remove provisions, if any, that contradict the PBOR. In addition, members with North American-based operations are to include in those contracts the following statement: In the event of a direct conflict between a provision of this contract and a provision of the Cruise Industry Passenger Bill of Rights (PBOR) in effect at the time of booking, the PBOR controls."

Gambling

CLIA's members have adopted a policy that all equipment purchased and installed on cruise vessels will meet the regulatory standards of the Nevada Gaming Control Board or other licensed jurisdiction for payback and internal software.

Rules of play

The policy is that each line will provide a gaming guide setting forth the rules of play for their casino, and that these rules of play shall generally follow those established for casinos in Nevada, New Jersey, or England. To comply with CLIA's policy:

- These house rules must be made available in every casino.
- Each member is to post at every gaming table minimum and maximum betting limits for each game.
- Only adults are allowed to play the slots or the tables.

Internal controls

CLIA's member-approved policy is that all shipboard gambling operations be inspected by each member through its internal audit department on a regular basis, not to exceed 12 months.¹

Further, all casinos are directed by the policy to have detailed internal control procedures concerning the cash and coin counts, casino cage procedures and other processes, similar to licensed jurisdictions.

To comply with the policy each line must employ some form of surveillance to assure operations are fair and equitable for all parties.

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: CLIA Compendium of Member Policies

1 Inspection provision applies to shipboard gambling operations as a whole as opposed to individual ships.

The policy states that each line should separate the operation of the casino from the financial aspects of the casino as clearly as possible including specific duties for cashiers and table gaming staff.

Customer service

CLIA's policy is that onboard casino operations are the overall responsibility of the Hotel Manager or Director, or similar individual(s) charged with ensuring the highest level of conduct for casino staff.

In case of a gaming dispute, any passenger who feels he or she has an issue that cannot be resolved by the Casino Manager should be able to bring it up to the Hotel Manager, and CLIA's members have agreed that every effort should be made to resolve the problem. If the issue is not resolved on board the vessel, the policy is that each ship have at the casino cage a current list of contact information for their home office or casino operator where the passenger can pursue their dispute.

CLIA's policy is that cruise vessels have onboard comment cards for the inclusion of any comment, concern, or means to improve the gambling system on board the vessel.

Gambling is strictly for the enjoyment of the passengers who choose to avail themselves of this form of entertainment.

Anti-Corruption Principles

CLIA members are committed to ethical business conduct and compliance with all applicable laws. Members may be subject to certain local, national and international anti-corruption laws, including the U.S. Foreign Corrupt Practices Act and the U.K. Bribery Act 2010. Violations could result in significant fines, penalties and even imprisonment. To enhance compliance with all such laws, members need to commit themselves to the Anti-Corruption Principles set forth below.

Prohibit bribery and corruption

Prohibit the offering, giving or accepting of bribes, including payments, favors or anything of value to government officials or others to induce them to engage in improper or unlawful conduct or to improperly secure business or a business advantage. Promote a culture where the board, senior management, all employees and the entire organization are committed to honesty, integrity and preventing bribery.

Facilitation payments

Payments in cash or in kind (e.g., liquor, cigarettes, etc.) to government officials or others in a position of authority (e.g., customs, immigration, port and canal officials, pilots, etc.) intended to facilitate or expedite the performance of routine government action (e.g., clearing customs, processing visas, assigning berths, etc.) are prohibited, unless expressly permitted or required by local written law. Payment of fees to government agencies for legally required administrative services or an officially recognized "fast-track" process is permitted.

Hospitality

Ensure that hospitality (e.g., airfare, lodging, meals, etc.), gifts, entertainment and promotional expenditures provided to government officials or others, when permissible, are offered in good faith for legitimate business purposes (e.g., establishing cordial relations, promoting goodwill, demonstrating or explaining products and services, etc.) and are transparent, proportionate and reasonable.

Associate with ethical employees and business partners

Endeavour to associate with employees and business partners (e.g., agents, brokers, suppliers, subcontractors, etc.) who are ethical and do not engage in bribery. Strive to prevent bribery and corruption by employees, business partners

This version of the Compendium of Policies is as of March 2, 2021. Certain policies are expected to be revised during 2021, especially those related to COVID-19, as circumstances change over time. Please visit the following link to view the most current version: [CLIA Compendium of Member Policies](#)

and others performing services for or on behalf of the member. Impose appropriate discipline or consequences for violations of relevant policies and procedures.

Adopt policies and procedures

Adopt, implement and enforce appropriate policies and procedures to prevent bribery and corruption. Educate officers, employees and business partners on such policies and procedures through appropriate communication and/or training. Periodically review and improve such policies and procedures as necessary.

Collaborate with governments, business partners and others

Collaborate with governments, business partners and relevant international organizations to support members' efforts to prevent, detect, and combat corruption.