

## 11. Emergencies and Evacuations

Safety announcements shall be made in visual and audio format in case of emergencies and evacuations. Staff should be trained and have drills to assist passengers with functional limitations.

## 12. Seating

Priority seating for seniors, pregnant women, users of mobility devices (canes, crutches) shall be located near the entry and exit points.

Family seating in a more secluded area (to avoid noise from kids) and for women may be desirable.

Sitting surfaces, especially those of aisle-facing seats, shall be covered by materials with a coefficient of friction sufficient to prevent passengers from sliding back and forth during sudden movements.

The seat profile shall be ergonomically contoured. Bench seats shall be provided for large/obese persons without armrests between seats.

## 13. Lighting

When the access area is open, 30 lux of illumination as measured on the step tread or gangway/ramp platform shall be provided.

All vessel areas shall have outside lights that illuminate when the access is open and provide at least 10 lux of illumination on the berth/ramp surface for a distance of 1000 mm perpendicular to the bottom step tread or gangway/ramp outer edge. These light(s) shall be shielded to protect the eyes of entering and exiting passengers.

## 14. Service Animals

Space shall be provided for service animals out of the pedestrian path but appropriately close to their owner.

15. Smoking is forbidden on all vessels, platforms and in terminals.

16. No food consumption shall be allowed in Ferries, outside of the cafeteria.

17. Cleaning products should not leave a residual odor.

18. Allergy considerations shall be observed on all vessels.