

MSC CORPORATE GROUND SERVICES DEPARTMENT

GROUND SERVICES COVID-19 MEASURES

Please find below some important information about **transfers as to MSC COVID-19 protocol** provided by Corporate Ground Services Department in Geneva.

All transfers (organized and sold by/through MSC and organized by Private TOs selling MSC packages including the transfer as part of the trip and in any case eligible of MSC liability) must follow the following procedures.

STAFF OBLIGATIONS (driver, hostess, M&G, guides)

- **Frequent Covid-19 testing:** quick tests each 14 days to define immunity or recent infection
- **Report Covid-19 cases:** any case should be announced to MSC immediately
- **Exclusion from operations:** anybody positive or possibly symptomatic unless presenting a negative test certificate after full recovery
- **Permanent exclusion** from MSC operations to whoever fails to comply
- **Equipment mandatory and behavior (drivers, hostess):** surgical mask (to be changed every 4 hours), social distancing, H&S speech at the beginning of the service
- **Covid-19 test not later than 96 h from the service** (in case of long-haul transfer)

TRANSFERS & SHUTTLES – BEFORE SERVICE /ADMIN

- **Live tracking:** Operators with tracking tools will be preferred
- **Accurate guest lists & driver details:** the list with contact details must be issued at the departure of all services per each vehicle and related schedule, following precise check upon boarding. Where applicable enforced and meticulous usage of GLAM will be preferred to track the Guests.

TRANSFERS & SHUTTLES – BEFORE SERVICE/SETUP

- **Sanitizers availability and air conditioning:** At all venues and on all vehicles a hand sanitizer must be provided. At the same time fresh air ventilation and air filtering equipment must be performed, as well the choice of Euro 5 vehicles.
- **Sanitizing vehicle & certificate:** Before each departure, a full sanitization of the vehicles must be performed with special attention to frequently touched surfaces like handles. Each sanitization shall be confirmed by a certification.
- **Hygienic kit for guests (for transportation longer than 1h)** 2 bottles of water per person, hand sanitizer, surgical mask must be made available on the vehicles, right after sanitization of it.
- **Hygienic kit for guests (for transportation shorter than 1h)** hand sanitizer, surgical mask must be made available on the vehicles

TRANSFER/ SHUTTLE GUESTS - SERVICE OPERATIONS

- **Temperature screening** of all guests at the transfer meeting point. Guests with values ≥ 37.5 will be denied boarding.
- **COVID-19 test check:** Check that all Guests (as well as for national and international travels) have a SWAB test negative certificate **or a vaccination certificate in compliance with the last updated regulations**. Guests without the proof of the test/vaccination will be denied boarding the vehicle.

- **Escort to bus park** Embarking and disembarking guests shall be escorted by ground staff wearing masks to/from the Terminal.
- **Minimum contact boarding** e.g. passengers not entering or leaving buses by the front door, opening of doors by default, disinfection of trays
- **Social distancing & guest seating map** All Guests of different cabins or families must seat at 1m (skipping places). Max capacity of the vehicles must comply the national regulations and the MSC COVID Protocol (50% max capacity) with individual guests shall average 24 per 50 seats bus or 40 in case of families. At least the first row must be empty to safeguard the driver.
- **No comfort stops (for transfers shorter than 1 h)** to reduce contamination risks from outside
- **Documentation of service log:** Documents related to actual itinerary performed with timings log and any casualties, driver contact details post service in case of discovered cases.

IMPORTANT MEASURES:

DEPARTURE OF THE VEHICLE: If the body temperature of a passenger is equal/higher than **37.5** the passenger must be denied boarding the vehicle at the departure of the transfer (the close contacts can board the vehicle).

Europe Assistance insurance doesn't cover the cancellation of the travel in case of body temperature denied boarding.

By the way for other diseases the stand travel policy would operate (if purchased) for cancellation

The risk to accept on the vehicle Guests with high body temperature might exclude the vehicle from terminal access and all guests on board might be denied boarding the ship.

CLOSE CONTACT POLICY:

In case a guest traveling on a bus is found positive during the universal testing at the terminal embarkation, the ship boarding will be denied to all the guests within two (2) seats in any direction of the positive tested Guest. Close contacts also include fellow travelers and potential personnel assigned to the section of the bus where the positive case was seated. All the other guests will be allowed to board after receiving a negative test and they will be followed on board as "possible at risk passengers".

Family members/people travelling in the same booking/cabin of the "positive" passenger detected at the universal shoreside testing or at the on-board test are covered by the EA plan for cancellation and repatriation services.

BACK TO BACK TRANSFERS: All back-to-back vehicles must be sanitized before the departure from the port of the return transfer of disembarking guests.

MSC PROTOCOL – as described above – will apply from the point of departure of any MSC services (transfers, flights, etc.)

All transfers (either organized by MSC or by private TOs) must follow the same procedures: upon arrival at the port, passengers will be identified and kept in the same area in order to undergo swab test and their luggage must be duly identified and gathered ashore in a dedicated area in order to be returned to the Guests in case of denied boarding .

All family members and/or one travel companion travelling in the same booking of the "positive" passenger detected at the universal shoreside testing or at the on-board test are covered by the EA plan for cancellation and repatriation services.