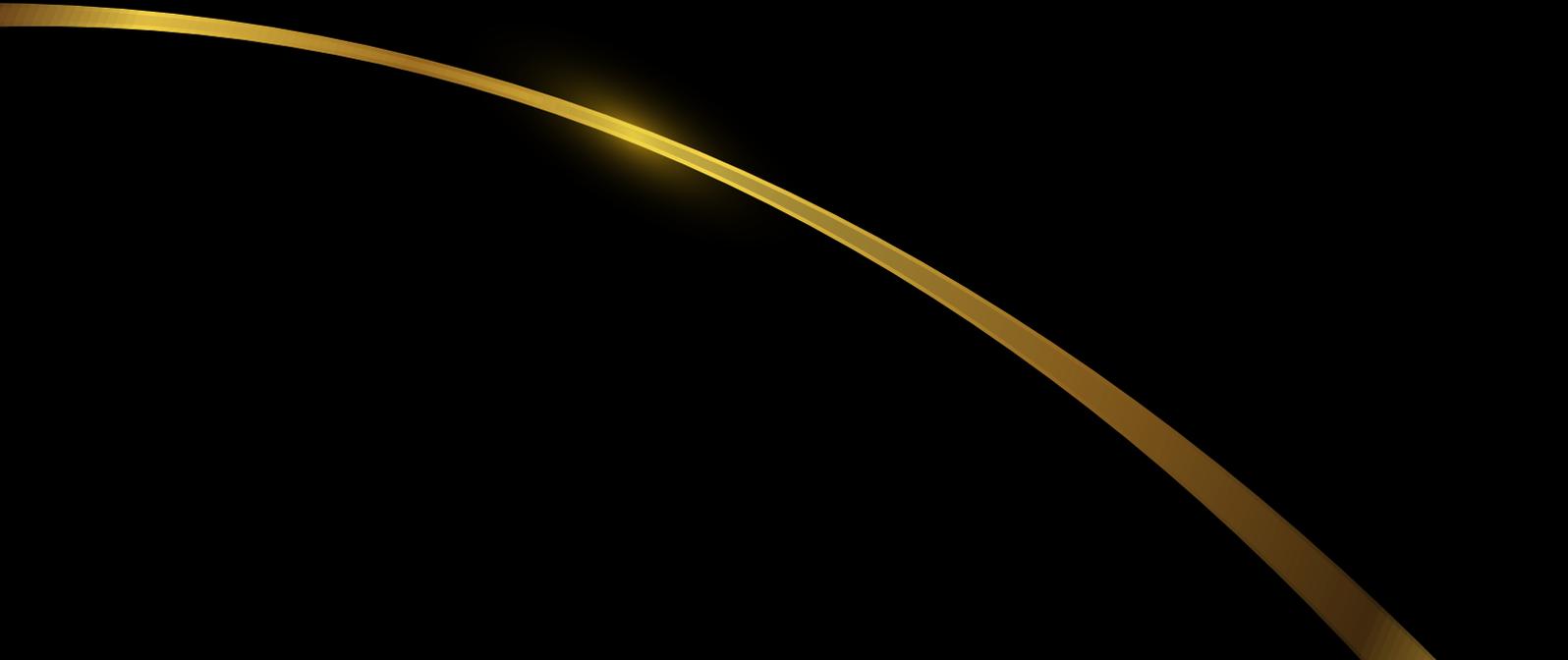




**PROTOCOL FOR COVID-19
PREVENTION AND CONTROL**

**ABOARD THE M/C ENDEMIC, M/C ELITE
AND M/C OCEAN SPRAY
IN THE GALAPAGOS ISLANDS**





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BACKGROUND

On February 29, 2020 the Ecuadorian government reported the presence of the SARS CoV-2 virus that causes the disease known as Covid-19 (English acronym for Coronavirus Disease 2019), which was designated as a pandemic by the WHO on March 11, 2020. It causes a highly infectious acute respiratory syndrome through contact between people and subsequent contact with the eyes, nose or mouth; therefore, on March 16, 2020, through Executive Decree 1071, a state of emergency was declared, restricting the freedom of mobility and transit in Ecuador. Furthermore, presence-based work was suspended except for those activities considered essential, such as health, hygiene, food, financial services and strategic sectors.

In this sense, the tourism industry has suffered significantly, especially after the borders of Ecuador were ordered to be closed, affecting commercial and leisure air and sea operations. This unquestionably affected the province of the Galapagos. Having spent months in isolation, this protocol establishes how Ecuador will reactivate tourism in the Galapagos by implementing guidelines to reduce the risk of Covid-19 infection. This has been done to safeguard the health and safety of the maritime community that works aboard these vessels and those who provide ecological tourism services between the Galapagos Islands, following standards prescribed by international bodies and the authorities of Ecuador.

This protocol considers all workers and visitors that board a vessel, including all relevant recommendations to prevent harmful diseases, such as COVID-19, and to reduce the risk of infection.



Likewise, it includes guidelines for all travel, including the time before going to the airport, at the departure gate, during the flight and at the final destination for all people who have decided to participate in tourism activities.

It is worth mentioning that these guidelines are subject to change based on the results of new research conducted worldwide under the standards and regulations of the authorities each province, the Galapagos Islands and the Galapagos National Park, which is regulated by a special regime.

1. GENERAL OBJECTIVE

To prevent the risk of COVID-19 infection among the maritime community, land-based and commercial staff, naturalist guides, and tourists who visit the Galapagos Islands once the activities suspended under the context of the health emergency are reactivated.

2. COMMERCIAL PLAN

Galapagos Islands: World Heritage Site

As a World Heritage Site, access to the Galapagos Islands is limited and regulated by the policies of the Galapagos National Park and the UNESCO.

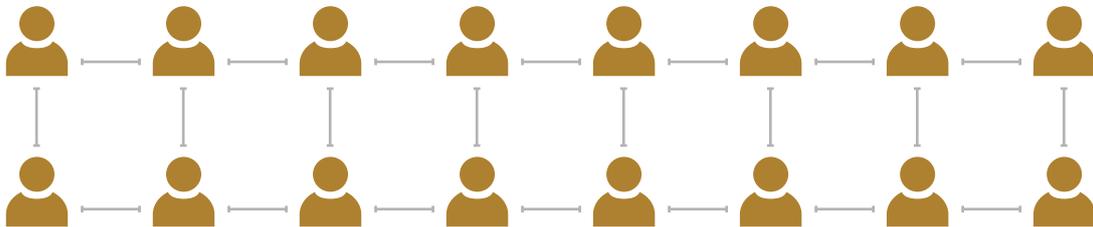
Galapagos is not a destination for large crowds, but rather an exclusive destination with specific visitor points and regulated itineraries to avoid an overload of visitors during hikes. There's no question that it's an enormous advantage to be able to visit a breathtaking destination where you and your co-travelers will feel like the only ones there, while experiencing the incredibly unique wildlife that makes the islands their home. Now more than ever, and once we are able to travel again and make our dreams come true, our competitive advantage as a destination becomes a significant reason to visit.





Cruise ships with a maximum capacity of 16 passengers

The M/C Endemic, the M/C Elite and M/C Ocean Spray are elite private cruise ships with a maximum capacity of 16 guests on board. As the largest catamarans that sail the Galapagos Islands, we are able to offer a Guest-Service Ratio (GSR) of 38 mt² on the M/C Endemic, 40 mt² on the M/C Elite and 23mt² on the Ocean Spray.. This allows our guests to easily maintain social distancing standards, and offers them multiple private (suites) and social areas to relax in and have a good time.



Sea air conditioning with independent inflow and outflow

The M/C Endemic and the M/C Elite have independent marine air conditioning systems for each suite and social area with independent controls, M/Ocean Spray has independent controls as well, which means that each air conditioning unit cools down and dehumidifies each area through its own input and output (air sanitization) per compact unit. These exclusive marine systems mean that clean air is constantly circulated for our guests.

Large suites with a private balcony and wall-to-wall, floor-to-ceiling panoramic sliding doors

The M/C Endemic has suites measuring 32 mt² on average while the M/C Elite has suites ranging from 35 mt² to 37 mt². We don't only have large suites onboard, but each suite, in addition to being equipped with its own independent marine air conditioning system, has sweeping, panoramic windows with floor-to-ceiling sliding glass doors that lead out to the balcony, giving our guests the option of having fresh air flowing softly through their room. M/C Ocean Spray staterooms has 25mt² to 31mts, independent air conditioning system, balconies and panoramic windows.





3. OPERATIONAL PLAN

To reactivate both air and sea travel to and from the Galapagos and within the archipelago itself, a series of measures have been designed and implemented to prevent the infection of the SARS Cov-2 virus and effectively minimize its spread.

Considering the safety of the operation for visiting the Galapagos National Park, we begin by performing testing on staff (when the crew is on the continent, the RT-PCR before boarding and if they are in Galapagos, the fast-test every week) who work on our vessels with the aim of safeguarding their health and ensuring that they are not carrying the virus when performing their duties on board. For visitors traveling to Ecuador, as of May 17, 2020 they are required to enter the country with a negative PCR test.



The crew receives previous training on all sanitization and disinfection procedures, as well as health management aboard vessels and during hikes.

Signs on biosafety measures, hygiene and prevention will be located throughout each vessel.

4. GENERAL RECOMMENDATIONS FOR GUESTS BEFORE AND DURING THEIR TRIP (ANY NATIONALITY) BY AIR.

On December 3rd, 2021, the National Emergency Operations Committee (COE) issued a resolution with new protocols for entering the country, which will provide a significant boost to the tourism sector, as it facilitates the entry of foreign tourists while ensuring their safety:

- Thoroughly review the list of what to pack for your trip including masks and hand sanitizer/alcohol.
- People within priority and at-risk groups, such as people with disabilities, seniors or people with catastrophic illnesses or pre-existing medical conditions such as high blood pressure, cardiovascular diseases, diabetes, chronic lung illnesses, cancer or immunodepression, among others, must notify their agency in advance and obtain the corresponding medical authorization for travel.



- As of February 10th, 2022, in order to enter Ecuador & Galapagos, any traveler over 3 years of age must present a mandatory vaccination certificate with QR code or COVID-19 vaccination card with at least 14 days of validity after completing the scheme, **or** a negative result of a qualitative RT-PCR test performed up to 72 hours prior to boarding to Ecuador// Galapagos Province. Passengers under 3 years of age will not present these requirements.
- Passengers must have medical and travel insurance.
- For package tours, the contact information of everyone travelling must be collected (destination, place of accommodation, phone numbers of contacts in the country he/she/they is/are visiting, and emergency contact information). Such information will be used if necessary for health tracking and monitoring purposes.
- All travel documents must be handled electronically whenever possible. It is advised that visitors check in online either on a computer, tablet or mobile phone, thus reducing the use of printed documents.
- Likewise, each passenger will be responsible for loading his or her luggage, minimizing handling by others.
- Once the inspection is finalized, proceed to wash your hands with soap and water. After reaching the boarding lounge, follow safe distancing protocols while lining up (between 1.5 and 2 meters between individuals), depending on the facilities, and what the airport authorities have established. Likewise, airlines, airports and governments will coordinate their efforts to frequently disinfect all equipment and infrastructure.
- Avoid places with large crowds.
- Avoid closed and poorly ventilated places.
- Passengers must carry face masks and gloves at all times inside the aircraft, maintain a safe distance and follow proper coughing etiquette, frequent hand hygiene, and inspection protocols of the airline and airport established by the WHO, IATA and ICAO, and any other similar organizations.
- During the flight, use alcohol-based gel every hour and wash your hands if they are visibly dirty.
- Avoid sharing cutlery, food and beverages.
- Disinfect laptops, cameras, cellphones, and any other mobile devices used during your flight.
- All passengers must be informed in advance of COVID-19 prevention and control measures that will be applied both in the airport and aboard the vessel in order to prevent infection.



5. ONCE YOU ARRIVE TO ECUADOR:

- The use of face masks is mandatory throughout Ecuadorian territory.
- To enter Ecuadorian airports, your body temperature will be taken according to the protocol established for such purposes by the Ministry of Public Health using thermal cameras and/or distance thermometers. Shoes will also be disinfected using footbath mats, and hands and luggage will need to be disinfected periodically.

6. REQUIREMENTS FOR ENTERING THE GALAPAGOS ARCHIPELAGO:

- To enter the Galapagos islands passengers must have a negative RT-PCR or a certificate of vaccination or its equivalent (2 doses), issued at least 14 days prior flight. This applies to passengers over three (3 years old).
- All tourists must purchase the TCT (Transit Control Card) prior to entering the archipelago.
- All tourists must pay the Galapagos Tax prior to entering the archipelago.
- All tourists must have a return ticket with set dates.

7. ONCE YOU ARRIVE TO THE GALAPAGOS:

- If possible, keep your passport in a plastic sheath to facilitate disinfecting it, and carry your own pen to fill out or sign any document required by airline or airport authorities.
- In the airports of Quito and Guayaquil, passengers will be assisted by a representative of Golden Galapagos Cruises to give them traveling instruction and deliver official documents to public institutions that do not accept digital documents on the date of your trip.
- Some specific examples include the TCT Transit Control Card and Organized Group Pass, as well as luggage tags for checked bags.
- The Golden Galapagos representative at the airport will give you a personal protection kit that includes face masks, alcohol pads, and hand sanitizer to be used on your flight. Passengers must go through the control points at each airport and allow their luggage to be sealed at the ABG inspection point, abiding by social distancing parameters without causing crowding.



- Guests will be received by bilingual naturalist guides (Spanish-English) authorized by the Galapagos National Park, currently licensed and registered as such. Naturalist guides must maintain social distancing standards and use face masks.
- A crew member will be in charge of receiving all luggage at the airport, and shall proceed to disinfect luggage handles to avoid damage caused by the chemicals used for disinfection.
- All public or private bus transportation to and from Baltra Airport will enforce social distancing standards and other protocols currently in effect regarding the operational capacity of each transportation vehicle and you must wear your face mask.
- Private transportation from San Cristobal Airport will meet social distancing standards and other protocols currently in effect regarding the operational capacity of each transportation vehicle.
- Inflatable boats will be used at 50% capacity for embarking and disembarking based on the capacity of each cruise ship.
- Guests must maintain compulsory safe distancing standards.
- Crew members must also maintain compulsory safe distancing standards.
- Before you get on board the vessels, you must sign the “Safety Briefing and Release of Liability, waivers of claims express assumption of risk and indemnity agreement for daily activities”. If guests deny to sign it, won't will keep their stay on board.

8. ONCE YOU BOARD THE VESSELS:

- Once guests board the vessel, they crew will proceed to disinfect their shoes and take body temperature readings, and guests must wash their hands in the social restrooms located at the stern of each catamaran. Our restrooms have electric handdryers, liquid soap dispensers and recipients to dispose of protective equipment.
- Shoes used by arriving guests will be left on the racks located at the stern of each catamaran, and will be disinfected with quaternary ammonium by personnel onboard. Guests will board the ship using disposable slippers provided by crew members.
- Welcome and safety lectures, as well as the Galapagos National Park rules, will be given as briefly as possible, maintaining the corresponding distance between individuals; therefore, lectures will be given in two different environments based to the number of passengers aboard each cruise ship, reducing the maximum capacity of each area to 50%. Family groups will be taken in consideration.



- Informational lectures given every evening by the naturalist guides are expected to take place in turns (both vessels) or in different environments (aboard the M/C Endemic) in order to maintain the required distance and comply with the capacity restrictions of each cruise ship. Family groups will be taken in consideration.
- Disclaimers for activities must be signed once on board.
- Visitors must follow all instructions given aboard regarding embarking and disembarking sequences for guided visits, which will be performed consecutively in order to maintain the corresponding safe distancing protocols.
- The digital screens located in the main lounge will display the schedules for: activities, meals, cruise ship itineraries, room manuals, beverage menus and prevention measures that guests must follow.
- Rooms will have the corresponding signs on health and safety measures, recommended distancing, hand hygiene, cough etiquette, use of alcohol-based gel, etc.
- The dining area where food will be served will be determined based on weather conditions (sea currents, wind, rain) to make sure that our guests are comfortable and remain at safe distances from each other.
- Hotel staff will accompany guests during meals, following all hygiene measures implemented for handling food.
- 4 tables will be arranged during meals to meet safe distancing standards, each with a maximum of two people seated two meters apart. Family groups will be taken in consideration.
- Meal schedules will take place in two rotating shifts.
- Each table will be disinfected after each meal with cleaning material containing chlorine and 70% concentrate alcohol.
- The menu will offer full meals or buffet in the case of family charters only. All hotel staff who serve meals to passengers will be wearing gloves, face masks, and face screens.
- The permanent coffee station will have an alcohol-based gel dispenser for guests to clean their hands before using the machine, and take coffee cutlery (spoons and mugs) and the snacks.
- Guests will have alcohol-based gel dispensers at their disposal at every entrance to social areas, such as the dining room, hallways, restrooms and places with high traffic. However, frequent hand-washing is recommended as a prevention measure.
- Guests and crew members will have their temperature measured once a day during the cruise with to monitor symptoms. A person will be named to keep track of the daily record.
- Naturalist guide will ensure that passengers maintain a safe distance of at least 1 meter from each other during visits, and will be responsible for ensuring that face masks are used properly on visits.



- All activities and visits to the islands will take place according to regulations and standards that will be set by the authorities of the province of the Galapagos and Ecuador. It is compulsory for all guests to wash their hands and use alcohol-based gel after a visit and when boarding the vessel.
- The whirlpool on board each vessel may be used through schedules previously coordinated with the Cruise Ship Director, and will be restricted to three people of the same family group. It will be disinfected after each use.
- The water fountain or bottle-refill station works with an electronic button, which makes it more hygienic and involves less contact; however, it will be cleaned three times per day.
- All snorkeling equipment (neoprene suit, flippers, masks and tubes) will be available onboard and disinfected after they are used. We suggest to consider the masks and tubes as personal items to be brought by each guest. Nevertheless, there is also the option to use the ones we have disinfected on board.
- Other hiking equipment provided aboard, such as binoculars, water bottles, and go-pro cameras, will still be available onboard, and guests are advised to disinfect them with alcohol after using them. Guests can bring their own equipment if they so choose, and therefore these items will be included on the list of what to pack for the trip.
- Kayaks and paddle boards will be disinfected after use.
- All electronic equipment, cellphones, tablets, laptops and cameras, shall be disinfected daily with alcohol with a minimum 70% concentrate, available in each room and social area.
- After the cruise has ended, all service surveys will be carried out electronically on previously disinfected tablets. **Your opinion is important to us – thank you for your feedback and comments, which help us to continuously improve!**
- During your cruise in the Galapagos Islands, it is advised that you frequently wash your hands, maintain cough etiquette, and use alcohol-based gel with a minimum concentration of 70%, available in all social areas. Hand sanitizer gel must have the corresponding Health Registration or Compulsory Health Notification issued by the National Health Regulation, Control and Oversight Agency (ARCSA in Spanish).
- After your cruise has ended, it is advised to follow all the protocols implemented in the national and international airports, as compliance minimizes the risk of infection and will provide a safe return home.
- Guests must follow the Health and Security Protocol, and, subscribe to the document to release liability and waiver of claims when arriving to Galapagos. Golden Galapagos Cruises, its managers, shareholders and its employees, will not be responsible if you are detected as positive during or after your stay on the Islands. In case of failure to comply the conditions, specifications, suggestions and constant warnings of the document just mentioned.



9. ACTIVITIES OF THE CREW ONBOARD

- All crew members will perform their daily activities normally, and their contact with the guests will be limited to the minimum required.
- When tourism operations resume in the Galapagos, all crew members working aboard the vessel will have the personal protection equipment required for their specific duties and following the standards set by of the Ministry of Labor and health authorities of Ecuador.
- All indoor and outdoor social areas of the vessel will be disinfected and sanitized three times per day.
- The areas used exclusively by the crew will be disinfected and sanitized more frequently.
- Guest rooms will be disinfected twice per day, and particularly all items frequently handled by guests (door handles, floors, remote controls, light switches, window handles, water faucets, etc.). Each cleaning shift will have a detailed checklist of what must be done.
- During the night rounds, two sterilized face masks per person will be left out for use the following day.
- Air conditioners used inside rooms will not be restricted, as each room has its own individual decentralized system.
- Rooms will be naturally ventilated during cleaning shifts.
- Bathrooms will have disposable paper towels and liquid soap.
- Sheets and towels will be washed using detergent containing chlorine.
- The hotel staff will clean dishes, cutlery and glassware after each use using conventional detergents and warm water.
- Food handling will meet all health and biosafety standards. Control will be kept for:
 1. Daily personal hygiene
 2. Daily clean clothes
 3. Clean and short fingernails.
 4. Hair tied up.
 5. All staff who handle food must wear a hair net.
 6. Avoid wearing jewelry, such as: rings, earrings, necklaces, bracelets or other items that could retain solid or liquid elements, etc.
 7. Wear clothes with long sleeves.
 8. Use PPE and work uniforms.
 9. Staff must constantly wash and disinfect their hands, with special attention for all kitchen staff.
 10. Avoid touching your face, nose and mouth.



11. Maintain safe distancing standards.

12. Follow the provisions issued by the corresponding authorities regarding workplace health and safety (occupational risks).

13. Follow the standards set for handling and processing food, issued by the corresponding health authority.

8. WHEN AND HOW TO WASH AND DISINFECT OUR HANDS?

- Upon entering the areas designated for handling food.
- After using the restroom;
- After coughing or sneezing;
- After handling money;
- After carrying boxes or dirty objects;
- After picking up or handling waste;
- Between production activities to avoid cross-contamination;
- Before and after wearing gloves and masks;
- After using chemical or cleaning products;
- Before and after receiving a product;
- After consuming food or beverages; and,
- Anytime your hands are visibly dirty.





How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the entire procedure: 40-60 seconds



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



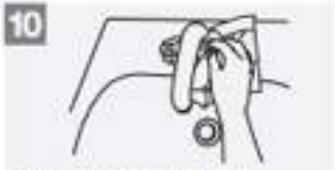
7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



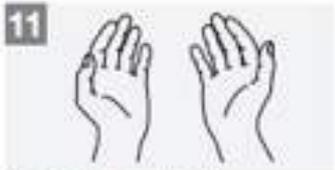
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health Organization

Patient Safety
A Global Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

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How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

Duration of the entire procedure: 20-30 seconds



1a Apply a palmful of the product in a cupped hand, covering all surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Once dry, your hands are safe.

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