



# BARCELONA

CRUISE PORT CREUERS TERMINALS



# SAFETY & HEALTH PROTOCOLS

Post COVID19 - Reopening the  
cruise passenger terminals

# CREUERS DEL PORT DE BARCELONA ARE GETTING READY FOR OPERATIONS RESUMING



01.

Cruise Terminal staff and all stakeholder companies involved in operations have been trained and are ready for starting over the activity at the Terminals.

02.

Our Terminals have been equipped and all necessary measures have been implemented to assure safe operations at port.

03.

The terminals have implemented complete procedure with measures to be applied along operations at port to prevent possible infection of COVID19.

01. Cruise Terminal staff have been trained and are ready for starting over the activity at the Terminals.

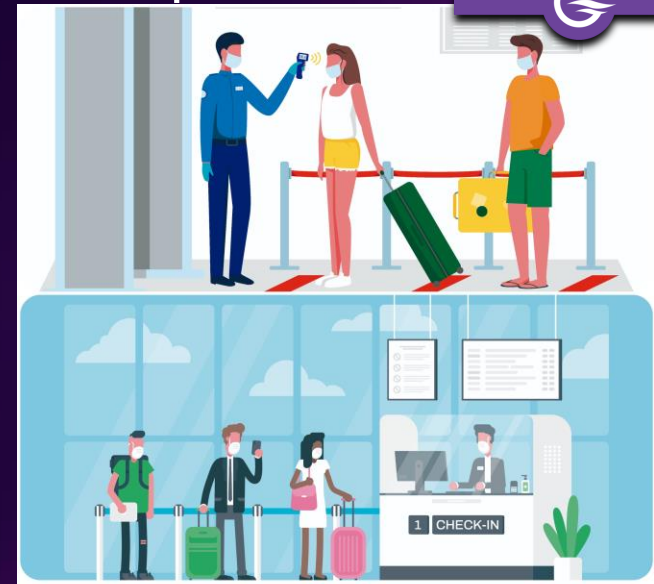
All staff have gone through Covid19 learning and how to proceed in case of detection of possible infection

Serologic tests have been carried out previous to reincorporation of the staff and will be repeated every 15 days to operation staff.



# 01. Implementation of measures by all stakeholders and companies involved in operations: 360° controlled from A - Z Operations at our cruise facilities are safety guarantee.

- ✓ Handling
- ✓ Stevedores
- ✓ Security
- ✓ Cleaning
- ✓ Check-in staff
- ✓ Retail
- ✓ Transfers from remotes Piers



All stakeholders operating at our cruise terminals are required to comply with protocols for COVID'19 and to implement necessary measures for prevention.



02. Our Terminals have been equipped and all necessary measures have been implemented to assure safe operations at Port

Offices and Terminal sanitation

Temperature check of all the staff before starting working

Hand sanitation

Face masques, compulsory

Security distance measures

Organization by Brigades of work and one responsible for Covid19 at each terminal during operations.

# 02. Our Terminals have been equipped and all necessary measures have been implemented to assure safe operations at Port

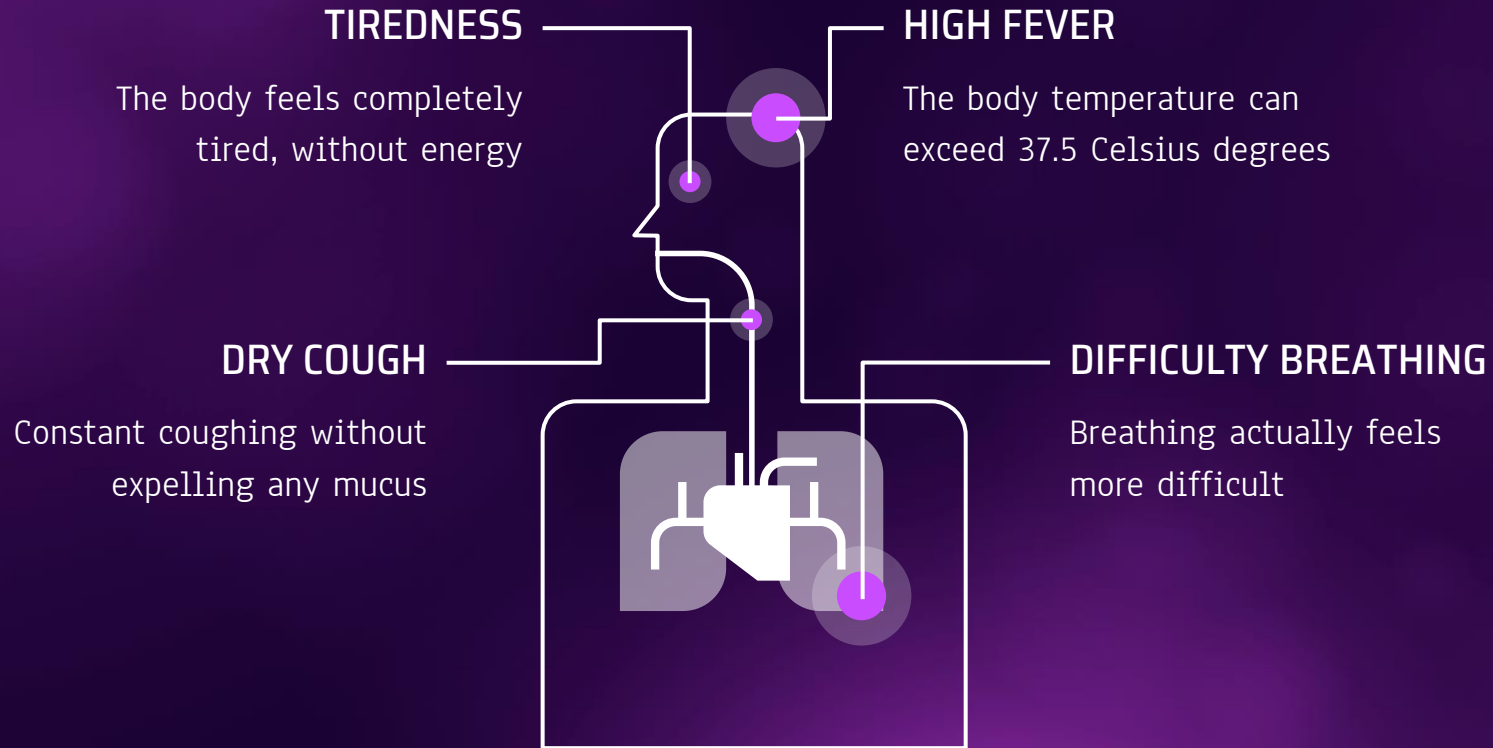


BCP one of the first ports to obtain the 'Safe Travels' Stamp', as safe infrastructures preventing COVID-19, granted by the *World Travel & Tourism Council*, the leading global association in the sector.

Has also obtained the 'Responsible Tourism' quality stamp, granted by *the Ministry of Industry, Commerce and Tourism of the Government of Spain*, recognizing the application of the guidelines and recommendations approved by the Ministry of Health.



# 03. The terminals have implemented complete procedure and measures along operations at port to prevent possible infection of COVID19





03.

The terminals have implemented complete procedure and measures along operations at port to prevent possible infection of COVID19

## DETECTION OF POSSIBLE COVID19 INFECTION AT TERMINAL

Debarkation/Embarkation process (whether in transit/homeport):



temperature check. If more than 37,5°:

1. Passenger is driven to confinement rooms at Terminals
2. Passenger is referred to Health Authorities
3. Cruise lines will be reported about decision or information carried out by Health Authorities.



# 03. The terminals have implemented complete procedure and measures along operations at port to prevent possible infection of COVID19

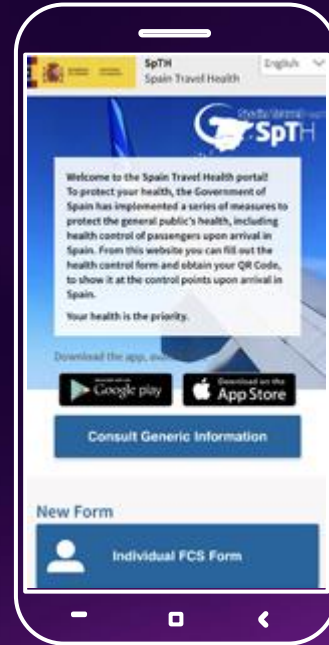
## VISITORS:

All visitors and related are required to comply with a health declaration through our APP before giving them permission through a QR Code to access to our cruise facilities.



## PASSENGERS:


Spain Travel Health APP  
The Government of Spain has implemented a health control of passengers upon arrival in Spain. From this APP all passengers should fill out the health control form and obtain a QR Code, to show it at the control points upon arrival in Spain.



# 03. Measures in the Cruise Facilities during OPERATIONS AT PORT



# 03. Measures in the Cruise Facilities during OPERATIONS AT PORT

	SHIP	TERMINAL	SECURITY
<b>DISEMBARKATION</b>	<ul style="list-style-type: none"> <li>- Guarantee the staggered disembarkation</li> <li>- Coordination during pax disembarkation and baggage claim or Shorex dispatch procedure.</li> </ul>	<ul style="list-style-type: none"> <li>- Face masks compulsory</li> <li>- Hands sanitation points along all the facilities</li> <li>- Temperature checks to passengers and crew</li> </ul>  <ul style="list-style-type: none"> <li>- Distancing measures</li> <li>- Optimization of passenger flows by using a single direction</li> <li>- Possibility of disinfecting luggage before delivery to passengers, or on express request by the cruise line.</li> <li>- In case of using shuttles, from the remote berths (Levante dock, ADL), the transports comply with the sanitation and protocols of action against the Covid19.</li> </ul>	<ul style="list-style-type: none"> <li>- Use of alternative x-ray machines whenever possible.</li> <li>- Sterilization with specific products of all the trays used to place personal elements and hand luggage.</li> </ul>

# 03. Measures in the Cruise Facilities during OPERATIONS AT PORT



	SHIP	TERMINAL	SECURITY	CHECK IN
EMBARKATION	<ul style="list-style-type: none"> <li>- Coordination with the ship to ensure fluid and staggered embarkation</li> </ul>	<ul style="list-style-type: none"> <li>- Face masks compulsory</li> <li>- Hands sanitation points along all the facilities</li> <li>- Temperature checks to passengers and crew</li> <li>- Distancing measures</li> <li>- Optimization of passenger flows by using a single direction</li> <li>- In the drop-off area, the assistants will organize queues maintaining the distance between passengers</li> <li>- During embarkation passengers will always be responsible for their hand luggage</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Passengers:</b> <ul style="list-style-type: none"> <li>- Use of alternative X-ray machines whenever possible</li> <li>- Sterilization with specific products of all the trays used to place personal elements and hand luggage</li> </ul> </li> <li>• <b>Luggage:</b> <ul style="list-style-type: none"> <li>- All non-accompanied luggage will be disinfected with specific certified products by our personnel during the scanning process</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Distancing measures and telematics check-in procedure when possible</li> </ul>





# THANKS!



Do you have any questions?

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