

JUNE 1, 2020

Starting with Labrador Marine's consultation in March with the various north and south coast stakeholders, the company has developed a comprehensive plan for the operation of the ***Kamutik W*** and the provision of freight and passenger service in 2020. Our primary goal is to keep crew, passengers, and communities safe, while providing an essential service to the region.

Provincial public health authorities have laid out plans to move the province to various Alert Levels as our experience with COVID-19 evolves. The Nunatsiavut Government and the Innu Nation have also implemented public health measures. While there are some uncertainties in how our experience with COVID-19 will unfold, one thing is certain. Physical distancing will be a reality for some time to come.

In developing its plan for operation of the ***Kamutik W*** during the 2020 season, and to protect travelers, our crew, and coastal communities, Labrador Marine has developed a "safety first" approach. This will apply to interaction with both our ticketing and reservations area and freight services, both in Happy Valley-Goose Bay and at locations along the coast.

The following is Labrador Marine Inc.'s plan for

### **BOARDING THE KAMUTIK W**

- Passengers will be bused from the terminal to the ship in 3 shifts at 30-minute intervals. (20 passengers on the first two buses and 13 on the third).
- Passengers who can, will walk up the gangway and line up at the Purser's Office. An LMI staff member will be present to monitor, supervise, and to provide assistance.
- Passengers needing assistance for boarding may use the elevator. If they request to have an LMI employee travel with them in the elevator, they must agree to wear a face mask.

### **ON BOARD THE KAMUTIK W**

LMI staff will conduct 24-hour monitoring to ensure that physical distancing practices are followed.

### **PORTS OF CALL**

- Only passengers whose ticketed destination is the port of call will be permitted to leave the vessel.
- During cargo operations, laydown area must be vacated by local residents. All cargo will be discharged. Once cargo discharge is complete, local residents will have the opportunity to redeem their refrigerated cargo from the reefer. Once that completed, the reefer will be reloaded to the vessel.

## Labrador Marine Operations – COVID19 Notes

- Once cargo discharge is complete, joining passengers will be permitted to board. Passengers joining with vehicles will also board at this time.
- While in port, only passengers with tickets will be permitted to board the vessel. Boarding will commence 1 hour prior to scheduled departure.

### **FOOD SERVICE**

In order to allow for physical distancing, dining times will be staggered. Each sitting will be 45 minutes. There will be two sittings for each meal:

- **Breakfast** (7:45 and 8:30)
- **Lunch** (12:00 and 12:45)
- **Dinner** (5:00 and 5:45)

**Individual dining times will be established by the purser at time of check-in.**

### **PROCESS FOR MEAL ORDERING**

- Passengers will order from the menu board. The entire order must be made at once, including beverages.
- Catering staff will plate the meal. All serving plates, drinking glasses, cups, and cutlery will be disposable.
- Passenger must pay with credit or debit card. Provincial public health regulations do not permit the use of cash in food service establishments.
- Catering staff will place the meal tray on a counter and then step back 6 feet.
- The passenger will pick up the meal tray and be directed to seating that allows for physical distancing.
- At the conclusion of the meal, trays will be left on the table and disposed of by catering staff.
- Staff will clean and sanitize cafeteria between sittings. (ie. between the 7:45 breakfast sitting and the 8:30 sitting).

### **SNACK PURCHASES**

- The cafeteria will be open only during the posted meal times.
- Passengers wishing to buy snacks must do so when they order their meal.

### **CLEANING AND SANITIZING**

LMI has a robust cleaning and sanitizing schedule for washrooms, common areas, and high-touch locations such as doorways and handrails.

**CONCLUSION**

Labrador Marine's goal is to keep everyone safe as we transport people and deliver essential food and supplies. It will be necessary to be flexible to meet changing public health guidance. Most important, we want to work with communities and governments to ensure that we all have the same understanding around keeping passengers, crew, and our communities safe. We welcome your input and look forward to providing a safe and exceptional level of service in 2020.

Capt. Austin Daley  
Marine Superintendent, Labrador Marine Inc.