



## **EMERGENCY RESPONSE PLAN**



### **Basic Plan & Communications**

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## **INTRODUCTION**

### **PURPOSE**

The purpose of the City Cruises Emergency Response Plan is to provide emergency response guidance and mitigate the negative effects related to a Serious Marine Incident involving vessels in the City Cruises fleet. This plan provides information and procedures to enable the user to take prompt, appropriate and effective action in the event of an incident affecting the safety of our passengers, shipmates, and property.

### **SERIOUS MARINE INCIDENT**

As used in this manual, a Serious Marine Incident \* is defined as a death or serious injury to a person; a vessel fire, grounding, flooding, collision, mechanical failure, structural failure, a pollution incident, and all other events with the potential to negatively impact or disrupt normal operations.

\* Coast Guard definitions, including “Serious marine Incident,” are included in Appendix A

### **USE OF THIS EMERGENCY RESPONSE MANUAL**

This manual provides guidance to effectively respond to vessel emergencies and minimize the potential risk to life, property, and the environment.

When a serious incident has occurred, users of this manual will coordinate and implement a plan of action addressing the following priorities in the order listed:

1. THE SAFETY OF PASSENGERS AND CREW
2. THE PROTECTION OF ASSETS & THE ENVIRONMENT
3. TIMELY RETURN TO NORMAL BUSINESS OPERATION
4. AN EFFECTIVE PUBLIC RELATIONS OPERATION

### **PREPAREDNESS**

Instant messaging and video cell phones in today’s world have made it possible to globally distribute breaking news stories as they unfold. It is of critical importance that our organization responds to emergency situations effectively, quickly and safely. It is entirely possible that the city, even the nation, may be watching and evaluating how we respond to these situations and will judge us accordingly.

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United States. 46 U.S.C. §6308.

### **RECORD OF PLAN AMENDMENTS**

Date	Amended by	Location & Purpose of Amendment

### **DISTRIBUTION LIST**

The City Crises Emergency Response Plan is to be distributed to and accessible by authorized corporate and local managers. The information in this plan is to be considered confidential and for the use and view of authorized personnel only. The following individuals/department functions are considered authorized users by City Cruises.

### **HQ Level**

- President
- Chief Operating Officer
- Vice President of Marine Operations
- Vice President of Food and Beverage
- Comptroller
- Vice President of Sales
- Vice President of Marketing
- Call Center Director

### **Region/City Level**

- Regional Vice President
- Regional Marine Director
- General Manager
- Director of Marine Operations
- Director of Sales
- Director of Food & Beverage
- Vessel Master – Pilot House copy

### **Outside/City Specific Agencies**

- Coast Guard: Sector Prevention Office
- Emergency Response Director
- Marine Response Agency (fire, police, rescue)
- Pier Authority/Management

## **ACRONYMS & ABBREVIATIONS**

AIS                      Automatic Identification System

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United States. 46 U.S.C. §6308.

ASP	Alternative Security Program
ATON	Aids to Navigation
CC	City Cruises
CIRT	Corporate Incident Response Team
COI	Certificate of Inspection
CSO	Company Security Officer
CFR	Code of Federal Regulations
DHS	Department of Homeland Security
DOS	Declaration of Security
ECS	Electronic Chart System
EEP	Emergency Evacuation Plan
EMA	Emergency Management Agency
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EPIRB	Emergency Position Indicating Radio Beacon
ERT	Emergency Response Team
FEMA	Federal Emergency Management Agency
GMDSS	Global Marine Distress Signaling System
GPS	Global Positioning System
IC	Incident Command
IBA	Inflatable Buoyant Apparatus
MARSEC	Maritime Security Level
M/V	Motor Vessel
NOAA	National Oceanic & Atmospheric Administration
NTD	Non-Watertight Door (Weather Door)
OSHA	Occupational Safety & Health Administration
PFD	Personal Flotation Device
QRA	Qualified Refuge Area
SMI	Serious Marine Incident
SOP	Standard Operating Procedure
TWIC	Transportation Worker Identification Card
USCG	United States Coast Guard
VHF	Very High Frequency
VSO	Vessel Security Officer
VSP	Vessel Security Plan
VTS	Vessel Traffic Service
WTD	Watertight Door

## **I. PLAN EXECUTION**

### **EXECUTION**

Execute the following actions immediately upon the occurrence of a Serious Marine Incident. The Person-in-Charge is assigned according to the vessel chain of command:

1. Captain (Vessel Master on Duty)
2. Mate (Senior Deckhand)
3. Deckhand

### **IMMEDIATE ACTION**

Take immediate action to stabilize the situation.

Sound a general alarm using the ship's horn, public address system, vessel alarm, shipboard phone system, handheld radios, or other appropriate means.

Direct crew to man emergency stations and initiate actions to counter the effects of the incident in accordance with the Station Bill.

Inform the passengers through the public address system of the nature of the emergency and instruct them to remain calm and follow the instructions of the crew.

### **CONTACT USCG**

Contact the USCG immediately via VHF Radio Channel 16 or cell phone. Be prepared to provide clear and concise information, including:

1. Vessel name, official number & location (geographic and Lat/Lon position)
2. Number of persons onboard
3. Exact nature of the emergency
4. Specific type of assistance needed (if any)

### **VESSEL INTERNAL EMERGENCY COMMUNICATIONS**

The Captain is to be notified immediately any time there is an emergency onboard the vessel. The Captain may be notified directly by means of:

- Ship's internal phone system
- Ship's departmental radios
- Cell phone
- Direct messenger (to the pilot house)

If you cannot immediately notify the Captain, in the case of an emergency, you may also notify the Mate or any management level or experienced crew person (for example: one of the Deckhands, the Restaurant Manager, the Galley Manager) who will in turn notify the Captain.

### **NOTIFY CC MANAGEMENT via COMMUNICATIONS CHAIN (pg. 15)**



## **COORDINATE RESCUE OPERATIONS**

In response to the distress message, do not hesitate to accept help from other authorities or private vessels, if it will aid in the rescue of the ship or people aboard. Be aware that exaggerated compensation demands may result. If the situation warrants, request the immediate assistance vessels in the area that may be able to help; for example a tug boat, a commercial vessel with significant firefighting equipment, etc. (Refer to the appropriate city “Marine Services Directory” in appendix C). It is best to negotiate a rate, even if seemingly excessive at the time and execute a contract to avoid the potential for a salvage claim.

## **RECORD MAINTENANCE**

Records are to be maintained for all incidents for both internal (for example CC Incident Report) and external (for example CG-2692) incident reporting & investigative follow up. Records to be maintained include but are not limited to:

- Ship’s Log – all normal & emergency events are to be recorded in the ship’s log. Include event times and provide as much detail as possible.
- CC Incident Reports
- Coast Guard Form CG-2692 Forms A&B
- Drug & alcohol testing records

## II. CONCEPT OF CITY CRUISES OPERATIONS

City Cruises is comprised of several different operational brands of passenger vessels conducting harbor dining and sightseeing cruises and water transportation in cities across the nation. All City Cruises vessels are certificated and inspected by the Coast Guard and operate in compliance with all applicable federal, state, and local laws. CC vessels typically operate on routes of a short duration, lasting only up to several hours. A limited number of CC vessels conduct overnight cruises. CC vessels range in size from twenty-five feet to two hundred and thirty-five in length.

### City Cruises Structure:

- Local operations are typically comprised of Administrative and Sales Department functions that are office based, along with a vessel component, comprised of the marine and restaurant departments. The marine department operates the vessels in compliance with U.S. Coast Guard regulations, maintains the operational aspects of the vessel. The restaurant department operates the food & beverage and entertainment elements of cruises and provides a support role to the marine department during emergency situations. Safety Sensitive positions that act as first responders in emergency situations are normally filled by qualified marine department personnel, however, properly trained restaurant personnel may fill those positions as needed.
- Corporate functions are headquartered in Chicago. The President, Comptroller, Vice Presidents and department specific corporate vice-presidents provide national leadership, support, and formulate policy and strategy.

### **III. RESPONSIBILITIES – VESSEL PERSONNEL**

#### **CAPTAIN/MASTER:**

Primary Person-in-Charge (PIC) of all vessel emergency response activities; initiates plan execution by directing the actions of the crew, performing listed actions as necessary and contacts appropriate authorities and company management team.

#### **FIRST MATE / SENIOR DECKHAND:**

As directed by the Person-in-Charge, coordinates and participates in those actions necessary to stabilize the situation. Directs efforts of deck and restaurant crew as appropriate to man emergency stations and control and abate effects of the incident.

#### **RESTAURANT MANAGER:**

Primary responsibility is passenger safety. Performs the following duties:

1. Maintain constant communication with the PIC, execute and relay orders and direct the restaurant staff as needed.
2. Act as, or assign, deck leader from restaurant staff to communicate orders.
3. Coordinate needs for First Aid & CPR with trained crew and if needed, identify individuals outside of crew, trained in First Aid & CPR, and have these individuals tend to the injured.
4. Passenger management - keep passengers calm, informed and organized in manageable groups with assistance from restaurant service staff.
5. Verify passengers & crew are accounted for during an evacuation.
6. Assist with or complete incident reports and/or keep a record of all details pertaining to injured persons and recording of witness statements.

## **RESPONSIBILITIES – SHORESIDE PERSONNEL**

### **GENERAL MANAGER:**

In the event of a SMI (serious marine incident) or any significant incident likely to produce negative press or public perception, the General Manager (or ranking city manager if the General Manager is not available), shall be in charge of the overall business & public relations aspects of the emergency at the city level. The GM will coordinate with the vessel Captain & Marine Director for all marine issues. The GM shall contact the corporate management team in accordance with company policy.

### **CITY MANAGEMENT TEAM:**

The city management team will be tasked with providing support to the vessel. The needs will vary but may include:

1. Assisting ship's crew as needed
2. Maintaining close, regular communication with the Coast Guard and other appropriate authorities
3. Communicating all pertinent information regarding the situation, the response and input from local authorities to the corporate management team
4. Contracting for towing services, diving services, medical services or emergency bus service
5. Coordinating with and expressing needs to the corporate management team regarding legal counsel and public relations firm involvement and support.
6. Coordinating with corporate management to designate a company spokesperson. .
7. Provide assistance to the Captain to ensure required drug & alcohol testing and required regulatory reporting is accomplished

### **CORPORATE MANAGEMENT TEAM:**

Chief Operations Officer or next senior executive will convene a meeting or conference call depending on the severity of the situation. Duties of the Corporate Management team include:

1. Ensure all required regulatory reporting has been accomplished.
2. Contact insurance carrier and investigator as necessary & coordinate as necessary.
3. Coordinate & initiate any outside assistance needed from other agencies or CC operations.
4. Depending on scope of the incident, send members of the corporate team to the scene to assist and direct response & recovery activity as needed.
5. Monitor, assess and issue appropriate directives to serve the best interests of the passengers, crew, vessel and company.
6. Contact & coordinate legal counsel as needed

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United States. 46 U.S.C. §6308.

7. Maintain communication with the local management team to ensure accurate timely information is relayed.
8. Ensure all internal reporting & record keeping has been accomplished or initiated.
9. Define and direct the public relations strategy and ensure it is communicated to all involved, so as not to issue conflicting and confusing statements.

#### **CENTRALIZED RESERVATION TEAM:**

Depending on the magnitude of the incident, the Corporate Incident Response Team(CIRT) may be notified and activated by the Corporate Management Team. Actions that might be taken by the CIRT include:

1. Preparation of a current & appropriate script for the cruise specialists
2. Call in additional staff if high call volume is expected
3. Extend hours of operation
4. Contact & coordinate with Corporate Director of Marketing

#### **CORPORATE DIRECTOR OF MARKETING**

Depending on the magnitude of the incident, the Corporate Director of Marketing may assist with the following duties:

1. Review & action on current advertising plans
2. Preparation & placement of emergency ads
3. Assistance with notification & interface with public relations specialists
4. Supplementing Central Reservation team with additional supervisory managers to support information flow and call volume
5. Coordinating issuance of corporate approved response to the incident

#### **HUMAN RESOURCES DEPARTMENT:**

Depending on the magnitude of the incident, the Human Resources department may be contacted by the Corporate Management Team. The HR team duties may include:

1. Assist with guest & shipmate issues related to:
  - a. Injuries & medical care
  - b. Family notification
  - c. Travel coordination
2. Shipmate communications
3. Shipmate issues if vessel is out of service:
  - a. Work schedules
  - b. Payroll issues
  - c. Benefit coordination

## **IV. INCIDENT REPORTING - REQUIREMENTS & PROCEDURES**

### **INCIDENT REPORTING**

#### **External**

As required by 46 CFR Subpart 4, marine casualties and injury requiring treatment beyond basic first aid must be reported to the Coast Guard. The immediate notification should be made via telephone (see emergency phone numbers in the quick contact guide). The initial report must be followed-up in writing within 5 days using the Coast Guard form CG-2692.

#### **Internal**

In addition, all incidents and injuries must be reported internally. These reports are used to track and improve vessel safety, as well as to document seamen's, workmen's compensation, and other insurance claims. CC internal incident reports shall be submitted to the Director of Marine Operations in accordance with the CC incident reporting policy. All incidents will be properly documented in the CC Incident Management System; Industry Safe.

In addition to reporting incidents internally and to specific regulatory agencies as required by law, CC employees are required to notify their direct supervisor or department head regarding any action by a federal, state, county or municipal agency related to the operation of the vessel, passengers and crew (for example receipt of a Subpoena, Letter of Warning, Notice of Violation, Citation, etc.)

#### **Reference**

- See Code of Federal Regulations sections regarding "Marine Casualty," "Serious Marine Incident," and "Notice of Marine Casualty" in Appendix A
- See CC Incident Report Form & Instructions in Appendix A

### **DRUG AND ALCOHOL TESTING**

As required by 46 CFR Subpart 4.06, employees directly involved in a Serious Marine Incident, must be tested for evidence of drug or alcohol use.

- Breath Alcohol Testing (BAT) must be conducted on employees directly involved in a serious marine incident within 2 hours of the occurrence. \*
- The collection of drug test specimens of individuals directly involved in a serious marine incident must be within 32 hours.\*

\* Unless precluded by serious safety concerns directly related to the incident, testing should as soon as possible thereafter and form CG-2692B must be completed.

## V. COMMUNICATION

### EMERGENCY COMMUNICATION CHAIN

#### VESSEL

Captain (notify)

- City Director of Marine Operations
- **If DMO unavailable** – City General Manager  
VP of Marine Operations

#### CITY LEVEL

City Director of Marine Operations (notify)

- City General Manager
- VP of Marine Operations (if unavailable – notify...)
- Chief Operations Officer

City General Manager (notify)

- Chief Operations Officer
- City Management Team
- Central Reservation System

#### CORPORATE LEVEL

Chief Operations Officer (notify)

- Corporate Management Team

VP of Marine Operations (notify)

- Chief Operations Officer
- Senior VP of Marine Operations
- Corporate Management Team (if Chief Operations Officer is unavailable)

## VI. COMMUNICATION - CRISIS COMMUNICATION & MEDIA

As we build upon and develop Hornblower as a Global Experiences and Transportation Leader, our group-level Communications team will help lead this narrative throughout the media landscape. It is important that we stay aligned, consistent and react in a timely manner if media inquiries do arise so that they are handled appropriately and in the best interest of the Company.

**If you are ever approached by the media to address matters related to the Company, please notify Hornblower’s New York-based Communications Team immediately. Do not provide comment to media until you receive an approved statement.** The Communications team will work closely with extended leadership, managers, marketing and social media and Crew members across the group including providing approved statements, talking points and relevant press materials.

It is important that all Crew members understand that **only select company representatives as identified by Hornblower’s Communications Team are authorized to speak to the media.**

The crisis media and communications plan, in conjunction with the company’s Emergency Response Plan, is designed to serve as a guide for City Experiences’ operation, prepared to assist in the response of a crisis/emergency while minimizing disruption to ongoing operations.

Although you cannot be fully prepared for every situation, having a thorough communications plan ready to activate in the event of a crisis will help Hornblower effectively manage and respond to whatever crisis shall arise covering a breadth of different level of crisis situations.

**[FOR FURTHER DETAIL AS RELATED TO MEDIA AND CRISIS COMMUNICATION, PLEASE REFER TO THE CRISIS COMMUNICATIONS PLAN ADENDUM](#)**

**City Experiences Media Relations Contacts**

[REDACTED]  
VP, Communications Strategy  
[REDACTED]  
[REDACTED]

[REDACTED]  
Senior Manager, External Communications  
[REDACTED]  
[REDACTED]



## **VII. DOCUMENTATION & INVESTIGATIVE FOLLOW UP**

### **PURPOSE**

Every occurrence that rises to the level of a Serious Marine Incident will be the subject of an internal investigation in order to prevent or minimize the effects of possible future incidents.

### **LEGAL CONSIDERATIONS**

If an incident has the potential to lead to civil litigation, criminal prosecution, or an agency administrative hearing, then the internal investigation should be conducted under the supervision of Legal Counsel. Generally, every Serious Marine Incident should be considered as having the potential to result in legal action and requires the supervision of an attorney.

### **CONDUCT & PROCEDURE OF INTERNAL INVESTIGATIONS**

Depending on the severity of the incident, an investigation will be conducted by the Vice President of Marine Operations or the General Manager. The objective of the investigation is to determine the cause of the incident, the consequences of the incident (life safety, environmental, regulatory, financial, public image & business impact), lessons learned and how to prevent such an incident from occurring in the future. The investigation should involve interviews with each functional area, key players in the incident, any critical witnesses and possibly the emergency responders.

The investigation will conclude with a meeting of the Vice President of Marine Operations and/or the General Manager and Department Heads to discuss the results of the investigation. The findings and recommendations will then be reported to the corporate management committee for review and consideration of company policy. The Corporate Management Committee will be comprised of the President, Chief Operations Officer and the Vice-President of Marine Operations; with other corporate personnel invited to join as needed.

All investigation findings, recommendations, discussions, and results in any form (electronic, written, verbal, etc.) are to be considered and marked (if possible) as “confidential”; these materials shall not be discussed or memorialized in any way without the supervision of Legal Counsel. The above materials may be prepared in anticipation of litigation or as subsequent remedial measures in response to an incident, but should be prepared while in consultation with Legal Counsel, as these materials may be considered as subject to the protections and restrictions of attorney-client privilege.

### **DISCUSSION & IMPLEMENTATION OF INVESTIGATION RESULTS**

After receiving advice of Legal Counsel, recommendations accepted and/or implemented by the corporate committee should be presented to and discussed with the affected local and fleet functional areas via a generally accepted form of business communication.

Department Heads affected by the recommendations and policy changes will develop and implement procedures under the leadership of the General Manager and with the approval of the Corporate Management Team. A follow up review for the accuracy and effectiveness of the policy shall occur within a reasonable time after implementation. This is to be led by the General Manager and reported to the Corporate Management Team.

## **VIII. PROCEDURES FOR TESTING, UPDATING, AND TRAINING WITH THE EMERGENCY RESPONSE PLAN**

### **ANNUALLY:**

To maintain relevance and familiarity with the Emergency Response Plan, the plan should be reviewed by local operations on an annual basis.

The review process will consist of authorized persons reading the plan, followed by department specific meetings, and finally a meeting of the department heads and General Manager to discuss any issues, questions, or suggestions. Each of the scenarios in the plan should be the subject of at least a tabletop drill/test to ensure the accuracy and completeness of instructions and contact information. Changes, recommendations, and suggestions should be discussed by the General Manager and department heads; then forwarded to the National Marine Director of Safety, Security and Regulatory Affairs for corporate consideration and implementation.

It will be the responsibility of the Director of Marine Operations for each city to ensure the Emergency Services contact list for their city is updated for any changes as they occur and/or on an annual basis.

It will be the responsibility of department heads to provide updated emergency contact information to the Director of Marine Operations as they occur and on an annual basis.

### **SEMI-ANNUALLY:**

On an annual basis, the National Marine Director of Safety, Security and Regulatory Affairs shall review and discuss the plan contents with the city Directors of Marine Operations. Revisions & improvements to the plan will then be approved & implemented by the Vice President of Marine Operations.

### **MONTHLY:**

On a monthly basis, the city Director of Marine Operations should ensure that the Marine Operations team reviews at least one different scenario related to the Emergency Response Plan during a training/drill exercise, and that this training is documented in the Vessel Log.

*Changes, recommendations, and suggestions to the plan arising out of training/drill exercises should be discussed and presented to the Director of Marine Operations. Findings should be forwarded to the National Director of Safety, Security and Regulatory Affairs for consideration and implementation.*



# **EMERGENCY RESPONSE PLAN**

## **APPENDIX B EMERGENCY PROCEDURES**

**Appendix B –Emergency Procedures**

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## **Vessel Emergencies**

### **City Cruises Policy**

#### **Master's Authority aboard CC vessels during emergency situations**

The company understands that the U.S. Coast Guard Licensed Master, acting within and under the authority of the law, is the person in charge of the vessel. Nothing in this Emergency Response Plan should be construed to be restricting or conflicting in any way with this authority and responsibility.

The intent of this Emergency Response Plan is to provide guidance and/or act as a supplement to the Captain's legal authority, the vessel Station Bill, and good marine practice in protecting life, the environment, property, and the company's reputation.

## **Vessel Emergencies**

### **Fire**

- Confirm the location, type and severity of the fire
- Sound the General Alarm for ten or more seconds
- Provide an announcement over the PA system as to the nature of the emergency, proper evacuation and response actions.
- Assemble firefighting team and implement action in accordance with the Station Bill
- Notify restaurant manager of situation and assistance needed
- Evacuate passengers from areas of danger to area of safe refuge
- Ready fire pump(s) and/or fire extinguishing equipment for use
- Secure ventilation systems, blowers and dampers as appropriate
- Secure fire doors, passageway doors as appropriate
- Secure non-essential electrical equipment as appropriate
- Fire team shall extinguish fire if possible, assess the situation and report status to the Captain
- If appropriate, issue PFDs to passengers and guide them to a safe area of refuge
- Sweep the area to ensure all passengers and crew have been evacuated to a safe area and accounted for
- Provide first aid and assistance to those in need
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- Once Captain determines situation is under control:
  - \* Post a fire watch
  - \* Sound general alarm 3 times to dismiss team from station
- Follow company published incident procedures

## **Vessel Emergencies**

### **Flooding**

- Confirm the location, type and severity of flooding; determine if flooding is controllable
- Sound the General Alarm for ten or more seconds
- Provide an announcement over the PA system as to the nature of the emergency, proper evacuation & response actions.
- Evacuate passengers and crew from affected spaces
- If appropriate, issue PFDs to passengers and take to safe refuge area
- Secure all watertight doors
- Assemble the crew and implement action in accordance with the Station Bill
- Ready damage control kit, primary and secondary bilge pumps
- Repair damage to secure and contain flooding
- Position vessel and passengers to maintain stability
- Notify restaurant manager of situation and request assistance as needed
- Sweep the area to ensure all passengers and crew have been evacuated to a safe area and accounted for
- Provide first aid and assistance to those in need
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- Maneuver vessel to a safe berth
- Once Captain determines situation is under control:
  - \* Post a watch in area of damage
  - \* Ensure temporary repairs are secure
  - \* Devise and implement plan for permanent repairs
- Follow company published incident procedures

### **Flooding Uncontrollable**

- Follow procedures outlined above
- Ensure Coast Guard & local emergency response agencies have been notified
- Instruct passengers to don PFDs
- Request assistance from any nearby vessels
- Locate nearest landing or grounding area (refer to Emergency Docking Charts in Appendix)
- Be prepared to Abandon Ship
- Give Abandon Ship order if necessary and sound whistle signals: 6 short blasts followed by 1 prolonged blast.
- Instruct Restaurant Manager to make an accurate passenger and crew count and to check for missing persons.

## Vessel Emergencies

### **Vessel Collision/Grounding**

- Confirm the location, type and severity of damage
- Sound the General Alarm for ten or more seconds
- Provide an announcement over the PA system as to the nature of the emergency, and provide proper evacuation and response actions.
- Notify restaurant manager of situation and request assistance as needed
- Evacuate passengers and crew from affected spaces to an area of safe refuge
- Secure all watertight doors
- If appropriate, instruct passengers and crew to don PFDs
- In case of flooding, follow “Flooding” guidance procedures (previous page)
- Sweep the area to ensure all passengers and crew have been evacuated to a safe area and accounted for
- Provide first aid and assistance to those in need
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- In case of grounding/collision the Captain shall determine the best course of action to ensure the safety of the passengers, crew, environment and property.
  - \* Vessel should not be moved until cleared to do so by the US Coast Guard unless the Captain deems it necessary
  - \* A damage assessment should be made prior to moving the vessel to consider
    - Possibility of further damage/flooding to vessel
    - Possibility of pollution incident due to holing of tanks
- Depending on the situation, Captain should find suitable landing or grounding location (See Emergency Docking Locations in Appendix)
- In the event of severe damage and as a last resort, Captain may order Abandon Ship (follow Abandon Ship Procedures)
- Once Captain determines situation is under control:
  - \* Post a watch in area of damage
  - \* Sound general alarm to dismiss
- Follow company published incident procedures



## Vessel Emergencies

### Allision

- Confirm the location, type and severity of damage
- Sound the General Alarm for ten or more seconds
- Provide an announcement over the PA system as to the nature of the emergency and provide proper evacuation and response actions.
- Notify restaurant manager of situation and request assistance as needed
- Evacuate passengers and crew from affected spaces to an area of safe refuge
- Secure all watertight doors
- If appropriate, instruct passengers and crew to don PFDs
- Assemble the crew and implement action in accordance with the Station Bill
- In case of flooding, follow “Flooding” guidance procedures above
- Sweep the area to ensure all passengers and crew have been evacuated to a safe area and accounted for
- Provide first aid and assistance to those in need
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- Notifications – allisions (immediately notify contact for structure involved in allision and/or local law enforcement and emergency response agency)
  - \* Bridge - notify Coast Guard, local law enforcement and emergency response agencies; also bridge authority, railroad, etc. responsible for bridge
  - \* Aid to Navigation - notify the Coast Guard; alert other mariners by means of a security call of any disruption in signals or if the aid is off station
  - \* Dock or stationary vessel - notify the operator immediately, followed by the Coast Guard, local port authority, or other marine emergency response agencies.
- Depending on the situation, Captain should find suitable landing or grounding location (See Emergency Docking Locations in Appendix)
- In the event of severe damage and as a last resort, Captain may order Abandon Ship (follow Abandon Ship Procedures)
- Once Captain determines situation is under control:
  - \* Post a watch in area of damage
  - \* Sound general alarm to dismiss
- Follow company published incident procedures

## **Vessel Emergencies**

### **Allision Imminent While Dockside**

- Captain shall immediately proceed to bridge
- Make radio contact with other vessel
- Sound the danger signal with the ship's whistle
- If no radio contact is established, determine if CC vessel is in danger of being struck and take appropriate action.
- Provide an announcement over the PA system as to the nature of the emergency, and provide proper evacuation and response actions
- Secure all watertight doors and evacuate below deck spaces
- If CC vessel is clearly in danger of being stuck, assess the risk and determine the best course of action which may include any of the following:
  - \* Evacuate all passengers and crew to shore (being aware of risk related to gangway dislocation)
  - \* Instruct all passengers and crew to don PFDs and prepare for impact
  - \* Relocate all passengers and crew to area of safety onboard vessel
  - \* Get underway to avoid collision if possible
- Sound the General Alarm
- Assemble crew and implement action in accordance with the Station Bill
- Notify restaurant manager of situation and request assistance as needed
- Sweep the area to ensure all passengers and crew have been evacuated to a safe area and accounted for
- Provide first aid and assistance to those in need
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- Follow company published incident procedures

## Vessel Emergencies

### **Emergency Docking**

- Under certain situations, the Captain may deem it necessary to find or the vessel may be directed to, an emergency or alternate docking location. These situations may include:
  - \* Medical emergency
  - \* Fire, flooding, mechanical or other vessel emergency
  - \* Bomb threat or other emergency preventing access to home dock
- Determine safest emergency docking location based on circumstances
- Alternate docking locations for each city are listed in the Appendix D
- Provide an announcement over the PA system as to the nature of the emergency, and provide proper evacuation and response actions
- Assemble crew and implement action in accordance with the Station Bill
- Notify restaurant manager of situation and request assistance as needed
- If appropriate, instruct passengers and crew to don PFDs
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- Sweep the area to ensure all passengers and crew have been safely evacuated
- **Alternate docking considerations**
  - \* Limitations of gangways, lighting and railings
  - \* Safest method/equipment to safely disembark passengers and crew
  - \* Availability and accessibility to the dock by EMS and law enforcement
  - \* Transportation for passengers and crew from the alternate dock
  - \* Proper moorings and crew access to secure the vessel
  - \* Maritime security implications (although secondary to safety considerations)
- Follow company published incident procedures

## **Vessel Emergencies**

### **Intentional Grounding**

- In the event of a casualty involving uncontrollable flooding, fire, or other extreme emergency, the Captain may deem it necessary to intentionally ground the vessel
- *Grounding Location* options are listed in the Appendix D
- Sound the general alarm continuously for a period of 10 seconds
- Assemble crew and implement action in accordance with the Station Bill
- Provide an announcement over the PA system that the vessel is to be intentionally grounded and provide the proper evacuation and response actions required
- Instruct passengers and crew to don PFDs
- Secure all watertight doors and hatches
- Evacuate passengers from areas of danger to area of safe refuge
- Instruct restaurant manager to assemble the passengers and crew in the muster area and take a head count to determine if all hands are accounted for
- Sweep the area to ensure all passengers and crew have been safely evacuated
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- Once vessel is secure and it is safe to do so, proceed with vessel evacuation to shore
  - \* Assemble all passengers & crew
  - \* Count all hands, tend to the injured and those in need of assistance
  - \* Hold all persons until emergency support arrives
- Follow company published incident procedures

## **Vessel Emergencies**

### **Mechanical Failure or Loss of Steering**

- Confirm the location, type and severity of the problem
- Sound the General Alarm continuously for ten or more seconds
- Provide an announcement over the PA system as to the nature of the emergency and provide proper evacuation and response actions.
- Evacuate passengers from areas of danger to area of safe refuge
- Assemble crew and implement action in accordance with the Station Bill
- Activate back up systems and/or attempt repairs
- Crew to standby and ready anchor for deployment
- Notify restaurant manager of the situation and request assistance as needed
- If appropriate, issue PFDs to passengers and guide to safe area of refuge
- Take appropriate action if repairs cannot be accomplished (this may include)
  - \* Tug assist to return to dock
  - \* Transfer of passengers to another vessel
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- Once Captain determines situation is under control:
  - \* Post a watch in the area of damage
  - \* Sound general alarm to dismiss
- Follow company published incident procedures

## **Vessel Emergencies**

### **Emergency on another Vessel**

- Attempt and/or maintain contact with disabled vessel via VHF radio
- Notify the U.S. Coast Guard, commercial assistance vessels, and all other vessels as dictated by the specific circumstances of the situation.
- Provide whatever assistance that can be safely offered
- Activate the emergency call list

## **Personnel/Medical Emergencies**

### **Man Overboard – Reporting**

- Any crew member seeing a “man overboard” must:
  - \* Yell “man overboard.”
  - \* Throw a floatation device: life ring/PFD/life sling
  - \* Keep the person in sight & keep pointing until relieved
  - \* Notify the captain or the nearest crew member immediately
  - \* Get assistance from anyone nearby

### **Man Overboard**

- Maneuver vessel to avoid hitting the MOB
- Sound the General Alarm and whistle signals (3 prolonged blasts, followed by 1 short blast for port or 2 short blast for starboard to indicate the MOB location)
- Mark the position: via MOB button on radar/GPS/chart plotter, latitude and longitude, and/or obtain a fix via landmarks or navigational aids.
- Report incident on Channels 13 and 16 and request assistance from nearby vessels
- Approach M.O.B. from downwind (if reasonable under existing conditions)
- If dark, activate exterior lighting, searchlight, etc.
- Provide an announcement over the PA system as to the nature of the emergency and provide proper response actions.
- Clear passengers from areas that may hamper sighting and rescue of the victim
- Assemble crew and implement action in accordance with the Station Bill
- Notify Restaurant Manager of situation and request assistance with crowd control; keep areas clear for MOB sighting and rescue
- Ready MOB equipment: rescue ladder/platform, swimmer harness and safety line, etc.
- Ready first aid kit, defibrillator, hypothermia blankets, etc.
- Provide first aid, CPR and assistance to the individual, assess medical condition and report to Captain
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
- Take appropriate action to transport individual to emergency medical care ASAP
- Activate the emergency call list
- Follow company published incident procedures

## **Personnel/Medical Emergencies**

### **Abandon Ship**

The decision to abandon ship is only made under extreme circumstances and all other alternatives have been exhausted. Abandon Ship is done only by the order of the Captain.

- Sound the General Alarm and the ship's whistle with 6 short blasts followed by 1 prolonged blast to initiate the Abandon Ship
- Provide an announcement over the PA system as to the nature of the emergency and provide proper evacuation and response actions.
- Assemble crew and implement action in accordance with the Station Bill
- Notify Restaurant Manager of situation and request assistance as needed
- The crew, at the Captain's direction, will guide passengers from refuge areas to the embarkation areas, and a count of passengers and crew will be taken by the Restaurant Manager and reported to the Captain
- Instruct all passengers and crew to don PFDs
- Sweep the area to ensure all passengers and crew have been evacuated and accounted for
- Provide first aid and assistance to those in need
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Captain will attempt to evacuate passengers to the safest platform possible:
  - \* Another vessel or barge
  - \* Alternative dock or emergency pier
  - \* Ashore if emergency grounding situation
  - \* IBA – Inflatable Buoyant Apparatus (if vessel is so equipped)
  - \* Last resort – water evacuation
- Water evacuation
  - \* Ensure everyone is wearing a PFD; check for proper fit
  - \* Instruct people to cross their hands across their chest and jump feet first
  - \* Stay in groups and keep together; provide assistance to children, the injured, elderly and disabled
  - \* Deploy life rafts, floats, etc.
- Activate the emergency call list
- Follow company published incident procedures

### **Sample Abandon Ship Announcement – Repeat 3 times**

- May I have your attention please, May I have your attention please; this is the Captain speaking. This is not a drill, I repeat, this is not a drill. Ladies & Gentlemen, it has become necessary to abandon ship, please follow the direction of my crew who will direct you to an area of safe refuge, aid with donning of lifejackets and an begin an orderly evacuation. For your safety and the safety of others, please remain calm and follow the instructions of the crew members. Thank You.”



## **Personnel/Medical Emergencies**

### **Evacuation of Individual**

- Crew to assess medical condition of individual and report to Captain
- Restaurant Manager shall keep area secure and clear of passengers
- Notify emergency response and request assistance as needed (See Appendix for local emergency response resources)
- Ensure individual's family, companion or group leader is aware of the situation
- Determine best course of action based on the individual's condition, which may include:
  - \* Return to dock
  - \* Transport individual at closest accessible dock
  - \* Transfer individual to another vessel/emergency response facility
- If transport to another vessel
  - \* Ensure assist vessel can be safely brought alongside
  - \* Crew to standby for line handling and keep access doors clear of all passengers
  - \* Secure assist vessel and transfer individual
  - \* Once individual is safely transferred to assist vessel; secure doors and turn vessel loose
- Provide an announcement over the PA system as to the nature of the emergency and provide proper response actions.

## **Personnel/Medical Emergencies**

### **Unruly/Intoxicated Persons**

- The entire crew serve as watchmen on all decks of the vessel and shall report any unusual or suspicious behavior and activity to the Captain
- Any incident of unusual or intoxicated behavior should be reported immediately to a member of the marine crew or the Restaurant Manager (RM) and to the Captain.
- Mate or RM should investigate the situation and determine if the individual is a danger to himself/herself, passengers, or crew.
- Involve vessel security team if present on the cruise
- If the individual is not deemed threatening or dangerous, he/she should be kept under surveillance. Other passengers and crew should be deterred from approaching so as not to agitate the passenger, and to monitor behavior
- If a threat is perceived, instruct crew to keep passengers and other crew away from the individual
- The responding crew should attempt to contain the individual in the safest area possible until law enforcement arrives. This may be accomplished by a number of methods such as: backing away from the area, closing doors, moving furniture, etc.
- No physical confrontation/restraint by the crew should be attempted unless serious danger is imminent and only by the Captain's order (time permitting). Only the minimum force necessary for the safety of all involved should be used.
- Notify the police or USCG and return to the dock (home dock or emergency dock if situation warrants) immediately
- Activate the emergency call list
- Follow company published incident procedures

## **Personnel/Medical Emergencies**

### **Crowd Control**

Emergency situations can potentially cause or involve panic situations. Panic is a sudden and overwhelming fear that may involve an irrational response to unfamiliar and/or dangerous situations. Immediate action is necessary to contain this feeling and reassure passengers that the situation will be resolved safely and promptly. Crowd control techniques are situation specific, but a few general procedures apply.

#### **Crowd control techniques in response to a localized/small scale emergency:**

- Provide a calm and straightforward announcement giving a brief description of the emergency and inform the passengers that emergency response actions are in progress.
- Brief, clear, regular reports are to be provided by the Captain or his/her designee.
- After the Captain's announcements or on the Captain's order's crew shall:
  - \* Report to the scene, identify themselves as crew and inform the passengers that the crew is acting under the Captain's authority and that passengers must follow instructions to ensure safety
  - \* Firmly reassure passengers that the Captain and crew are trained for such situations; that they are responding to the emergency and will contact emergency response agencies if needed
- Crewmembers must be calm and confident when speaking to passengers, as this may be the most important step they can take to control the emotions of the passengers.
- The Restaurant Manager (or possibly the DJ) could make an announcement on deck to address the matter at hand and inform passengers of response measures or provide instructions.
- Provide honest answers to questions.
- Unless there is an evacuation order or obvious danger, ask passengers to take their seats or move to a safe location to provide accessibility for the marine crew and emergency services providers.
- Ask for the group leader's assistance in maintaining accessibility to the scene and maintaining order.
- Available Managers or staff on scene can:
  - \* assist passengers with safety equipment.
  - \* console distraught passengers, family, friends and to provide direction and information.
- Consider having the DJ play light, uplifting, background music if reasonable under the circumstances.
- Activate the emergency call list
- Follow company published incident procedures

**Crowd control in response to a large-scale emergency:**

- Provide a calm and straightforward announcement giving a brief description of the emergency and inform the passengers that emergency response actions are in progress.
- Brief, clear, regular reports are to be provided to the Captain by the Mate & RM
- Assemble crew and implement action in accordance with the Station Bill
- During the announcement, the Captain must impart credibility to the crew and convey the authority they possess. This can be accomplished by the following sample announcement:
  - \* “Ladies and Gentlemen, based on the (emergency) situation I previously described, I am now asking you to follow the instructions of the crew who will (Insert appropriate action). Follow the instructions of the crew at all times and remain calm, thank you.”
    - For example: direct you to the location of, and donning instructions for, lifejackets; and, who will lead you to safety.
    - Ask you to take your seats and remain calm
    - Direct you to the nearest area of safety
- Servers should be told to follow the instructions of the Captain and/or Marine Crew and confidently assert control of their sections. For example:
  - \* Ladies and Gentlemen, the crew is trained to deal with emergency situations and following my instructions and their guidance will help to ensure your safety
- Activate the emergency call list
- Follow company published incident procedures

## **Personnel/Medical Emergencies**

### **Riot/Mass Disturbance**

Although a riot situation or mass disturbance (such as a major brawl) is unlikely aboard one of our vessels, if such a situation should occur, the following actions should be considered in responding to the situation.

*If the situation has developed out of a celebratory event, then it may be possible to regain control by taking the following steps:*

- The Captain and/or group leader can consider making an announcement recognizing the occurrence and reminding passengers that although we all celebrate, it is important to maintain decorum.
- Assemble crew and implement action in accordance with the Station Bill
- Individuals that leave the area should not be allowed to return.
- Remind all crew to ensure their own safety by getting assistance when dealing with a situation or an individual that may be out of control
- Remind all crewmembers to maintain a calm and neutral demeanor, so as not to aggravate or provoke aggression from the group, and to calmly withdraw from violent individuals.
- Crewmembers should avoid physical restraint/confrontation under all but the most extreme circumstances. Law enforcement personnel should be summoned if such action is necessary.
- If safe to do so, instruct marine crew to take centrally located and safe positions on deck to convey a presence of authority and report developing issues to the Captain.
- Return to the dock as quietly as possible, and notify local law enforcement and pier security
- Notify the US Coast Guard and local emergency response agencies as deemed necessary if an emergency or security situation is likely to develop.
- Activate the Emergency Call List
- Follow company published incident procedures
- Actions for Mate or Restaurant Manager
  - \* Ensure the lights are gradually turned on or up.
  - \* Stop the music or play only light, easy-listening type, background music played in an attempt to slow the situation down.
  - \* Slow or completely stop bar service as quietly as possible. Alcohol and cash registers should be secured. Free juice, soda, non-alcoholic beer, or coffee should be offered along with extended food service, if possible.
  - \* RM should confer with the group leader, or a responsible party from the group (if safe and prudent to do so) and consider seeking his/her assistance with particularly disruptive individuals.
  - \* Keep Captain informed of situation at all times

***If the situation is one based on anger, large scale fighting, or likely to become violent, then the following additional steps may be taken in an attempt to minimize and contain any accompanying danger:***

- Stop the music and turn the lights up
- Make an announcement such as:
  - \* “Attention, Attention, Attention, this is the Captain speaking. Ladies and Gentlemen, a serious situation has developed that requires a complete halt of all current activity. Cooperate with and follow the instructions of the crew for the safety of all onboard. All passengers must withdraw from the current hostilities and return to their seats. For your safety and protection, I want to inform everyone that the U.S. Coast Guard and local police have been advised of the situation on board and are now proceeding to this location. Furthermore, this vessel is monitored by video and live surveillance and this company will fully cooperate with any federal and state criminal prosecutions that may arise from the current hostilities. Once again, there must be an immediate stop of hostile actions, and all passengers should return to their seats.”
- If hostilities continue:
  - \* “Attention, Attention, Attention, all persons seeking to avoid federal and state criminal prosecution and potential civil damages should evacuate the area of hostility immediately! Please proceed to the nearest safely accessible exit. Failure to leave the area of hostility immediately may result in criminal prosecution and civil damages.”
- Instruct marine crew, security, and other crewmembers to protect the safety of non-involved passengers by directing them to evacuation routes and/or away from the riot/disturbance. Individuals that leave the area should not be allowed to return.
- Crewmembers and security shall assemble in groups and take positions at doors and passageways that border the hostile area to contain the hostilities
- Crewmembers shall continue to assist non-hostile passengers and crew, remove them from the area, and prevent passengers from returning to the danger
- Actions for Mate or Restaurant Manager
  - \* Stop the bar service immediately. Alcohol and cash registers should be secured.
  - \* Free juice, soda, non-alcoholic beer, or coffee should be offered along with extended food service, if possible.
  - \* If the situation dictates, remove bartenders from bar areas for their safety
  - \* RM should confer with the group leader, or a responsible party from the group (if safe and prudent to do so) and consider seeking his/her assistance with particularly disruptive individuals.
  - \* Keep Captain informed of situation at all times

## Violent Crime/Act of Terrorism

### **Bomb Threat & Suspicious Object**

#### **Bomb & Suspicious Object – Discovery & Reporting**

- If a bomb threat is received or a suspicious object is discovered onboard
  - \* Immediately notify the Captain
  - \* Provide the location of and description of the item
  - \* If onboard the vessel, use the ship's phone system or direct messenger
  - \* Some devices may be triggered electronically; if an internal radio or cell phone is the only means of communication, get at least 75' from the device before making the call
  - \* If the Captain is unavailable, contact the Director of Marine Operations
  - \* If unable to contact vessel management, call 911

#### **Bomb Threat General Guidance**

- The purpose of this section is to provide guidance regarding the handling of a bomb threat or discovery of a suspicious object. Although there is no fool proof method in determining the seriousness of the situation, the facts of each case must be evaluated and investigated in order to make an informed and reasonable decision to ignore the threat, search or evacuate.
- The Captain will ultimately make the decision regarding evacuation or other appropriate action onboard the vessel.
- Threat level - action taken will be determined by the Captain
  - \* Low - based on the nature and content of the threat, operations will continue as normal and a cursory search will be completed
  - \* Medium - search teams to sweep vessel; Captain to determine if passengers are to be informed and/or relocated
  - \* High - immediate evacuation to area of safe refuge or if dockside, evacuation to shore
- Passenger & Crew Notification
  - \* The Captain will determine the best course of action to ensure the safety of the passengers, crew & vessel
  - \* A bomb threat, whether legitimate or a hoax, can cause extreme physical and/or mental stress to passengers and crew. Passengers and crew should never be misled however this does not necessarily mean that details of the situation are required to be communicated.
  - \* **Sample initial announcement:** "Ladies & gentlemen, this is the Captain speaking. In the interest of your safety, please remain in your seats until further notice. I must also ask you to refrain from using your cell phones and to immediately turn them off. I will provide further information shortly as I receive further information. Thank you for your cooperation."
  - \* **Sample announcement if there is a fear of mass panic or confusion:** "Ladies and Gentleman, this is the Captain speaking. In the interest of your safety, please pay close attention. A situation has arisen whereby I need all passengers and crew on the (for example: 1st deck to evacuate the area and relocate to the 3<sup>rd</sup> deck observation area). Crew members will be distributing lifejackets as a precaution; please follow their instructions and make your way to the 3rd deck in a calm and orderly manner. Thank You."

### **Bomb Threat Response:**

- Begin a threat assessment to determine appropriate plan of action. Base decisions on the information received such as:
  - \* Credibility of threat or call
  - \* Validity of device found
  - \* Prevailing conditions; e.g. increased MARSEC Level
- Assemble the marine crew & Restaurant Manager; notify them of the situation
- Provide caution as to use of internal radios and cell phones
- Instruct crew to follow orders, remain calm, focused and not to discuss the situation with others
- Sweep/search vessel to determine area of safe refuge
- Evacuate passengers from areas of danger to area of safe refuge
- Secure fire doors, passageway doors as appropriate
- Restaurant Manager (if applicable)
  - \* Ensure passengers and non-involved crew are evacuated to a safe refuge area and get a count of passengers and crew to ensure all are present
  - \* Provide evacuation support to those requiring additional assistance
  - \* Provide support for the injured or those requiring assistance
- Provide an announcement over the PA system as to the nature of the emergency and appropriate instructions
- **Search Procedures**
  - \* The ship's crew are best equipped to recognize an object that is out of place or is not part of the normal ship's stores/equipment
  - \* Organize teams to search all areas of the vessel
  - \* Constant reports are to be provided to the Captain
  - \* If a bomb threat call is specific, search in the specified area first
  - \* Look for any unusual item, behind equipment, unsecured storage areas, or structures that have been disturbed such as a ceiling tile out of place
- As soon as possible
  - \* Call 911; notify local law enforcement (see appendix for local responders)
  - \* Notify the U.S. Coast Guard National Response Center 800-424-8802
  - \* Notify the local Coast Guard office (see appendix for local contact info)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Follow action required by the Vessel Security Plan (if required aboard the vessel)
- Activate the emergency call list
- Follow company published incident procedures

**Refer to Bomb Threat Checklist in Annex E of this section**



## **Violent Crime/Act of Terrorism**

### **Armed Robbery**

- General guidance
  - \* Remain calm; do not resist and do not confront the suspect
  - \* Call 911 as soon as reasonably safe to do so
  - \* Only converse with the individual if spoken to
  - \* Be observant for any identifying characteristics or behaviors
  - \* In house radio volume should be turned down if safe to do so
- Post incident guidance
  - \* Do not pursue the individual, call 911 if not already done
  - \* Tend to anyone injured or in need of assistance
  - \* Secure the crime scene and leave undisturbed until law enforcement personnel are finished with the investigation
  - \* Keep witnesses on scene if possible to debrief with law enforcement personnel
  - \* Brief crew; ensure assistance is provided to those in need; and advise them to discuss only with law enforcement or Company management personnel
- Activate the Emergency Call List
- Follow company published incident procedures

## **Violent Crime/Act of Terrorism**

### **Armed Attacker/Active Shooter Onboard**

- As the situation permits
  - \* Raise awareness of the situation
    - Captain makes a generic announcement via PA system to include:
      - ◆ Inform personnel there is an emergency
      - ◆ Inform personnel this is not a drill
      - ◆ Do not provide much detail to passengers or the suspect shooter
    - Order passengers & crew in the area to run or take cover
    - Evacuate passengers & crew from areas of danger to an area of safe refuge
    - If safe to do so, contain the individual by securing or barricading entry or fire doors
- When an Active Shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.
- You have 3 options – Run, Hide, or Fight
- Run
  - Have an escape route & plan in mind
  - Leave your belongings behind
  - Evacuate regardless of whether others agree to follow
  - Help others escape, if possible
  - Do not attempt to move the wounded
  - Prevent others from entering an area where the active shooter may be
  - Keep your hands visible
  - Call 911 when you are safe
- Hide
  - Since options to Run are limited on an underway vessel, staff should identify vessel-specific Employee Access areas that may normally be off limits to passengers (i.e. Galley, Dry Storage, etc.)
  - Hide in an area out of the shooter's view
  - Lock door or block entry to your hiding place
  - Silence your cell phone (including vibrate mode) and remain quiet
- Fight
  - Fight as a last resort and only when your life is in imminent danger
  - Attempt to incapacitate the shooter
  - Act with as much physical aggression as possible
  - Improvise weapons or throw items at the active shooter
  - Commit to your actions...your life depends on it
- Remain calm, do not engage, provoke or confront the individual – recommend removing
- Attend to the injured and those needing assistance – recommend removing (also located below)
- Mate to monitor and provide Captain with constant update of situation
- Report incident on Channels 13 and 16 and request assistance from nearby vessels
- As soon as possible
  - \* Notify the U.S. Coast Guard

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United

States, 46 U.S.C. §6308.

- \* Notify emergency response/support agencies (see appendix for local responders)
- Captain to maneuver vessel to the nearest pier accessible to law enforcement and suitable for passenger evacuation
- Modified Man Overboard (MOB) situation
  - \* Given the complexity of this situation and the fact that persons may jump overboard when fleeing, standard MOB procedures may not be appropriate or possible, due to the threat onboard
  - \* Person in the Water (PIW) survivability will increase dramatically if the crew can quickly jettison flotation devices
  - \* If you have PIW and away from the threat of the active shooter, throw any possible flotation overboard towards the PIWs
  - \* Report to USCG that you have PIW so they can respond appropriately with Search and Rescue (SAR)
- If shooter has been incapacitated and it is safe to do so, tend to anyone injured or in need of assistance
- Keep witnesses on scene if possible to debrief with law enforcement personnel
- Brief crew; ensure assistance is provided to those in need; advise them to discuss only with law enforcement or EC management personnel
- Activate the emergency call list
- Follow company published incident procedures

## Sniper Attack from Shore to Vessel

- Sound the general alarm and provide an announcement over the PA system as to the nature of the emergency, proper evacuation and response actions
- Evacuate passengers and crew from exterior decks and any area of danger to safe area
- Passengers and crew on the interior of the vessel should be instructed to lie on the floor below the windows and out of view
- Maneuver the vessel to minimize exposure and remove the vessel from the scene
- Report incident on Channels 13 and 16, and notify vessels in the area of the situation
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
- Tend to anyone injured or in need of assistance
- Keep witnesses on scene if possible to debrief with law enforcement personnel
- Brief crew; ensure assistance is provided to those in need; advise them to discuss only with law enforcement or Company management personnel
- Activate the emergency call list
- Follow company published incident procedures

## Miscellaneous Emergencies

### **Pollution Incident**

- Identify the source of the spill and take immediate action to secure the source
- Remove or disable potential sources of ignition; make a “no smoking” announcement if passengers and/or bystanders are present
- If transferring fuel, lube oil, sewage, etc. cease transfer operation immediately
- Contain the spill and prevent further spillage
  - \* Deploy containment boom around vessel, dock, or appropriate area
  - \* Plug deck drains and scuppers
  - \* Use absorbent pads on deck to soak up the pollutant
- Keep passengers, bystanders and non-responding crew from the area
- Notify the designated spill response service for your area (see local contact list)
- **Notify the Coast Guard National Response Center 800-424-8802** (see reporting requirements below)
- **Notify WQIS (EC pollution insurance provider) at 800-736-5750**
- Refer to the vessel Oil Spill Response Plan
- Activate the emergency call list
- Follow company published incident procedures

### **Pollution Incident Reporting Requirements**

- Anyone may report a spill, but the Captain, Director of Marine Operations, or next person in charge must make a report and may be the best source to provide pertinent information.
- **Report spill immediately to:**
  - \* **National Response Center (NRC) 800-424-8802**
  - \* Local CG (see local contact info for your city)
  - \* Appropriate local authorities (marine police/rescue, harbor master, state environmental authority)
- Required information for report
  - \* Substance spilled
  - \* Location of the spill
  - \* Amount spilled
  - \* Whether or not the source of the spill has been secured
  - \* Whether or not the spill has been contained and/or removed
  - \* The cause of the spill

#### Post Incident Procedures:

- Complete and submit USCG form CG-2692 within 5 days
- Complete post-incident drug and alcohol testing procedures
- Consult with local and corporate management regarding the consultation of legal and public relations professionals
- Follow company published incident procedures

## **Miscellaneous Emergencies**

### **Biological or Chemical Attack**

- General Guidance
  - \* Chemical and biological warfare agents can kill or incapacitate people via direct contact, ingestion or inhalation and may be dispersed in vapor, aerosol, liquid or solid form
  - \* Although potentially lethal, chemical and biological agents may be difficult to deliver in lethal quantities, may tend to dissipate or breakdown when outdoors and/or exposed to sunlight, and may be difficult to produce.
- Sound the General Alarm for 10 or more seconds
- Provide an announcement over the PA system as to the nature of the emergency, proper evacuation and response actions.
- Evacuate passengers from areas of danger to area of safe refuge.
  - \* Agent released inside vessel - it may be safest to evacuate passengers and crew to the uppermost exterior deck.
  - \* Agent released on exterior of vessel - it may be safest to keep passengers & crew inside and attempt to keep the agent outside.
- Inspect whatever area is deemed to be safe refuge for additional devices
- Secure the ship's ventilation system and close fire and passageway door to prevent further contamination.
- Report incident on Channels 13 and 16 and request assistance from nearby vessels
- Consult with authorities for best place to dock vessel to gain immediate assistance without endangering others; it may not be safe to return to your home pier
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
- Activate the emergency call list
- Crew action while waiting on emergency response support
  - \* Set up a treatment/triage area to tend to those injured and to protect those who may not be contaminated or show no symptoms of contamination
  - \* Use extreme caution to prevent additional contamination
  - \* Persons contaminated should remove all clothing and items that have been in contact with the body preferably by cutting off items that would make contact with the eyes, nose or mouth
  - \* Contaminated items should be stored in a plastic bag away from others and downwind from the triage area
  - \* Soap and water should be used to wash the body; eyes should be rinsed with water
- No passenger or crew should be allowed to leave without being cleared by EMS and the proper response authorities
- Follow company published incident procedures

## **Miscellaneous Emergencies**

### **Radiological Dispersion Device/Dirty Bomb Attack**

- General Guidance
  - \* An RDD is a conventional means of explosive combined with radioactive materials in order to contaminate the immediate surroundings.
  - \* The main purpose of these devices is to cause injury fear and economic disruption.
- Sound the General Alarm for 10 or more seconds
- Provide an announcement over the PA system as to the nature of the emergency, proper evacuation and response actions.
- Evacuate passengers from areas of danger to area of safe refuge.
  - \* If RDD was detonated inside vessel - it may be safest to evacuate passengers and crew to the uppermost exterior deck as far away from and upwind of the explosion area
  - \* If RDD was detonated on exterior of vessel, passengers & crew should be evacuated to the inside of the vessel and positioned as far away from the explosion as possible.
- Inspect whatever area is deemed to be safe refuge for additional devices
- Secure the ship's ventilation system and close fire and passageway door to prevent further contamination.
- Report incident on Channels 13 and 16 and request assistance from nearby vessels
- Consult with authorities for best place to dock vessel to gain immediate assistance without endangering others; it may not be safe to return to your home pier
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
- Activate the emergency call list
- Crew action while waiting on emergency response support
  - \* Set up a treatment/triage area to tend to those injured and to protect those who may not be contaminated or show no symptoms of contamination
  - \* Use extreme caution to prevent additional contamination
  - \* Persons contaminated should remove all clothing and items that may have been in contact with the body preferably by cutting off items that would make contact with the eyes, nose or mouth
  - \* Contaminated items should be stored in a plastic bag away from others and downwind from the triage area
  - \* Soap and water should be used to wash the body; eyes should be rinsed with water
- All passengers and crew shall be assembled in a common area, away from the danger, for a count of all persons and review by EMS
- No passenger or crew should be allowed to leave without being cleared by EMS and the proper response authorities
- Follow company published incident procedures

## **Miscellaneous Emergencies**

### **Maritime Security Incident**

Since the terrorist attacks of September 11, 2001, it is recognized that there is a need for heightened awareness and security measures to prevent a terrorist attack. Maritime Domain Awareness and prevention of a maritime security incident are key elements to safety & security in the EC fleet.

- Security incidents onboard the vessel may include but are not limited to:
  - \* Breach of security - unauthorized person gaining access to vessel
  - \* Theft
  - \* Brawl
  - \* Unauthorized access in a restricted area
  - \* Suspicious activity
  - \* Terrorist act
- Follow the Vessel Security Plan (VSP) for any security related incident or required action
- Ensure the entire crew is aware of the current MARSEC level and is taking the appropriate action to coincide with the current threat level
- Reporting a security incident
  - \* Vessel Security Officer (VSO) i.e. the Captain on duty
  - \* National Response Center 800-424-8802
  - \* Local Coast Guard (see local contact info)
  - \* Company Security Officer (CSO)
  - \* City Director of Marine Operations
- Activate the emergency call list
- Maritime Security - Post Incident Instructions
  - \* CSO, VSO & city Director of Marine Operations to conduct an investigation of incident
  - \* CSO to determine action and if policy/security plan changes are required
- Follow company published incident procedures

## **Miscellaneous Emergencies**

### **Foul Weather**

Operating safely in adverse weather conditions is part of everyday operations for the City Cruises fleet. In the case of severe weather, a deviation or cessation of normal operations may be required to ensure safety. The following actions should be considered in the case of severe weather.

- Take whatever steps deemed necessary by the Captain to ensure the immediate safety of the passengers, crew and vessel
- If heavy weather occurs while underway, the following actions may be appropriate:
  - \* Evacuate the outer decks and ensure no one remains outside
  - \* Instruct all guests to take their seats and remain there until further notice
  - \* Instruct guests to notify a crewmember if assistance is needed
  - \* Instruct galley and restaurant team to stop service and transport of food pans, etc.
  - \* Instruct crew to be cautious around stairs, cooking equipment, etc.
  - \* Check availability of alternate or emergency docking locations
  - \* Secure exterior furniture, waste receptacles, etc. if safe to do so
- If severe weather is forecasted, the decision to cruise or remain dockside must be made
- The Captain shall consult with the Director of Marine Operations and:
  - \* Provide an up to date weather report
  - \* Provide an updated report on sea conditions, onboard conditions, discussions with group leaders and the status of other vessels in harbor
- Options for cruise management during severe weather
  - \* Conduct event dockside
  - \* Restrict cruise route to protected areas
  - \* Cancellation of cruise/event
  - \* Transportation for passengers if event is cancelled or alternate dock is used
  - \* Securing vessel, gangways, etc. and/or doubling up mooring lines
- Communications: Marine Operations Director will notify and/or consult event status to:
  - \* General Manager
  - \* Director of Sales (who will notify Central Reservation Center)
  - \* Director of Food & Beverage
  - \* Ticket Booth



## **Miscellaneous Emergencies**

### **Land Based Emergency**

- This situation may involve any threat to the pier or adjacent area such as a fire, explosion, terrorist attack, etc.
- Determine if a threat to the passengers, crew and/or vessels exists
- If a threat is determined, secure the gangway area as quickly as possible
- If passengers are disembarking, clear the gangway as quickly as possible and keep the passengers onboard
- If passengers are boarding, clear the gangway as quickly as possible and secure the passenger movement
- Provide an announcement over the PA system as to the nature of the emergency and provide proper evacuation and response actions.
- If safe to do so, get underway and determine the safest course of action based on the conditions at hand
- As soon as possible
  - \* Notify the U.S. Coast Guard of the situation
  - \* Notify emergency response/support agencies if assistance is needed (see appendix for local responders)
- Activate the emergency call list
- Follow company published incident procedures

## **Miscellaneous Emergencies**

### **Mass Evacuation**

A marine evacuation involving City Cruises vessels is a realistic component in the mass evacuation plan for any waterfront metropolitan area. The following are items to be considered in this situation. If your vessel is already a component of the city mass evacuation plan, refer to your city tab in the appendix.

- If there is no pre-arranged plan and there is a definite need for evacuation, take appropriate action and:
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see Appendix for local responders)
- GM and management team shall meet as quickly as possible to coordinate the needs of the community and coordinate with the emergency response agencies to best serve that need.
- Safety and security considerations
  - \* Safety of passengers while boarding and disembarking
  - \* Screening of passengers if evacuation is related to terrorism
  - \* Docking: safety and accessibility of alternate docks
  - \* Risks of getting underway based on prevailing conditions
  - \* Vessel capacity
  - \* Care and/or transport for injured persons
- Determine
  - \* Which agency is requesting assistance/involvement?
  - \* Which agency is in charge, i.e. giving the orders?
  - \* What assistance is needed at alternate dock and who will provide it?
  - \* Reimbursement of expenses (if appropriate)
- Vessel & Crew Considerations
  - \* Amount of fuel/run time onboard
  - \* Need for relief crew
- Activate the emergency call list
- Follow company published incident procedures

## **Miscellaneous Emergencies**

### **Foodborne Illness (Suspected) Response**

A suspected foodborne illness is defined as an illness in which two or more people allegedly experience the same illness after consuming the same food or beverage at the same meal period, function, or event. It can occur when an individual becomes ill after ingesting a food or beverage that has been contaminated with harmful biological (bacteria, parasite, virus), chemical or physical contaminants. Foodborne illness can occur as early as 2-6 hours or as late as 10 days after consumption. Therefore, it is not always the last food eaten that causes the onset of foodborne illness. Practices to prevent foodborne illnesses include good personal hygiene, cooking foods to the proper temperatures, avoiding cross-contamination, keeping foods out of the temperature danger zone and avoiding the purchase of foods from unsafe sources.

City Cruises will respond to a complaint of a suspected foodborne illness promptly by showing concern for the individual making the complaint. The complaint is to be investigated by the City Manager (GM or F&B Director) immediately. The complaint is to be reported immediately to the National Food & Beverage Team, Chief Operations Officer and Corporate Communications Team for guidance and/or assistance. Food Safety and the safety of our employees and passengers are a priority.

When a complaint is received related to a suspected foodborne illness, the following steps are to be taken:

- Employees will indicate concern for the individual and call upon the City GM or F&B Director to handle the interaction.
- The GM or F&B Director will indicate concern for the individual without assuming culpability and assure the guest that the matter will be handled promptly. The purpose of this procedure is to gather information only as the alleged foodborne illness could have been caused by food consumed days or even weeks before the suspected meal period. The consumer always believes it is the last meal that they ate. The complaint is to be reported immediately to the National Food & Beverage Team, Chief Operations Officer and Corporate Communications Team for guidance and/or assistance. Do not discuss anything regarding the investigation with guests or fellow associates involved in the case or the media until you have spoken with Chief Operations Officer.
- As it is imperative to gather as much information as possible the GM or F&B Director will use the Suspected Foodborne Illness Questionnaire.
- Collect all remaining foods related to the suspected meal, either prepared or unprocessed, and store them in a secure and tamper-proof refrigerated area, until further instructions are received on how to handle the product. Mark the suspected product with “Do Not Use” and “Do Not Discard”.
- The GM or F&B Director will collect and verify all necessary records from the vessel for the cruise being investigated as the local Health Department might get involved:
  - HACCP records
  - Production Sheets
  - Time & Temperature Logs
  - Delivery Logs
  - Verify Management Staff ServSafe and/or local Health Department Certifications are on premise
  - Verify Health Inspections are on premise

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United

States, 46 U.S.C. §6308.

- Verify EcoSure audits are on premise
- The GM or F&B Director is to submit the Suspected Foodborne Illness Questionnaire as well as copies of the vessel records to the National F&B Team, Chief Operations Officer and Compensation & Benefits Manager.
- Any Media involvement should be directed to the GM.
- The GM will determine if steps are necessary with the local board of health.
- The GM or the F&B Director will communicate the findings with the guest within 48 hours of the complaint.
- The GM or F&B Director will re-enforce staff's food safety education.

# ANNEX – E

  

# EMERGENCY CHECKLISTS

**BOMB THREAT CHECKLIST**

**Date of Call:** \_\_\_\_\_ **Phone Number Call Received on:** \_\_\_\_\_

**Time of Call:** \_\_\_\_\_ **End Time of Call** \_\_\_\_\_

**EXACT WORDING OF THE THREAT:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CALLER INFORMATION:** Sex of Caller: M \_\_\_\_ F \_\_\_\_ Ethnicity: \_\_\_\_\_ Age: \_\_\_\_\_

**CALLER'S VOICE**

\_\_\_\_ Calm                      \_\_\_\_ Rapid                      \_\_\_\_ Loud                      \_\_\_\_ Accent  
\_\_\_\_ Angry                      \_\_\_\_ Slow                      \_\_\_\_ Soft                      \_\_\_\_ Stutter  
\_\_\_\_ Excited                      \_\_\_\_ Nasal                      \_\_\_\_ Deep                      \_\_\_\_ Lisp  
\_\_\_\_ Disguised                      \_\_\_\_ Distinct                      \_\_\_\_ Raspy                      \_\_\_\_ Ragged  
\_\_\_\_ Normal                      \_\_\_\_ Slurred                      \_\_\_\_ Crying                      \_\_\_\_ Laughter  
\_\_\_\_ Voice Cracking                      \_\_\_\_ Heavy Breathing

**BACKGROUND SOUNDS:**

\_\_\_\_ Street Noises                      \_\_\_\_ Music                      \_\_\_\_ Clear  
\_\_\_\_ Factory Machines                      \_\_\_\_ Automobile                      \_\_\_\_ Static  
\_\_\_\_ Animal Noises                      \_\_\_\_ Office Equipment                      \_\_\_\_ Local  
\_\_\_\_ House Noises                      \_\_\_\_ Voices/Crowds                      \_\_\_\_ Other

**THREAT LANGUAGE:**

\_\_\_\_ Well Spoken                      \_\_\_\_ Incoherent                      \_\_\_\_ Message Read  
\_\_\_\_ Irrational                      \_\_\_\_ Taped                      \_\_\_\_ Foul

**QUESTIONS TO ASK:**

- 1. When is bomb going to explode? \_\_\_\_\_
- 2. Where is it right now? \_\_\_\_\_
- 3. What does it look like? \_\_\_\_\_
- 4. What kind of bomb is it? \_\_\_\_\_
- 5. What will cause it to explode? \_\_\_\_\_
- 6. Did you place the bomb? \_\_\_\_\_
- 7. Why? \_\_\_\_\_
- 8. What is your address? \_\_\_\_\_
- 9. What is your name? \_\_\_\_\_

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Person Receiving Call:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Contact Information** \_\_\_\_\_ **Signature** \_\_\_\_\_

## Suspected Foodborne Illness Questionnaire

Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Cruise: \_\_\_\_\_ AM PM Vessel: \_\_\_\_\_

### CUSTOMER INFORMATION:

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home: (\_\_\_\_) \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_ Cell Phone: (\_\_\_\_) \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Sex: M / F

Names/Addresses/Phone Numbers of Others in party:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If legal representation is mentioned please fill below:

Law Firm Name, Address and Phone Number:

\_\_\_\_\_  
\_\_\_\_\_

Was cruise reimbursement requested?  Yes  No

### GUEST SYMPTOMS

Onset of symptoms:

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Duration of symptoms: \_\_\_\_\_

Symptoms:

- |   |                                   |  |   |
|---|-----------------------------------|--|---|
| <input type="checkbox"/> Nausea         | <input type="checkbox"/> Diarrhea | <input type="checkbox"/> Fever             | <input type="checkbox"/> Headache         |
| <input type="checkbox"/> Blurred Vision | <input type="checkbox"/> Vomiting | <input type="checkbox"/> Dizziness         | <input type="checkbox"/> Abdominal Cramps |
| <input type="checkbox"/> Chills         | <input type="checkbox"/> Weakness | <input type="checkbox"/> Allergic Reaction |   |

Other (Specify): \_\_\_\_\_

## Suspected Foodborne Illness Questionnaire

Was medical treatment sought?  Yes  No Duration of symptoms: \_\_\_\_\_

Doctor: \_\_\_\_\_ Doctor's phone number: (\_\_\_\_\_) \_\_\_\_\_

Hospital/Dr.'s Office Address: \_\_\_\_\_  
\_\_\_\_\_

Treatment Description: \_\_\_\_\_  
\_\_\_\_\_

### FOOD AND BEVERAGES SERVED TO INDIVIDUAL(S) AT THE FUNCTION IN QUESTION

#### Buffet Service:

Buffet Items: \_\_\_\_\_  
\_\_\_\_\_

Beverages \_\_\_\_\_

#### Plated Service:

Hors d'oeuvres: \_\_\_\_\_

Appetizer: \_\_\_\_\_

Entrée & Accompaniments: \_\_\_\_\_

Dessert: \_\_\_\_\_

Other Food items: \_\_\_\_\_

Beverages Consumed: \_\_\_\_\_

### FOOD HISTORY

Record all foods eaten prior to the onset of the illness for the three days preceding the illness. Begin with the last meal.

Date: \_\_\_\_\_

Breakfast: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Lunch: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Dinner: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Other: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Date: \_\_\_\_\_

Breakfast: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Lunch: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_



Dinner: \_\_\_\_\_

### Suspected Foodborne Illness Questionnaire

Name and Address of Establishment: \_\_\_\_\_

Other: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Date: \_\_\_\_\_

Breakfast: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Lunch: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Dinner: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

Other: \_\_\_\_\_

Name and Address of Establishment: \_\_\_\_\_

**Complainant's Remarks:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**INTERNALINQUIRY/PROCEDURES**

Did any shipmate(s) eat the same food?  Yes  No

Did shipmate report illness prior to guest reporting?  Yes  No

Is there any food remaining from the suspected meal?  Yes  No

How was food prepared? Attach Production Sheets, Time and Temp Logs and HACCP Records

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If there is any food remaining how is it presently stored?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suspected Food Item(s) & Manufacturer and Distributor Information (name, address, and phone number):

\_\_\_\_\_

## Suspected Foodborne Illness Questionnaire

Names of shipmates and management that served the guest(s):

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### HEALTH AUTHORITY

Was illness reported to the health authority?  Yes  No

Health Authority Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Address: \_\_\_\_\_

Inspector Name: \_\_\_\_\_

Did the health authority collect food samples?  Yes  No

If yes, list the food(s) obtained, date collected, and expected date of laboratory results.

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Have past health department inspection reports been satisfactory?  Yes  No

Attach copy of the most recent inspection.

Results of Investigation:

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Corrective Actions:

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**F&B Director Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**GM Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_