SAFETY AND SECURITY ON BOARD HOLLAND AMERICA LINE SHIPS

Holland America Line is totally committed to a comprehensive program to ensure the safety and security of its passengers and ship personnel. During the past two decades, North American cruise lines have maintained the best safety record in the travel industry, and safety standards on cruise ships are stricter and more consistent than in any other segment of the travel industry.

Holland America Line supports and adheres to stringent, internationally-agreed standards for the design, construction and operation of ocean-going cruise ships as set forth by the International Maritime Organization (a specialized agency of the United Nations) in the Safety of Life at Sea (SOLAS) Convention. This document has been ratified and is enforced by virtually all the major “seafaring” nations of the world, including the United States.

The SOLAS agreement prescribes, in great detail, safety specifications in all areas of passenger vessel operations, including design, construction methods and materials, refurbishment standards, life-saving equipment, fire protection, safety training and drill procedures, among dozens of other precautions. All materials from hull steel to upholstery must comply with IMO standards that result from extensive material and type testing by IMO’s special technical committee.

Since SOLAS was first drafted in 1948, it has been continually updated and expanded to increase the safety requirements as based on practical experience and/or scientific research. In North America, the cruise industry also cooperates fully with the U.S. Coast Guard, which is empowered by Congress to inspect all foreign-flag vessels operating from North American ports and to issue a Control Verification Certificate, without which a foreign-flag ship would be prohibited from embarking U.S. passengers.

All Holland America ships meet the stringent Dutch standards for safety, in addition to SOLAS. The ships are inspected annually by the flag states and quarterly by the U.S. Coast Guard. In addition, surveyors from Lloyds’ Register of Shipping, London, inspect each ship in detail annually and make spot checks at other intervals. Lloyds’ is the “classification society” for all Holland America ships and acts for the flag state on many issues. All Holland America ships that visit Canada also are inspected annually by the Canadian Coast Guard.

All of the inspections test all watertight doors, firefighting equipment, fire- and smoke-detecting systems, fire screen doors, communications systems, alarm systems, lifeboats and life rafts, lifejackets and buoys, distress signals and all navigational equipment. These inspections are accompanied by extensive lifeboat, damage control and firefighting drills.

In addition to these required inspections and drills, Holland America Line conducts an ongoing safety program. Boat drills and fire drills for crew and boat drills for passengers take place weekly. Passenger boat drills -- at which attendance is taken and life jackets are worn -- take place in most ports of embarkation before departure and never later than 24 hours after departing the port of embarkation. Watertight doors and fire detection systems are tested daily; other equipment weekly. In addition a safety video covering lifeboat, fire and general safety is aired on the in-cabin television system for passenger viewing.

CREW TRAINING

As part of their education at internationally renowned merchant marine academies, the officers of the Deck and Engine Room Departments receive extensive safety training. They receive additional instruction at the Marine Safety International training center in Rotterdam, The Netherlands. Holland America Line’s marine hotel officers also

In addition, officers have received crisis management and human behavior training as required by the Convention on Standards of Training, Certification and Watchkeeping (STCW).

In addition to fire prevention and firefighting training, all crewmembers receive extensive instruction in emergency disembarkation procedures, lifeboat and life raft handling. Courses are given on board all ships for the lifeboat handler certificate. This training includes emergency disembarkation procedures, boat and raft handling, complete knowledge of lifeboat and life raft inventory, and survival at sea measures. SOLAS and the U.S. Coast Guard recognize this certification. The theoretical and practical exams are conducted on board in the English language by inspectors from the Netherlands Shipping Inspectorate. Crewmembers who pass the exams are fully licensed to be lifeboat commanders. All crewmembers also are required to view safety instruction videos on an ongoing basis.

Holland America Line requires all officers, crew and other staff to speak English. In addition, ongoing English language courses are conducted on board all ships to continually improve safety and service levels.

SECURITY

Holland America has a comprehensive on-board security program that meets all the requirements of SOLAS. Ship-specific security assessments have been conducted and security plans for each ship have been written, approved by Lloyd’s Register, and implemented. All on-board security officers are professionally trained and certified, and most are former military or law enforcement officers. In addition, Holland America continuously monitors worldwide security information and threat advisories and maintains close liaison with port state control agencies.

A cruise ship is comparable to a secure building with round-the-clock security. Since cruise ships operate in a strictly controlled environment, access can be tightly regulated. Every person on board, including passengers and crewmembers, is placed on an official manifest and may enter the ship only after passing through strict security measures. Ship security measures include, but are not limited to, the following:

• Holland America Line provides photo identification badges to employees.
• Holland America Line does not permit visitors on board ship unless they have pre-arranged permits from Cruise Operations.
• Passengers are provided with guest identification cards (also used for onboard purchases) that are electronically checked before each passenger is allowed to board the ship.
• Hand-carried luggage is X-rayed and passengers pass through a walk-through security screening system prior to embarkation.
• All cabin baggage is x-rayed.
• All ship stores are security screened prior to loading.
• All access points to the ship are secured or manned.
• All crew members have completed security awareness training.

In the aftermath of the terrorism attacks of September 11, 2001, SOLAS was amended in December 2002 and the International Ship Security and Port Facility Code was enacted with an effective date of July 1, 2004. International Ship Security Certificates were obtained for all ships prior to the deadline and all ships have successfully completed all port state control security inspections of the ships. Security measures in place by Holland America meet or exceed the requirements of the Code; and Holland America
continually reviews and enhances security procedures to ensure the safest possible travel environment.