

Health and Safety Protocols Responsible and Strategic Plan



Prepared for Alaska Partners, Boroughs and Business Organizations

May 2022

John Hall's Alaska cares about cleanliness and sanitization methods during the travel experience to protect our passengers, tour managers and all team members. Most importantly, we care about keeping Alaskan's healthy while we showcase their home. This plan includes a complete list of protocols for John Hall's Alaska team members and travelers to ensure an incredible Alaska experience. This includes:

- Work with all Alaska partners across the state to ensure guests are separated when possible from the general public, Alaskans and any other individuals they might come in contact with.
- Ensure the travel group remains healthy, ensuring Alaska residents are not exposed any illnesses
- Ensure guests and John Hall's Alaska travelers remain healthy during Alaska experience
- Ensure our teams in both Minnesota and Anchorage operations remain healthy

Plan Inclusions

The following topics are discussed within the John Hall's Alaska response plan:

Customer Care

- Group Travel Experience
- Testing
- Communication of Procedures to Guests
- Motorcoach Capacity
- Mask Usage
- Motorcoach Travel Experience
- Motorcoach Galley
- Bottled Water and Cooler Accessibility
- Restroom Usage
- Ticket/Voucher System
- Personal Protection and Supplies
- Passenger Liability Waiver
- Vaccination Requirements
- Guest Quarantine Procedures
- Alaska Partner Safety

Employee Care

- Anchorage Operations
- Administrative and Office – Alaska and Minnesota

Cleaning Training

- Cleaning Products
- Cleaning Logs
- Pre-season training

Cleaning Protocol for Motorcoaches

- Trip requirements
- Cleaning during scheduled trip
- HVAC and Filtration on the Motorcoach

Travel Incidents and Considerations

- Listing of potential questions and scenarios which may arise

Other Items

- Communication with partners, media and other venues
- Resources and links

Terminology – For usage of this report

Cleaning – Removes germs, dirt and other impurities from surfaces or objects.

Disinfecting – This process kills bacteria and viruses on surfaces or objects.

Sanitizing – Sanitizing lowers the number of germs on surfaces or objects to a safe level.

Travel Group – The group travel experience created for John Hall’s Alaska travelers during the 2022 season.

Customer Care

The following represents protocols and expectations related to handling customers. This section provides the following guidelines:

- How to maintain clear communication with customers and clients to ensure John Hall’s Alaska is taking necessary precautions to ensure everyone’s safety and health.
- Provide clear expectations of the customer’s responsibility in ensuring healthy and safe travel experiences.

Travel Group Experience

What is group travel experience? John Hall’s Alaska travelers can expect to experience a travel group environment throughout Alaska. We continue to work with all Alaska partners to eliminate where possible guests contact with other travelers and individuals. We are focused on hosting as many as possible exclusive events during the travel experience. This will limit the possibility of a traveler encountering unnecessary interaction.

We encourage our guests to support us in this process during travels. Please limit your interaction with Alaska residents and other travelers during your time in Alaska.

Testing

All John Hall’s Alaska passengers must provide proof of negative COVID-19 testing before boarding a John Hall’s Alaska program. Guests will not be allowed to board the motorcoach or travel with other passengers until at least one test has been provided showing negative test results, administered within 72 hours of departing for Alaska tour.

While we understand guests may have received the COVID-19 vaccination, research shows individuals may still carry the virus. In an effort to minimize transfer of virus in the motorcoach, group or vessel setting, the most effective way to do so is by ensuring each guest is negative from the start of the experience.

John Hall’s Alaska reserves the right to request that passengers do not join other travelers until receiving a negative COVID-19 test result. This may include additional testing requirements should a traveler pose risk to fellow traveling companions. Should additional testing be required during travel, John Hall’s Alaska will assist in coordinating transportation to COVID-19 testing sites.

John Hall’s Alaska will also require guests to receive additional testing during tour to help ensure the health and safety of group travel participants and help protect Alaskans. Guests will be required to receive additional testing, at the expense of John Hall’s Alaska, prior to the following sightseeing excursions or commercial air service:

- Flying to remote locations of Alaska – examples include Anaktuvuk, McCarthy, Katmai National Park
- All guests flying to Sitka or Juneau must receive testing prior to departure from Anchorage, whether boarding John Hall’s Alaska chartered Alaskan Dream Cruise vessel or a private John Hall’s Alaska Platinum Inside Passage experience
- At any other point as deemed necessary by John Hall’s Alaska management

It is also important to note some extremely remote communities which will require vaccination and proof of vaccination prior to visitors arriving. Tours currently impacted by such restrictions include, but are not limited to:

- Alaska and Yukon Goldrush
- Fall Colors of Alaska and Canada
- Wild Alaskan Explorer
- National Parks of Alaska
- Guests including Alaskan Dream Cruise private experience with land package
- Cruise vessel experiences with Celebrity Cruises and Royal Caribbean Cruises
- Any packages which may include Canada

Communication of Procedures to Guests

At guests welcome breakfast prior to departing Anchorage, a JHA representative will provide an overview of required health and safety procedures. Once onboard the motorcoach, guests will receive an orientation speech focused on onboard operations, safety, requirements, requests and other necessary topics to ensure healthy travel experiences. In addition, all guests will be required to watch all necessary safety videos prior to departing The Hotel Captain Cook or other starting location.

Motorcoach Capacity and Seat Assignments

Guests will be requested to sit in designated areas and assigned seats on the coach. Coach seat rotation will take place approximately once a day following the three step cleaning, disinfecting and sanitization process prior to each days start.

To provide proper social distance and health of the tour manager, John Hall's Alaska requests the immediate seat behind the driver and stairwell to remain unoccupied during the course of travel. These seats are also reserved for photo opportunities and other issues which may arise.

Guests will be spaced out accordingly when tour capacity allows. Individuals traveling as a couple will be assigned to the same row of seats.

Motorcoach Mask Usage

While masks are not required onboard John Hall's Alaska motorcoach or vehicles, the team at John Hall's Alaska welcomes any guests who prefers to utilize a mask during travel. We understand each guests comfort level is different and wish to ensure guests enjoyable trip. Disposable masks will be available onboard should a guest request one. However, please be mindful the John Hall's Alaska team will not police or mandate mask usage on any guest, even if requested to do so by a fellow traveling companion.

Motorcoach Travel – Loading and Unloading

John Hall's Alaska also allows each employee to determine comfort level in wearing a mask. Please be mindful if an employee is wearing a mask, as it is out of the protection of guests, team members and families.

Unloading the Motorcoach

- John Hall's Alaska requests guests unload the motorcoach from front to back, ensuring guests do not have to pass each other
- John Hall's Alaska requests guests utilize hand sanitizer stations at motorcoach entrance each time loading and unloading the vehicle.

Motorcoach Galley

John Hall's Alaska is proud to provide guests with a luxury motorcoach touring environment, complete with a custom-designed beverage galley. These galleys include Keurig coffee providing single-size beverage choices.

To maintain a healthy and safe environment, John Hall's Alaska is requesting guests assist in keeping our galley areas clean for all guests. We request that guests use the Lysol sanitizing wipes provided to wipe down each of the Keurig and galley touch points, including buttons, levers and cup areas, after every use. Dispose of used sanitizing wipes in provided trash receptacles.

The Keurig and galley will be stocked with individual wrapped items such as cups, coffee tops and stir sticks. Individuals should be mindful of handling only their items and request the usage of fresh cups and supplies with each visit to the galley station.

Bottled Water and Cooler Accessibility

The motorcoach galley also offers individual bottled water for guests. Water will be located in the galley portion of the motorcoach and available at guests discretion.

A common cooler will be available however only accessible by the Tour Manager or Tour Representative. Should guests require refrigeration for medication or other items, the items will be required to be placed in a proper Ziploc bag.

Restroom Usage

Restrooms will remain available for guest use during travel.

For those entering the restroom, sanitizing wipes will be available outside the door, and should be used to handle door operations. In addition, proper signage will be supplied encouraging guests to use these wipes.

Sanitizing wipes will be available in the restroom for use upon completion of restroom facilities. Guests are requested to clean all door handles, toilet seats and other touch points upon usage of facilities. Guests should also follow proper protocol to disinfect hands, including the use of hand sanitizer which will also be available in the restroom.

Ticket/Voucher System

When possible, John Hall's Alaska is requesting Alaska partners eliminate the usage of paper products handled between passengers and employees. John Hall's Alaska requests the usage of John Hall's Alaska identification in place of paper vouchers. While not all partners will be able to adhere to this, utilizing identification badges or vouchers will be used when appropriate.

Personal Protection and Supplies

Guests are responsible for providing their own health supplies during travel to/from Alaska. Guests will need to familiarize themselves with their airline's travel requirements prior to airport arrival and flying.

Guests will be supplied with welcome packets upon arrival in Alaska. All packets will include personal hand sanitizer and a small pack of sanitizing wipes. Guests will also have access to disposable masks onboard the motorcoach and while traveling throughout Alaska. We highly encourage guests to consider using personal protective equipment to ensure the health of Alaska residents, travelers and fellow guests to fully enjoy their travel experience.

Due to limited supply, we also encourage guests to bring their own hand sanitizers and wipes as these will be needed during airline travel and other segments of the trip.

Alaska Partner Safety

John Hall's Alaska handpicks Alaska partners to create an elevated and unforgettable experience. Some Alaska partners will require use of face coverings/masks during visits or tour experiences due to operational mandates or local mandates. We request our guests remain mindful and respect partners' wishes, ensuring safety of all involved. The John Hall's Alaska team will ensure proper information is communicated to our guests.

To help mitigate interaction with others by visiting the front desk, guests are encouraged to request items through their Tour Manager, or by calling the hotel facilities front desk and asking for items delivered. Many traditional buffets have transitioned to full service menus. Many hotel properties are limiting stay over service in an effort to keep both staff and guests healthy. Specifics may be found in hotel accommodations or partner websites.

COVID-19 Vaccination Requirements

John Hall's Alaska staff and team are encouraged to obtain the COVID-19 vaccination.

In addition, it is the responsibility and ownership of the guest to determine if vaccination will be needed. John Hall's Alaska will be leaving it as a choice of the guest, instead of a mandate for travelers.

Those travelers who have received the vaccination should advise the John Hall's Alaska team. Itineraries may require vaccinations due to remote locations or other mandates. These guests have been advised directly.

Guest Quarantine Procedures

While traveling in Alaska, if a guest is displaying symptoms of COVID-19 or receives a positive COVID-19 test, they will be requested to quarantine at their own expense until recovered or a negative test result can be provided. The John Hall's Alaska team is committed to assisting with acquiring proper quarantine accommodations, as well as necessary supplies, and will continue to stay in contact with any guest that is required to quarantine during their tour. Once a guest has recovered or is able to provide a negative test result, John Hall's Alaska will work with the guest and provide assistance with making travel arrangements to either rejoin the group tour or to travel home.

In the event a guest is required to quarantine or depart tour due to health issues, John Hall's Alaska will use pre-determined housing and hotel options as coordinated through Alaska partnerships.

John Hall's Alaska reserves the right to request a guest quarantine or depart any tour early due to illness or posing risk to fellow traveling companions or employees.

Employee Care

While each state does have its own requirements, the following guidelines follow a more strict protocol to ensure both Alaska and Minnesota operations are covered.

Anchorage Operations – Tour Managers and Airport Representatives

- Limit the amount of people you come in contact with prior to assisting with guest operations
- Receive regular testing
- Wear face coverings/masks when necessary
- Sanitize hands before and after handling guests luggage or personal items

If at any point, a John Hall's Alaska team member has been exposed or suspected exposure to COVID-19 or any other transmittable illness, employees will be tested and will be isolated until results are returned. This will potentially include departure from a current program. Employees will be provided with quarantined housing if necessary.

Administrative and Office Employees – Alaska and Minnesota

- Wash hands regularly, especially before handling any guests items
- Sanitize keys, both for hotel partners and John Hall’s Alaska property
- Use hand sanitizer and disinfecting wipes when necessary. These will be provided by management for regular use
- Daily clean and sanitize work areas, including high touch point areas such as keyboards, door handles and other commonly shared supply areas
- Should an employee have any symptoms associated with COVID-19 or other contagious bacteria and illness, employees will not be allowed to return to work until healthy

Cleaning Training

John Hall’s Alaska is focused on ensuring all team members have the proper resources to keep guests, passengers, Alaska residents, co-workers and themselves safe and healthy.

Cleaning Products

John Hall’s Alaska offers the following products onboard motorcoaches:

- Diluted bleach solution
- Ecolab disinfectant and sterilization products
- Lysol, Clorox and Wet Ones wipes containing at least 70% alcohol
- Hand sanitizer with 70% alcohol minimum
- Disposable masks and gloves

Cleaning Logs

Each motorcoach will be supplied with a checklist of items to be cleaned daily, including a 3 step process of cleaning, disinfecting and sanitization. These logs must be signed, dated and timed by the appropriate individual. All logs are to be kept in motorcoaches alongside motorcoach operating permit books and returned following each cycle of a tour.

Pre-season Training

All John Hall’s Alaska tour managers, Alaska team members and Lake City drivers will be required to partake in a “Cleaning and Care Procedures” program prior to beginning work for the 2022 season. This will focus on:

- 3 Step Cleaning, Disinfecting and sanitization process
- 21 Guest Touch Point cleaning checklist
- Air Quality
- Guest health and experience

Cleaning Protocols for Motorcoach

The following protocols have been implemented for all motorcoach operations in Alaska and Minnesota. The John Hall’s Alaska motorcoaches continue to be some of the most beautifully kept motorcoaches on the road. As we continue to operate existing procedures, our operations team has worked diligently to ensure higher standards are kept providing guests added safety and comfort while onboard.

Trip Requirements

John Hall’s Alaska has created a list of 21 high touch areas inside and outside the motorcoach. These high touch areas will require sanitization prior to guests boarding the motorcoach each evening or prior to departure each morning,

regardless of cleaning procedures performed the evening before. Tour Managers, drivers and other JHA operations staff will include the completion of this checklist as part of the pre-trip motorcoach operating inspection report.

Cleaning during the scheduled trip

John Hall’s Alaska will continue to clean and disinfect high-touch areas during stops and layovers.

- All entrance handrails and guides
- Guiderails on overhead bays
- Access nobs
- Door handles
- Restroom door handles and other restroom touch points
- Galley station

The following 10 touch points are deemed essential cleaning locations by the American Bus Association and can be easily accessed, cleaned and sanitized throughout the day using sanitizing wipes:

- 10-POINT CRITICAL TOUCH**
- ✓ Entrance door surfaces
 - ✓ All handrails and touch surfaces used for entering and exiting vehicle
 - ✓ Driver area including steering wheel and all driver controls in cockpit area
 - ✓ Overhead handrails, parcel racks, and parcel rack handles
 - ✓ Microphones
 - ✓ All seat headrests, armrests and seat belts, and reclining levers
 - ✓ Passenger seating area controls
 - ✓ Seat backs and trays
 - ✓ Restroom door handles inside and out
 - ✓ All Surface areas within Restroom

Evening Cleaning

Each evening, Tour Managers and drivers are required to clean, disinfect and sterilize these items onboard the motorcoach in preparation for the following day’s activities. This will include:

- Following the 32-point successful cleaning operation
- All overhead bays including operating levers and bay grab bars
- Each guests seat area including individual hand bars, cup holders, seat belts and side rails
- All restroom areas
- All entryway touch points

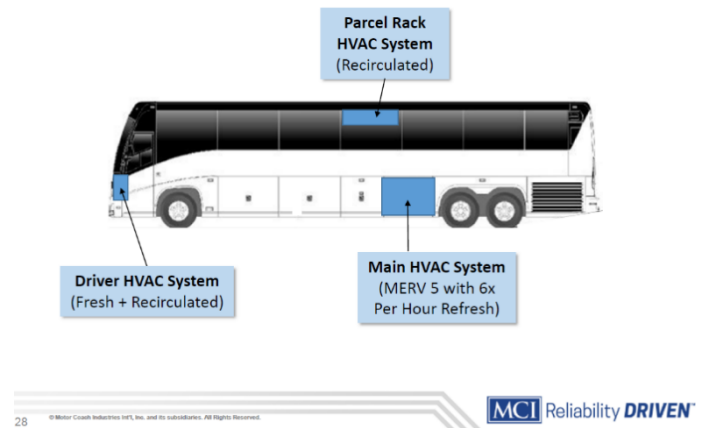
- 32-POINT CRITICAL TOUCH EXAMPLES**
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| <ul style="list-style-type: none"> ✓ Entrance door handles ✓ Controls (exterior) ✓ All handrails/grabrails in the entrance ✓ The entire interior surface of the entrance door ✓ The entire interior surface of stairwell including driver compartment hatch ✓ The steering wheel ✓ Driver controls in the cockpit area ✓ Driver seatbelt buckle/latch ✓ Driver headrest ✓ Microphones and AV outlets in TD seat ✓ Upper handrails ✓ Parcel racks and parcel rack handles ✓ Seat armrests ✓ Headrests ✓ Recliner levers ✓ Seat bottoms ✓ All seat fabric ✓ All seat belt buckles/latches | <ul style="list-style-type: none"> ✓ Overhead Seat Light Switches and Directional Air Vents ✓ Lavatory door handles inside and out ✓ Toilet seat ✓ Lavatory shelf ✓ Lavatory hand sanitizer container ✓ The Exterior luggage door handles engine bay access, ✓ Engine/Mechanical access doors and handles ✓ Window ledges ✓ Pulls on all blinds ✓ Emergency roof hatch surfaces ✓ Emergency window exit levers ✓ The entire floor of the motor coach including stairs ✓ All interior glass windows ✓ First Aid Kit ✓ Fire Extinguishers ✓ HVAC Filters – exterior ✓ HVAC Filters – interior ✓ All Surface Complete Misting/Fogging |
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HVAC and Filtration on the Motorcoach

Current guidance reflects information showing the SARS-CoV-2 virus is not airborne, rather is contained through respiratory droplets. John Hall's Alaska has received the following guidance on motorcoach operations combined with ensuring guests safety and health:

- Provide specific filters which capture respiratory droplets
- When possible, allow for maximum fresh air into the coach including fresh air exchange and roof vents when parked
- HVAC Fans should be operated on high setting to maximize air flow

HVAC & Air Distribution System Layout



Designed by John Hall's Alaska lead mechanic and shop foreman, John Hall's Alaska is proud to introduce the industry leading and retrofitted air exchange filter processing, allowing for updated exchange in under 2 minutes.

The John Hall's Alaska motorcoaches also contain the industry updated Merv 8 filters to provide additional quality air exchange for all guests onboard.

Travel Incidents and Consideration

The following plans represent potential scenarios and recommended handling by John Hall's Alaska management. They are designed to ensure:

- John Hall's Alaska is prepared to handle challenges or incidents which might arise
- Clear communication during incidents with both guests, employees and our public relations firm
- Allows for plans and preventative measures to be instituted by anyone within the organization
- Limit the spread of COVID-19 or other similar infectious diseases among employees, passengers and Alaska residents.

What if a guest tests positive within 3 days of departure, hindering expected travel plans?

Should a guest receive a positive test within 72 hours prior to departure, guests from the entire household will be limited in traveling into Alaska. Should this occur, guests will be required to provide test results to John Hall's Alaska at which point tour reservations will be cancelled, resulting in penalties as described in the 2022 catalog.

It is recommended guests check with their individual travel insurance organizations on reimbursement opportunities for COVID-19 or other sicknesses related coverage during the travel experience. All guests will be expected to adhere to John Hall's Alaska cancellation policy. All monies paid to John Hall's Alaska will become non-refundable and should be submitted for reimbursement to travel insurance.

Should a positive test result occur once a guest has arrived in Alaska, the guest and all traveling companions will be requested to quarantine at their own expense for 5 days. The John Hall's Alaska team remains committed to assisting guests with acquiring proper quarantine accommodations, as well as necessary supplies, and will continue to stay in contact with any guest that is required to quarantine during their tour.

What if guests arrive in Alaska and regulations or operations change?

In the event local or state travel restrictions change during the travel, John Hall's Alaska and its guests will be required to follow the updated mandates. This may result in a delay, alternation or complete postponement of program. Guests must understand that these types of mandates are in the control of boroughs, Alaska and federal control. However, as a guest of John Hall's Alaska, we will continue to work through any challenges or changes which might occur to provide guests with an equal value of experience when possible, potential reimbursement and assistance if returning home.

What do we do if a passenger becomes ill during a multiday trip?

The following steps will be required should a passenger become ill, be exposed to COVID-19 or any other contagious sickness during travel or show any symptoms associated with COVID-19 or other infectious illnesses:

- Isolate any passenger from the group and provide quarantine accommodations at the guest's expense.
- Provide proper testing location and accessibility to testing for the guest.
- Work to cautiously inform other travelers of the situation in a calm manor, eliminating panic and provide next steps for guest testing.
- Evaluate the situation and identify any and all individuals the guest has come in contact with. Any passenger or JHA representative of which have been in contact must also be quarantined until test results are returned.
- Evaluate what Alaska partners the passenger has come in contact with. It is the responsibility of John Hall's Alaska to make Alaska partners aware of a guest which may have arrived at their property and displayed symptoms.
- Clean, disinfect and sanitize all other guests luggage, motorcoach areas, etc that may have come in contact with the potentially infected passenger.

What to do if a partner advises John Hall's Alaska of a team member or other visitor that has symptoms of COVID-19 or other contagious illnesses?

As a leader in Alaska tourism standards, John Hall's Alaska takes great pride in having amazing relationships with Alaska businesses. If at any point it becomes apparent that a John Hall's Alaska traveler, team member or anyone associated with the organization has been exposed, developed symptoms or tests positive, John Hall's Alaska is committed to immediately making all partners aware of the situation. John Hall's Alaska reserves the right to:

- Remove and isolate any John Hall's Alaska employee or passenger from the tour
- Quarantine any necessary individuals until testing results are available
- Suspend any tour operations should they impose a health risk for Alaska travelers or any Alaska resident, operation or business.

Other Items

Communication with partners, destinations and other organizations.

John Hall's Alaska takes great pride in ensuring safe travel throughout Alaska. The plan is available for the general public to access at any time. In addition, John Hall's Alaska will be providing a safety video via social media and our website. This safety message will be required viewing for all John Hall's Alaska guests, regardless of where guests are traveling. A full list of protocols, plans, links to Alaska State mandates and safety video can also be found by visiting www.KissAlaska.com.

- Additional questions regarding operational protocols should be directed to elizabeth@kissalaska.com.
- Media inquiries regarding cleaning procedures or standards should be directed to elizabeth@kissalaska.com and buses@kissalaska.com.

Office Locations

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