



**MedCruise Member Adaptation and Resilience Award**

**Entry submission May 2021**

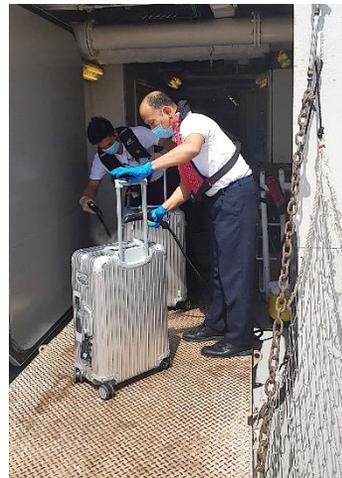
**#ThisIsIntercruises**

If anything, everyone in our industry deserves this year's **MedCruise Member Adaptation and Resilience Award...**

...but let us take a few moments to explain why we think **Intercruises** would be a worthy winner..

## OUR TEAMS WENT ABOVE AND BEYOND...

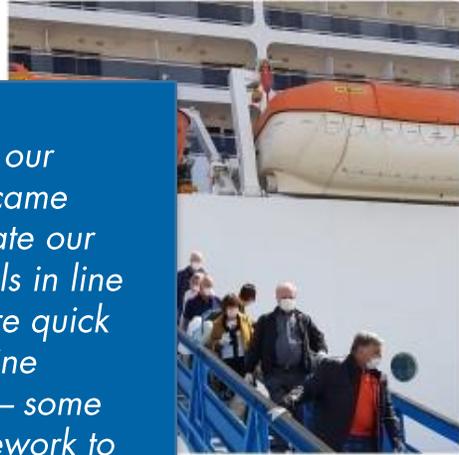
When cruising came to a stop last year, our global teams were faced with some of the most challenging and complicated operations of their careers. Despite the turbulent, uncertain and forever-changing landscape, our teams **adapted** to every situation with professionalism and **resilience**, and continued to support the industry and its people we love most.



# OUR TEAMS WENT ABOVE AND BEYOND...

*“As soon as the pandemic hit, our teams from around the world came together in record time, to create our own health and safety protocols in line with local regulations. We were quick to share them with our cruise line clients and other stakeholders – some of which used them as a framework to adapt and develop their own. This health crisis has really brought our partners closer, and if anything, made us much more resilient as an industry.”*

**Ramon Hurtado**, Transformation & Global Operations Strategy Manager



Not only did we need to adapt our own business and operations to accommodate new rules and regulations, but we needed to support our clients and their guests to ensure they could also adapt accordingly.

Early last year, our global **Port Operations** team assisted 40+ cruise ships across Europe and North America with vessel relocations, provisions, waste removal, fresh water supplies, fuel, shipping container loading/offloading/ cargo re-routing, crew disembarking, shoreside accommodation, medical appointments, visas and repatriation.

## WE NEVER STOPPED...

While most of the cruise industry remained on pause around the world, some of our Operations Teams continued (and continue) to handle numerous turnaround and shorex operations for the very few ships still in service. These teams have shown fantastic resilience and have had to adapt (on a sometimes-daily basis) to the ongoing changes to the rules and regulations of multiple cruise lines and multiple destinations.

Since last year, the teams have supported tens of thousands of guests and crew, and thanks to their hard work and can-do attitude, have reported no cases of COVID-19 during these operations.



*“Every day, we continue to learn and get better and better at what we do. To think that our teams have been able to adapt to such major challenges and restrictions, and still continue to deliver successful cruise calls in such a short amount of time, makes me extremely proud.”*

**Karin Johansson**, Cruise Team Manager Canary Islands

## WE ADAPTED OUR EXPERIENCES...

✓ We **adapted our existing tours** to ensure they adhere to social distancing rules and changing health & safety guidelines. This included changing the logistics of transfers, eating venues (opting for sit down meals rather than buffet/tables distanced accordingly), and maintaining the highest hygiene and sanitary measures at all times.

✓ We developed and **introduced new experiences** to our product portfolio to meet the changing needs of our guests. This included our offer of more open air experiences, such as in the nature or on exclusive private beaches.

✓ We offered more **express oriented-tours** in destinations where passengers were not permitted to leave the ship unless on a shore excursion. This allowed independent travelers to still experience our destinations, without investing the usual time into full experiences.



## WE ADAPTED OUR EXPERIENCES...



We established and set **solid communications channels** (in real time) with the cruise lines, local authorities, suppliers and other stakeholders to ensure a smooth service delivery at all times. We also consistently planned ahead in the event of unforeseen circumstances or sudden changes to local legislation.



We developed a **traffic-light system** for our experiences in which "**Green**" experiences posed absolutely no risk to regulations and could go ahead with ease. We would then address the individual elements that could be changed within "**Amber**" experiences, in order for them to be moved into the "**Green**" category.

*"Our teams have done such an exceptional job in embracing and adapting to change, sometimes having to do so in less than 24 hours. It's been extremely challenging and a race around the clock, but our teams are resilient, and never failed to deliver a smooth service, always with a smile!"*

**Deborah Vega**, Key Account Manager

## WE GOT GREAT CLIENT FEEDBACK...

*"You have been the most valuable partner for us and our liaison to the authorities and we consider you member of our team. Things wouldn't be the same without your constant and around the clock support to us and to our ships directly. I just wanted to say: Thank You"*

*"Thank you for the outstanding support given all along such an emergency. I personally thank you the whole IC Team for your all-out effort and steadfast professionalism."*

*"SO Proud of the team and also a huge thanks to you for the amazing organization. The guests debark took us all by surprise and we couldn't have asked for a better partner in this situation."*

*"Team Intercruises, we really appreciate all your efforts and support for the UK operation that has been executed over the past couple of days, which we know has been exceptionally challenging....  
THANK YOU..."*



# WE ADAPTED OUR SKILLS AND GAVE BACK...

Some of our local operations teams in Canada have been assisting the country's vaccination efforts as non-clinical staff, primarily supporting with meet and greets, check-in, giving directions and data entry – proving just how adaptable and resilient we can be!

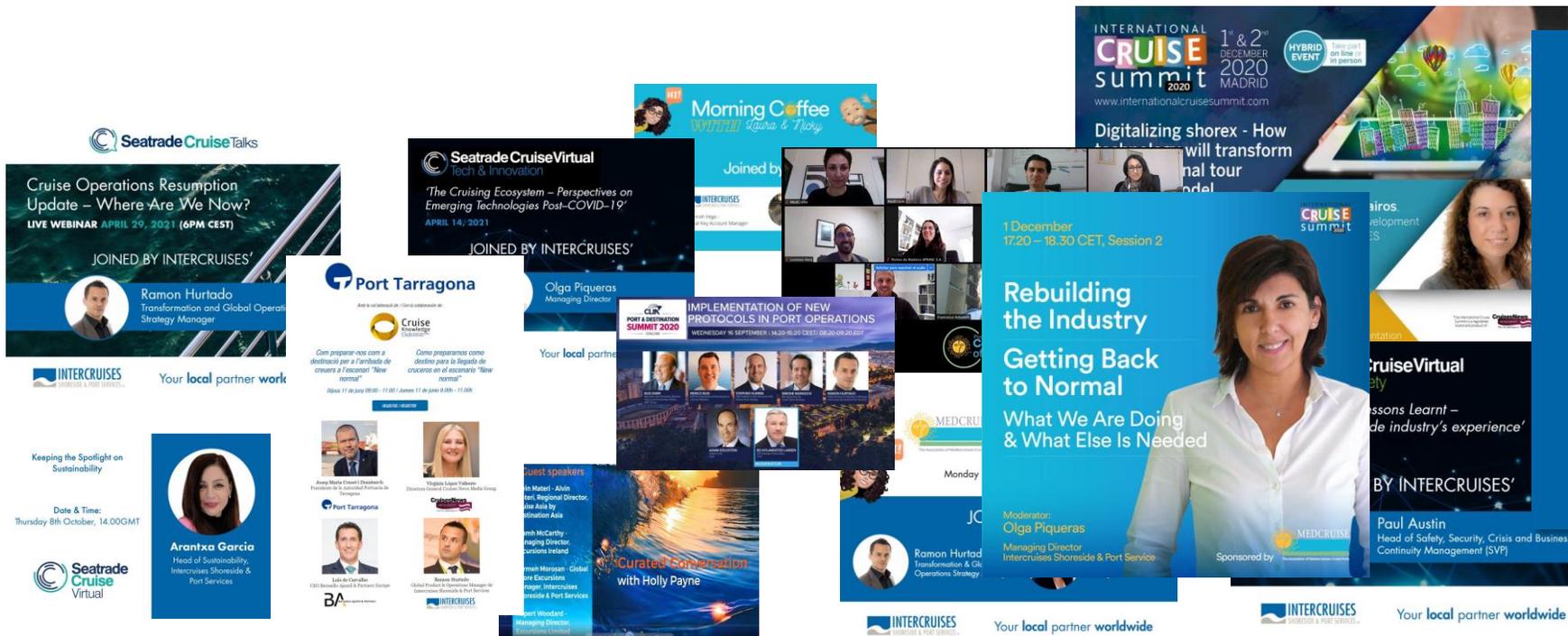
*"This unique opportunity came at a very bleak period of time in our country and the world. I am excited to be able to offer our previous Cruise Team something meaningful to do while being able to give back and support our community at the same time."*

**Paul Mitchell**, Regional Director Turnarounds, North America



# WE LEARNED, WE SHARED...

Throughout these unprecedented times, **we have learned a lot**, and our colleagues worldwide have been keen to share our experiences on how we've adapted our business through various online seminars, conferences and webinars, discussing everything from implementing health and safety protocols to driving digital transformation.



*"We've all had to learn and we've all had to adapt. We've really come together as an industry and its our resilience that will make us bounce back even greater!"*

**Olga Piqueras,**  
Managing Director

## WE ALSO...

- ✓ Revamped and adapted our IT systems to facilitate working from home for our global work force.
- ✓ Strengthened our internal communications to adapt to new working conditions in order to keep our teams updated as well as maintaining our engagement levels.
- ✓ Implemented various mental health initiatives and ensured our worldwide colleagues were aware they had access to the resources available if needed.
- ✓ Drove stronger and more regular communications between our teams, clients, stakeholders, governments, port authorities and health organizations, in order to adapt as efficiently as possible to the frequent changes across all parts of the business and industry.
- ✓ Adopted and implemented strict procedures for port staff, such as regular temperature checks, ongoing digital staff training and “bubble” concepts.

Are we **Adaptable**? Are we **Resilient**?

We sure think so ;-)

**THANK YOU**



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