

The Holland America Line Safety Management System (SMS)

An integrated approach to
managing safety and
environmental protection



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Laws and Standards are the Basis for our Program

HAL has developed an integrated safety and environmental protection program structured by:

- ◆ The International Safety Management System (ISM) Code.
- ◆ International Organization of Standards (ISO) 14001.



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ISO 14001

- ◆ ISO 14001 is the international standard for environmental management systems. Described as:

“That part of the overall management system that includes organizational structure, planning activities, responsibilities, practices, procedures, processes, and resources for developing, implementing, achieving, reviewing and maintaining the environmental policy.”

- ◆ ISO originally adopted this standard in 1996.
- ◆ Use of this standard is voluntary. HAL became certified in 2006.



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CERTIFICATE OF APPROVAL

This is to certify that the Environmental Management System of:

**Holland America Line
Seattle, Washington, USA**

has been approved by Lloyd's Register Quality Assurance
to the following Environmental Management System Standard:

ISO 14001:2004

The Environmental Management System is applicable to:

Management and Operation of Cruise Ships.

This certificate is valid only in association with the certificate schedule bearing the same
number on which the locations applicable to this approval are listed.

Approval
Certificate No: UQA 4000220

Original Approval: June 27, 2006

Current Certificate: June 27, 2006

Certificate Expiry: June 26, 2009


issued by: LRQA, Inc. Houston



This document is subject to the provision on the reverse
1401 Enclave Parkway, Suite 200, Houston Texas 77077 USA
The approval is based on compliance with the ISO 14001 standard and verified by procedures and processes used by LRQA
2006/06/27

Covers all required elements of ISO 14001 and includes:

- ◆ Introduction/Policy
- ◆ Planning
- ◆ Implementation and Operation
- ◆ Checking and Corrective Action
- ◆ Management Review



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The System is Defined by the Policy



September 1, 2005

To All Officers and Employees:

Safety and Environmental Protection Policy

Holland America Line and Windstar Cruises are committed to operating our ships to:

- ensure safety at sea,
- prevent injury or loss of life,
- protect the environment,
- provide a safe workplace, and
- ensure a safe, high quality cruise for our guests.

In carrying out these critical responsibilities, we will:

- comply with all applicable laws and regulations,
- adhere to appropriate industry standards and codes,
- strive for continuous improvement in both safety and environmental protection,
- set and achieve measurable targets and objectives for safety and environmental performance, and
- prevent pollution through the efficient and responsible use, recycling and disposal of resources.

Safeguarding our guests, crews, ships and the environment in which we live and operate is not only the right thing to do, it is essential to the successful conduct of our business.

These are very high standards and require substantial effort to achieve. Every one of us must be constantly alert and work hard to prevent the hazardous situations that may lead to an accident or damage to the environment.

I expect each of you to give your very best effort every day, and I promise you mine.

Stein Kruse
President and Chief Executive Officer

- ◆ Commitment to compliance.
- ◆ Environmental protection/pollution prevention.
- ◆ Continuous improvement.



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Planning the EMS

- ◆ **Environmental Aspect:** element of an organization's activities, products or services that can interact with the environment
- ◆ **Environmental Impact:** any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's activities, products or services.



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Risk Based Approach

- ◆ Aspect Evaluated for Greatest Risk
- ◆ Aspect Evaluated for Probability
- ◆ Greatest Risk x Probability = Absolute Ranking



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Noise as an Environmental Aspect

- ◆ Horns/Alarms
- ◆ Announcements
- ◆ Engines / Machinery
- ◆ Propulsion / Thrusters
- ◆ Social Events



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Noise as an Environmental Aspect

- ◆ Workplace Health and Safety
- ◆ Passenger Experience and Comfort
- ◆ Disturbances to Local Populations



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Checking and Corrective Action

- ◆ Objectives and Targets
- ◆ Reduce Fuel Consumption
- ◆ Reduce Dockside Emissions



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