

# RESPONSIBLE COMMUNITY ENGAGEMENT DURING COVID-19



## COMMUNICATION

- Be clear about the scope and purpose of the engagement.
- Secure good, transparent communication.
- Engage the people you meet with respect.
- Remember to follow-up.
- Give them time to listen and add new perspectives.

TRUST AND TRANSPARENCY IS THE KEY



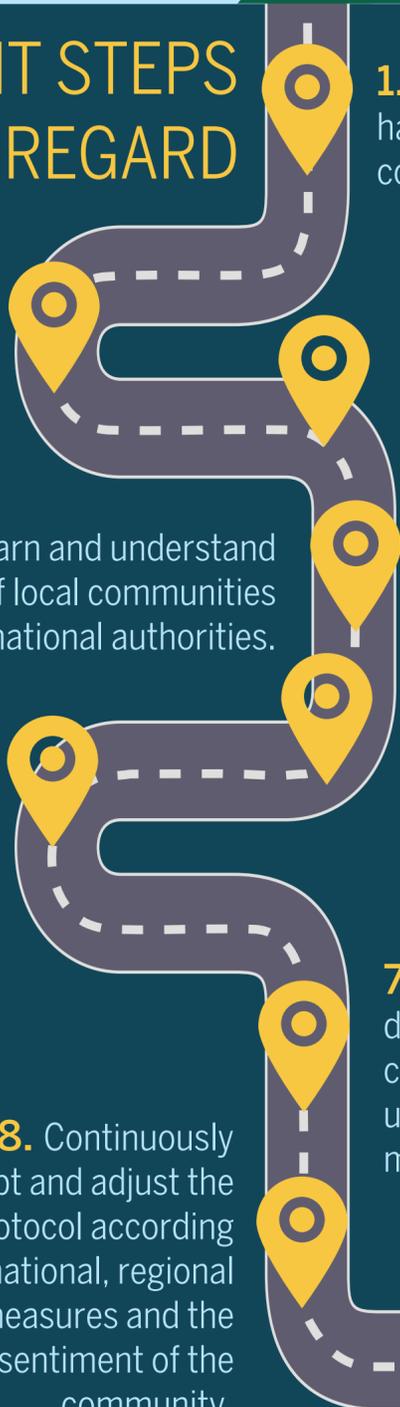
## FINDING COMMON SOLUTIONS TOGETHER -what to consider

- How can we, the operator and the community working together, help each other find solutions?
- What are the sentiments and concerns of both the community and the operator?
- What are the most important issues for the communities before our operations resume?
- If the ships cannot visit communities, can we identify and create mutual value?
- Can we collaborate and find alternative activities e.g. nature based, contactless or other ways to meet?
- How can we align our expectations and objectives, and then work together to achieve them?
- Can we find inspiration and best practices from other geographical areas - locally, regionally and internationally?
- What are you, as international/local operators, doing now to ensure safe and healthy operations?



## IMPORTANT STEPS TO REGARD

1. Note how COVID-19 has effected the community?
2. Determine what local and national regulations currently apply.
3. What are your own capacity, possibilities, and opportunities to implement Covid-19 measures as an operator?
4. Learn and understand concerns of local communities and national authorities.
5. Design company protocols implementing current regulations and the requirements from the local community.
6. Develop a communication strategy on how to present the measures you take as an operator.
7. Maintain an ongoing dialogue with local communities, keep them updated and keep monitoring the situation.
8. Continuously adapt and adjust the protocol according to national, regional measures and the sentiment of the community.



## SAFE COMMUNITY VISITS DURING OPERATIONS

### Clean Ships Healthy People checklist

- Local regulations supersede AECO standards.
- Guests/staff instructed to follow local regulations.
- Remain in guided groups.
- Practise good hygiene/physical distancing at anytime.
- On bus or local transport: Ensure sanitization of transportation is completed before and after each group, and assess capacity to ensure that safe social distancing is possible.



## REMEMBER

- Recognize and acknowledge the concerns of the local communities.
- It is not up to the expedition cruise industry to decide whether areas should reopen or accept visits. That decision is for local and national authorities to make.
- The industry can help develop options for communities and authorities to consider.
- AECO members are committed to building healthy and respectful relationships with the people and communities they visit.
- These considerations apply to operators, field staff, crew and guests.