

In case of an emergency; what to do?

Evacuation Procedure:

- Should the “slow whoop” system go off, it is the regulated procedure that an evacuation will take place.
- Security and Emergency Response Officers (ERO’s) aboard the ship are responsible for the evacuation and safety of (y)our guests and to guide them off the ship.
- Guests are guided off the ship by using various exits and gangways, by the direction of the ERO’s.
- Guest, once off the ship/gangway, turn to their left and walk towards the designated evacuation assembly area (as indicated by the following sign).



- The head of the ERO’s organization will take the responsibility to inform the guests when it is safe to return to the ship.

Illness of a guest:

- Should a guest feel ill, it can be reported at the Security Lodge on Main Deck. If a guest has (badly) injured him-/herself or has a severe illness, you can also contact the Security Lodge via the emergency phone (see below).
- The ss Rotterdam ERO’s team will be informed and dispatched to your location.
- If needed the guest will be brought to the First Aid room on board the ship, next to the Security Lodge, on Main Deck.
- ERO’s/Security team will call for an ambulance if needed. Do not call for an ambulance by yourself.

Emergency Number on board: 5555

- To contact the Security Lodge, walk to one of the black internal phones and dial 5555.
- If you see a black phone with a red background (as shown in the photo), you only have to pick up the phone. It’s a special emergency phone, which dials 5555 automatically.

