

To: (10)(2e) (10)(2e)@minvws.nl
From: (10)(2e)
Sent: Mon 2/24/2020 10:12:34 AM
Subject: FW: opzet reactie op mail van (10)(2e)
[image002.jpg](#)

t.i. ook voor jou.

Van: (10)(2e)
Verzonden: maandag 24 februari 2020 11:12
Aan: Scheidel, O.F. (Ciska) <(10)(2e)@minvws.nl>
Onderwerp: opzet reactie op mail van (10)(2e)

Ha Ciska,
Zie hieronder een voorstel voor een bericht aan (10)(2e). Ik neem aan dat Bruno deze per mail zal afdoen en het geen officiële brief in Marjolein wordt?

Groetjes, ook namens (10)(2e)

(10)(2e)

Beste (10)(2e),



(11)(1)

Met vriendelijke groet,

Bruno Bruins

Van: Scheidel, O.F. (Ciska) <(10)(2e)@minvws.nl>
Verzonden: maandag 24 februari 2020 09:02
Aan: Dienstpostbus DCC-VWS <DCC@minvws.nl>; (10)(2e) <(10)(2e)@minvws.nl>; (10)(2e) <(10)(2e)@minvws.nl>; (10)(2e) <(10)(2e)@minvws.nl>; (10)(2e) <(10)(2e)@minvws.nl>; (10)(2e) <(10)(2e)@minvws.nl>; (10)(2e) <(10)(2e)@minvws.nl>; (10)(2e) <(10)(2e)@minvws.nl>
Onderwerp: FW: Fwd: brief HAL inzake corona en me.Westerdam

Hoi

Voor zometeen om te verdelen

Gr Ciska



Ciska Scheidel | Directeur Publieke gezondheid |
 Ministerie van Volksgezondheid, Welzijn en Sport |
 Parnassusplein 5 | Postbus 20350 2500 EJ Den Haag |
 ☎ (10)(2e) | (secretariaat: (10)(2e)) |
 ✉ (10)(2e) @minvws.nl |

Van: Bruins, B.J. (Bruno) <(10)(2e)@minvws.nl>
Verzonden: zondag 23 februari 2020 22:49
Aan: Berg, A. (Angelique) <(10)(2e)@minvws.nl>; Scheidel, O.F. (Ciska) <(10)(2e)@minvws.nl>
Onderwerp: FW: Fwd: brief HAL inzake corona en me.Westerdam

Ziehier de mail van (10)(2e) - komt niet geheel onverwacht. Willen jullie een vriendelijke, zakelijke, korte reactie voorbereiden? buiten reikwijdte Tnx bb

Verzonden met BlackBerry Work
www.blackberry.com

Van: Bruno Bruins <(10)(2e)@wxs.nl>
Datum: zondag 23 feb. 2020 10:46 PM
Aan: Bruins, B.J. (Bruno) <(10)(2e)@minvws.nl>
Onderwerp: Fwd: brief HAL inzake corona en me.Westerdam

----- Oorspronkelijk bericht -----
Van: (10)(2e)@xs4all.nl
Aan: (10)(2e)@wxs.nl
Datum: 23 februari 2020 om 17:31
Onderwerp: brief HAL inzake corona en me.Westerdam

Goedemorgen Bruno,

Zoals je wellicht uit de media – Il. Telegraaf 22 feb 2020 - weet was ik passagier op de ms. Westerdam; overigens beleefde ik daar een mooi avontuur in luxe dank zij de giga inzet van de bemanning, HAL, autoriteiten en bv Trump, BZ minister Canada Champgne en PM Hun Sen Cambodja. Opmerkelijk trouwens dat rederij HAL Blok noch Rutte van de vlaggestaat noemde in hun dank communie.

Ziehier een voor jou interessante brief van de President van HAL Orlando Ashford, die ook ter plaatse was. Zo anders dan de Nederlandse ambassadeur K. Rade die de Westerdam – toen toch echt wereldnieuws - een schip onder Nederlandse vlag geregistreerd te Rotterdam niet bezocht terwijl het zes dagen in zijn ambtsgebied was. Terwijl de VS ambassadeur die in feite weinig met het Nederlandse schip heeft wel zich liet zien.

Wat me eveneens pijnlijk opviel was het gebrek aan rol van RIVM rond het Nederlandse schip i.t.t. US CDC, dat er in feite niks mee te maken heeft.

Zondags groet,

(10)(2e)

Van: Holland America Line (HAL) <(10)(2e)@HollandAmerica.com>
Verzonden: zaterdag 22 februari 2020 2:47
Aan: Undisclosed recipients:
Onderwerp: Westerdam Guest Letter



Dear Westerdam Guest:

I hope this message finds you at home or nearly there.

On behalf of the 16,000 men and women of Holland America Line, I want to extend our sincerest thanks, appreciation and gratitude for your patience and understanding throughout your cruise experience. This has truly been one of the most complex and difficult situations we have ever encountered and we regret that you were in the middle of it rather than enjoying the cruise and ports that you planned. We have the utmost respect for our guests and pride ourselves on exceeding your expectations. To find ourselves in a situation where we could not control your experience was disappointing.

I know the team on Westerdam is incredible, from the Captain, to his leadership team, to everyone who worked so hard to serve you. I want to also reassure you that there were hundreds of other people working round the clock to support the ship and to facilitate logistics with the various ports. We had a full-time response center operating 24/7 manned by our CEO, senior leadership team, ship captains and representatives from every department in the company. Contacts were engaged in various ports, governments and embassies. And as you know, teams were deployed to be on the ground in Cambodia.

We know that for many, finalizing and communicating your travel arrangements was not a smooth process. Indeed there were many challenges along the way. For those that have travelled with us before, you know this is not the experience we strive to deliver. And for those cruising with us for the first time, please be assured your next experience with us will be smoother.

We fully understand that your journey was filled with uncertainty and constantly changing information. And yet the patience, understanding and support we have received for our company and Westerdam's crew has been nothing short of humbling.

During the past 24 hours there have been news reports that you may have seen. Yesterday at a press conference in Malaysia, their Deputy Prime Minister Wan Azizah Wan Ismail said that the former Westerdam guest who was previously identified as having tested positive "has been tested repeatedly with the results showing that she is clear of the virus."

Also yesterday a press release was issued quoting Cambodia's Honorable Prime Minister Hun that the Cambodian government has "doubt" over the accuracy of the initial health testing for the woman. He reiterated that "no viral infections have been found among the more than 2,000 passengers and crew of Westerdam."

The Cambodian Ministry of Health confirmed that all Westerdam guests and crew that were tested in Cambodia for COVID-19 (coronavirus) had negative results. All testing was conducted by the Institut Pasteur du Cambodge in Phnom Penh with the support of the World Health Organization (WHO) and U.S. Centers for Disease Control and Prevention (CDC). While we were not surprised by these results, we were very pleased to receive this confirmation.

Regardless, by now you should have received a Health Advisory Notice we sent you via email on February 17. As the health and safety of our guests is our top priority, please make sure you read it and follow any applicable instructions.

Based on information provided for the reported single confirmed case of COVID-19 (coronavirus), the U.S. CDC does not recommend isolation or quarantine for guests returning home from Westerdam. If for some reason you have been asked to self-quarantine by your national, state or local health authority, please let us know by emailing us at

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[@hollandamerica.com](mailto: @hollandamerica.com) or by calling 1-800-599-8256 or 206-626

-7393. We are working closely with the U.S. CDC when necessary to

expeditiously review these decisions where possible.

Please know that we are here to support you even after your return home. If you have any questions or need anything additional, please contact us at the numbers above.

Another email will be forthcoming next week to remind you of the process for submitting your expense reimbursements.

Once again, on behalf of all of us at Holland America Line and the staff and crew of Westerdam, we thank you for your extraordinary patience and resilience.

Orlando Ashford

President

Holland America Line