

# COVID-19 Customer Safety in a Marina Environment

Premier Marinas Ltd

Review Date: 16 Oct 20

Reviewed by: HSE Manager

This document has been created to help Premier Marinas' customers understand how to co-exist safely with other customers and staff during the Covid-19 pandemic in a marina environment, keeping as many people as possible 2 metres apart from those they do not live with and ensuring the safety of all who use our marinas. 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020. This document gives you a practical framework to think about what you need to do at your marina when visiting your boat during the Covid-19 pandemic.

As per current government guidance - When seeing friends and family you do not live with you should: - follow social distancing rules - limit how many different people you see socially over a short period of time - meet people outdoors where practical: meeting people outdoors is safer than meeting people indoors because fresh air provides better ventilation.

From Monday 14 September 2020, when meeting friends and family you do not live with you must not meet in a group of more than 6, indoors or outdoors. It will be against the law to meet people you do not live with in a group larger than 6 (unless you are meeting as a household or support bubble). The police will have the powers to enforce these legal limits, including to issue fines. There will be exceptions where groups can be larger than 6 people, such as where everyone lives together or is in the same support bubble.

All should follow the 3 Tier system of current COVID-19 restrictions as per government guidance where applicable. It is the responsibility of the boat owner to ensure that current government guidelines are followed.

**All customers are advised to follow current government guidance and regularly wash hands as appropriate. Measures put in place at Premier Marinas must be adhered to by all.**

This document should be read by Premier employees in conjunction with Premier's COVID-19 Safe Operating Procedure and individual marinas' COVID-19 Risk Assessment as well as existing Risk Assessments and SOP's for activities that take place on site.

Area	Category / Activity	Associated Health & Safety Risk	Implemented Measures
1. Marina Receptions & Boatyard Offices	Customer flow and interaction with staff and others	All people 2 metres apart where additional risk mitigation measures are not possible – direct contamination	<ul style="list-style-type: none"><li>- Customers to take note of and comply with all signage and to follow any instructions given by marina staff.</li><li>- When they re-open there will be restrictions on the number of people allowed into the Marina Receptions &amp; Boatyard Offices at any one time, these restrictions will be easily identified and must be followed. It should be understood that returning to normal business may take some time; please be understanding.</li><li>- Customers to remain in front of sneeze guards on marina reception counters.</li><li>- In accordance with current guidance, from the 8 August 2020 face coverings should be worn by all customers when entering indoor areas at Premier Marinas.</li></ul>

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			<ul style="list-style-type: none"> <li>- 2m separation maintained between employees and customers (all personnel) and to remain on the left hand side when passing other people wherever possible. 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020. Where risk mitigation measures are not viable then 2m social distancing must be observed by all.</li> <li>- Hands to be washed and surfaces to be wiped down before and after touching.</li> </ul>
<p><b>2. Boatyard Operations &amp; Drystacks</b></p>	Customer flow and interaction with staff and others	All people 2 metres apart – direct contamination	<ul style="list-style-type: none"> <li>- 2m separation maintained between employees and customers (all personnel) and to remain on the left hand side when facing and passing other people wherever possible.</li> <li>- Customers to take note of and comply with all signage and to follow any instructions given by marina staff.</li> <li>- Where barriers are being used to cordon off areas or create ‘safe zones’ customers must remain within designated zones maintaining social distancing measures.</li> <li>- Customers must adhere to any ground markings to encourage social distancing where implemented.</li> <li>- It should be understood that normal operations may take longer than usual; please be understanding.</li> </ul> <p>Wash hands regularly as per government guidelines, particularly before and after touching any common surfaces.</p>
<p><b>3. Car park management</b></p>	Customer and vehicle flow. Interaction with staff and others	All people 2 metres apart where additional mitigation measures are not possible – direct contamination	<ul style="list-style-type: none"> <li>- Customers to take note of and comply with all signage.</li> <li>- Normal car parking arrangements can be maintained providing 2m social distancing measures are followed. 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020.</li> <li>- Customers must remain in cars until other pedestrians have passed.</li> <li>- Customers should not touch other cars or objects in the car park.</li> </ul>
<p><b>4. Use of trolleys</b></p>	Customer flow and interaction with staff and others	All people 2 metres apart where additional mitigation measures are not possible – direct contamination	<ul style="list-style-type: none"> <li>- Trolleys to be stored correctly in designated trolley parks after use.</li> <li>- Hands and trolley handles to be cleaned and wiped down before and after each use.</li> <li>- 2m separation maintained between employees and customers (all personnel) and to remain on the left hand side when passing other people wherever possible. 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020.</li> <li>- Trolleys should be returned to a trolley park after use.</li> </ul>
<p><b>5. Pontoon access via</b></p>	Customer flow and interaction with staff and others	All people 2 metres apart where additional mitigation measures	<ul style="list-style-type: none"> <li>- Customers to take note of and comply with all signage.</li> <li>- It should be understood that accessing and exiting pontoons may take longer than usual; please be understanding.</li> </ul>

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<p><b>bridgehead / gates</b></p>		<p>are not possible – direct contamination</p>	<ul style="list-style-type: none"> <li>- 2m separation maintained between employees and customers (all personnel). 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020. All to remain on the left hand side when passing other people wherever possible.</li> <li>- People exiting pontoons and bridgeheads have priority.</li> <li>- Customers are encouraged to wipe hands and gate handles before touching.</li> </ul>
<p><b>6. Lock operation</b></p>	<p>Customer flow and interaction with staff and others</p>	<p>All people 2 metres apart where additional risk mitigation measures are not possible – direct contamination</p>	<ul style="list-style-type: none"> <li>- Locks may not be loaded as usual due to social distancing planning.</li> <li>- Lock keepers will assess/observe social distancing measures at all times and plan boat positions within the lock accordingly.</li> <li>- 2m social distancing measures between all marina staff and boat users to be maintained at all times. 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020.</li> <li>- Boat owners must remain on their boats at all times.</li> <li>- Customers to follow any instructions given by marina staff.</li> <li>- Hands to be washed and surfaces to be wiped down before and after touching.</li> <li>- It should be understood that lock operations may take longer than usual; please be understanding.</li> </ul>
<p><b>7. Customers on pontoons</b></p>	<p>Customer flow and interaction with staff and others</p>	<p>All people 2 metres apart where additional risk mitigation measures are not possible – direct contamination</p>	<ul style="list-style-type: none"> <li>- Customers to take note of and comply with all signage.</li> <li>- It should be understood that accessing your boat may take longer than usual; please be understanding.</li> <li>- 2m separation maintained between employees and customers (all personnel). 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020. All to remain on the left hand side when passing other people wherever possible.</li> <li>- Use finger pontoons as passing places.</li> <li>- Boat owners to remain on their own boats and maintain current social distancing measures if adjacent craft are occupied.</li> </ul>
<p><b>8. Shower &amp; Toilet facilities</b></p>	<p>Customer flow and interaction with staff and others</p>	<p>All people 2 metres apart where additional risk mitigation measures are not possible – direct contamination</p>	<ul style="list-style-type: none"> <li>- Customers to take note of and comply with all signage.</li> <li>- 2m separation maintained between employees and customers (all personnel). 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020. All to remain on the left hand side when passing other people wherever possible.</li> <li>- There will be restrictions on the number of people using the facilities at any one time and a 'welfare attendant' may be in attendance. Please be understanding and follow any instructions given.</li> <li>- People exiting the facilities have priority.</li> </ul>

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<b>9. Fuel &amp; Pump out</b>	Customer flow and interaction with staff and others	All people 2 metres apart where additional risk mitigation measures are not possible – direct contamination	<ul style="list-style-type: none"> <li>- Fuel pontoons must not be over loaded and boat owners should remain in their boats when not accessing the fueling facility.</li> <li>- Ensure social distancing during fending off and passing lines.</li> <li>- Customers to remain in their boats when not re-fueling and maintain social distancing with other occupied craft.</li> <li>- Hand sanitiser to be used and wipe down surfaces before touching and after use.</li> <li>- 2m separation maintained between employees and customers (all personnel). 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020.</li> <li>- Where not self-serve, marina staff and customers to observe social distancing measures at all times.</li> <li>- It should be understood that re-fueling your boat may take longer than usual; please be understanding.</li> </ul>
<b>10. Visiting Boats</b>	Customer flow and interaction with staff and others	All people 2 metres apart where additional risk mitigation measures are not possible – direct contamination	<ul style="list-style-type: none"> <li>- As from 4 July 2020, Premier will be accepting visitors in a limited capacity. Berth holders can use their complimentary visitor nights and external visitors will need to book in advance in order to allow us to safely manage numbers. Each marina will set a maximum number of visitors per night and once that limit is reached further requests will be declined.</li> <li>- Current quarantine restrictions on overseas visitors continues to apply. Premier will only accommodate international visitors from countries specified within current government guidance.</li> </ul>
<b>11. Self-Store</b>	Customer flow and interaction with staff and others	All people 2 metres apart where additional risk mitigation measures are not possible – direct contamination	<ul style="list-style-type: none"> <li>- Customers to take note of and comply with all signage.</li> <li>- Customers should wear a face covering when entering the self-store buildings as per current government guidance.</li> <li>- 2m separation maintained between employees and customers (all personnel). 2m separation maintained between employees and customers (all personnel). 1m+ separation with risk mitigation measures in place will be acceptable in some situations from the 4 July 2020.</li> <li>- All to remain on the left hand side when passing other people wherever possible.</li> <li>- Customers to follow any instruction given by marina staff.</li> <li>- Hand sanitiser to be used and wipe down surfaces before touching and after use.</li> </ul>

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### Encouraging people to protect themselves and others

#### Should I leave my home and go to the marina?

Do you or any people you live with have COVID-19 symptoms?

- If yes – stay at home and follow government/NHS guidance on self-isolation. Inform the marina if you have visited in the last 14 days.

Are you or anyone you live with (who is planning to visit the marina too) designated by the NHS as vulnerable or shielded?

- If yes – stay at home and follow government/NHS guidance.

The marina is now open:

- Read all COVID-19 and other safety information provided by the marina and ensure that anybody who is going with you has also read that information.
- Make sure that you take with you all the provisions that you will need as they may not be available at the marina.

#### Travelling to the marina

- Wherever possible you should travel to the marina using your own transport and with members of your own household only.
- Consider cycling or walking if distance allows.
- Avoid using public transport unless there is no alternative. If no alternative follow government guidance.

#### How should I act during my time at the marina?

- The Marina Reception is currently closed. Please respect the marina's decision to do this as it has been done to protect our customers and our marina staff.
- Read and act upon all COVID-19 and other safety related information.

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- The marina will have implemented new procedures which must be adhered to.
- Maintain social distancing measures when moving around the site.
- Wash your hands regularly and use any sanitiser units that have been installed for your use.
- If anyone on your boat develops COVID-19 symptoms return home immediately and notify the marina (by phone). When home, follow NHS guidance and self-isolate.

### **What should I do when I leave the marina?**

- Follow any guidance provided by the marina.
- Everyone in your group should wash their hands and / or use any sanitiser units that have been installed for your use. (once washed do not touch any common surfaces on the way out)

### **Can I stay overnight on my boat?**

- Overnight stays on board all boats are permitted from 4 July 2020.
- Social distancing guidance states that people should remain two metres apart wherever it is possible. Where it is not possible, the guidance now says that from 4 July 2020 a distance of one metre or more should be observed and further mitigation should be taken to reduce the risk of transmission.
- The Guidance also confirms that from the 14 Sept 20, when meeting friends and family you do not live with you must not meet in a group of more than 6, indoors or outdoors.

### **COVID-19 is transmitted in three ways:**

- Direct person-to-person contact - if an infectious person breathes droplets on you or you pick them up through physical contact with an infectious person.
- Contact with a contaminated surface - if you touch a surface contaminated with the virus and then touch your nose, eyes or mouth, you may be infected.
- Aerosol transmission - fine droplets of liquid containing virus are breathed out, form an aerosol and are carried through the air. You may become infected if you breathe these in.

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- If you are further away from someone there's less risk of catching the virus from droplets or aerosol transmission. However, distance isn't the only thing that matters.
- Duration - the longer you are close to an infectious person, the higher the risk.
- Fresh air - the risk is lower if you are outdoors, or in a well ventilated area,
- Direction - the risk is lower if you are not face-on with the infectious person

The risk of transmission is small at 2m and where possible, you should maintain 2m distance. If it is not possible to keep 2m distance, reduce the risk to yourself and others at 1m+ by taking suitable precautions such as:

- Limit the number of people or households that you come into contact with, e.g. avoid peak travel
- Sit / stand side by side or behind other people, rather than facing them
- Meet people outdoors, rather than indoors
- Keep interactions brief
- Wear a face covering in public places as per current government guidance, i.e. where you will come into contact with people that you wouldn't normally meet.
- Increase ventilation
- Avoid loud talking shouting or singing with others

To minimise the risk of transmission via surface contact, you should:

- Regularly wash your hands using soap and water or use hand sanitiser
- Avoid touching surfaces and do not touch your face
- Dispose of waste safely, including items such as paper face masks or gloves

In all cases, you must not go to work or attend other public spaces if you are symptomatic, or a member of your household is symptomatic.

Examples of additional mitigation measures are outlined in the government guidance.