

COVID-19 Customer Safety in a Marina Environment

Premier Marinas Ltd

Review Date: 22 May 20

Reviewed by: HSE Manager

This document has been created to help Premier Marinas' customers and employees to understand how to co-exist safely in a Premier Marina during the Covid-19 pandemic. It also provides practical advice on how to maintain hand hygiene and social distancing from people not in your household, all of which will become increasingly important as lockdown restrictions ease and marina usage builds.

Customer & Employee Responsibilities

All site users are urged to follow current government advice on how to stay safe and alert whilst the danger of COVID-19 continues – particularly in relation to social distancing and hygiene. As ever, all safety measures put in place at Premier Marinas' sites, including COVID-19 directives at our marinas, must be adhered to as referenced in item 3.5 in our Marina Regulations document "Users must comply with all requests of the Company which in the opinion of the Company contribute towards the safe and efficient running of the Marina."

Employees

This document should be read by Premier employees in conjunction with Premier's COVID-19 Safe Operating Procedure and individual marinas' COVID-19 Risk Assessments 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 – direct contamination	<ul style="list-style-type: none">- Customers to take note of and comply with all signage and to follow any instructions given by marina staff.- There will be restrictions on the number of people allowed into the Marina Receptions & Boatyard Offices at any one time, these restrictions will be easily identified and must be followed. It should be understood that normal business may take some time; please be understanding.- 2m separation maintained between employees and customers (all personnel); whenever possible remain on the left hand side when passing other people.- Customers to remain in front of sneeze guards on marina reception counters.- Hands to be washed and surfaces to be wiped down before and after touching.
2. Boatyard Operations & Dry Stacks			<ul style="list-style-type: none">- 2m separation maintained between employees and customers (all personnel); whenever possible remain on the left hand side when passing other people.- Customers to take note of and comply with all signage and to follow any instructions given by marina staff.- Where barriers are being used to cordon off areas or create 'safe zones' customers must remain within designated zones maintaining social distancing measures.

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			<ul style="list-style-type: none"> - Customers must adhere to any ground markings, where implemented, to encourage social distancing. - It should be understood that normal operations may take longer than usual; please be understanding. <p>Wash hands regularly as per government guidelines, particularly before and after touching any common surfaces.</p>
3. Car park management	Customer and vehicle flow. Interaction with staff and others	All people 2 metres apart – direct contamination	<ul style="list-style-type: none"> - Customers to take note of and comply with all signage. - Normal car parking arrangements can be maintained providing 2m social distancing measures are followed. Customers must remain in their cars until pedestrians have passed. - Customers should not touch other cars or objects in the car park.
4. Use of trolleys	Customer flow and interaction with staff and others	All people 2 metres apart – direct contamination and contamination between users.	<ul style="list-style-type: none"> - Trolleys to be stored correctly in designated trolley parks after use. - Hands and trolley handles to be cleaned and wiped down before and after each use. - 2m separation maintained between employees and customers (all personnel); whenever possible remain on the left hand side when passing other people. - Trolleys should be returned to a trolley park after use.
5. Pontoon access via bridgehead / gates	Customer flow and interaction with staff and others	All people 2 metres apart – direct contamination and contamination between users.	<ul style="list-style-type: none"> - Customers to take note of and comply with all signage. - It should be understood that accessing and exiting pontoons may take longer than usual; please be understanding. - 2m separation maintained between employees and customers (all personnel); whenever possible remain on the left hand side when passing other people. - People exiting pontoons and bridgeheads have priority. - Customers are encouraged to wipe hands and gate handles before touching.
6. Lock operation	Customer flow and interaction with staff and others	All people 2 metres apart – direct contamination.	<ul style="list-style-type: none"> - Locks may not be loaded as usual due to social distancing planning. - Lock keepers will assess/observe social distancing measures at all times and plan boat positions within the lock accordingly. - 2m social distancing measures between all marina staff and boat users to be maintained at all times. - Boat owners must remain on their boats at all times. - Customers to follow any instructions given by marina staff. - Hands to be washed and surfaces to be wiped down before and after touching. - It should be understood that lock operations may take longer than usual; please be understanding.

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7. Customers on pontoons	Customer flow and interaction with staff and others	All people 2 metres apart – direct contamination.	<ul style="list-style-type: none"> - Customers to take note of and comply with all signage. - It should be understood that accessing your boat may take longer than usual; please be understanding. - 2m separation maintained between employees and customers (all personnel); whenever possible remain on the left hand side when passing other people. - Use finger pontoons as passing places. - Boat owners to remain on their own boats and maintain social distancing if adjacent craft are occupied.
8. Shower & Toilet facilities	Customer flow and interaction with staff and others	All people 2 metres apart – direct contamination and contamination between users.	<ul style="list-style-type: none"> - Customers to take note of and comply with all signage. - 2m separation maintained between employees and customers (all personnel); whenever possible remain on the left hand side when passing other people. - 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. - People exiting the facilities have priority.
9. Fuel & Pump out	Customer flow and interaction with staff and others	All people 2 metres apart – direct contamination and contamination between users.	<ul style="list-style-type: none"> - Fuel pontoons must not be over loaded and boat owners should remain in their boats when not accessing the fueling facility. - Ensure social distancing during fending off and passing lines. - Customers to remain on their boats when not re-fueling and maintain social distancing with other occupied craft. - Hand sanitiser to be used and wipe down surfaces before touching and after use. - Customers and marina staff to maintain 2m of social distancing at all times. - Where not self-serve, marina staff and customers to observe social distancing measures at all times. - It should be understood that re-fueling your boat may take longer than usual; please be understanding.
10. Self-Store	Customer flow and interaction with staff and others	All people 2 metres apart – direct contamination and contamination between users.	<ul style="list-style-type: none"> - Customers to take note of and comply with all signage. - 2m separation maintained between employees and customers (all personnel); whenever possible remain on the left hand side when passing other people. - - Customers to follow any instruction given by marina staff. - Hand sanitiser to be used and wipe down surfaces before touching and after use.

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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.

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How should I act during my time at the marina?

- The Marina Reception is currently closed but still manned. 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.
- 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).