

COVID-19 Customer Safety in a Marina Environment

Premier Marinas Ltd

Review Date: 12 May 20

Reviewed by: HSE Manager

This document has been created to help Premier Marinas' employees and customers understand how to co-exist safely 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. This gives you a practical framework to think about what you need to do at your marina to restart and continue operations and visit your boat during the Covid-19 pandemic, specifically when certain lock down measures start to be relaxed.

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

This should be read by Premier employees in conjunction with Premier's COVID-19 Safe Operating Procedure and your individual marinas COVID-19 Risk Assessment as well as existing Risk Assessments and SOP's for activities that take place on your 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) and to remain on the left hand side when passing other people wherever possible. - Customers to remain in front of sneeze guards on marina receptions - Hands to be washed and surfaces to be wiped down before and after touching. - Any instructions given by marina staff must be followed.
2. 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.
3. 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. - Hands and trolley handles to be cleaned and wiped down before and after each use. - 2m separation maintained between employees and customers (all personnel) and to remain on the left hand side when passing other people wherever possible.

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<p>4. Pontoon access via bridgehead / gates</p>	<p>Customer flow and interaction with staff and others</p>	<p>All people 2 metres apart – direct contamination and contamination between users.</p>	<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) and to remain on the left hand side when passing other people wherever possible. - People exiting pontoons and bridgeheads have priority. - Hands and gate handles to be cleaned and wiped down before and after each use.
<p>5. Lock operation</p>	<p>Customer flow and interaction with staff and others</p>	<p>All people 2 metres apart – direct contamination.</p>	<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 Premier 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.
<p>6. Customers on pontoons</p>	<p>Customer flow and interaction with staff and others</p>	<p>All people 2 metres apart – direct contamination.</p>	<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) and to remain on the left hand side when passing other people wherever possible. - Boat owners to remain on their own boats.
<p>7. Shower & Toilet facility</p>	<p>Customer flow and interaction with staff and others</p>	<p>All people 2 metres apart – direct contamination and contamination between users.</p>	<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) and to remain on the left hand side when passing other people wherever possible. - There will be restrictions on the number of people using the facilities at any one time and a 'welfare attendant' may be in attendance. All instructions given by Premier staff must be followed. Please be understanding. - People exiting the facilities have priority. .
<p>8. Fuel & Pump out</p>	<p>Customer flow and interaction with staff and others</p>	<p>All people 2 metres apart – direct contamination and contamination between users.</p>	<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. - Customers to remain in boat when not re-fueling. - Hand sanitiser to be used and wipe down surfaces before touching and after use. - Customers and Premier staff to maintain 2m of social distancing at all times. - Where not self-serve, Premier staff to observe social distancing measures at all times.

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			<ul style="list-style-type: none">- It should be understood that re-fueling your boat may take longer than usual; please be understanding.
9. 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) and to remain on the left hand side when passing other people wherever possible.- Customers to follow any instruction given by Premier staff.