

# COVID-19 Control in Brokerage, Delivery and Retail Businesses

Back to Brokerage, Delivery and Retail Operations whilst working to minimise the transmission risk of COVID-19 – Updated with

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This document provides practical guidance to help brokerage, delivery and retail businesses ensure that all staff and users are properly protected from the COVID-19 virus so that boating can be practiced safely.

### **British Marine Statement**

On the 22<sup>nd</sup> of February the UK government published its roadmap with key dates for the easing and ultimately ending restrictions placed on businesses and consumers due to COVID-19. Following discussions with DEFRA the marine industry has published a table to show how each of the sectors are affected by these dates, the full table can be found on the British Marine website here [\[insert link\]](#).

The key dates for retail, brokerage and surveyors are shown below but are subject to change as the government reviews data between each stage:

**12<sup>th</sup> April** – non-essential retail can start trading again with full COVID secure protocols in place. This includes chandlery and brokerage. When brokers or surveyors are meeting clients this should only be in open air and in line with the rule of six/2 households. Brokers and surveyors should avoid being in the cabins or enclosed spaces with their clients.

**17<sup>th</sup> May** – Relaxation on surveyors and brokers meeting clients, they can now show clients around the vessel's accommodation in line with their COVID secure protocols.

**21<sup>st</sup> June** – All restrictions lifted, COVID secure protocols no longer need to be followed.

At the start of the pandemic the UK Government published sector-specific guidance to help businesses return to work as soon as it is safe to do so. The guidance is segmented according to each type of work environment and includes information on outdoor environments and spaces. Last month, the UK Government confirmed that boat brokers could recommence physical viewings to customers, provided these viewings are carried out in outdoor spaces.

This guide follows the Government announcement and is designed to help brokerage firms to go about their work safely and adhere to the guidelines on social distancing.

This document should be read in conjunction with the latest guidance from the UK Government and the Devolved Administrations.

*The information in this document is provided as general guidance to members and is British Marine's interpretation of the Government's position with regards to the opening of manufacturing businesses due to COVID-19. Although British Marine tries to ensure that all of the information is accurate and up to date, this cannot be guaranteed owing to the very fast-moving situation. Members should review the Government's full guidance themselves by following the links in this document and should keep up to date with the Government's latest announcements. The information in this document should not be construed as constituting professional advice and we would always advise that members consider seeking appropriate professional advice before taking or refraining from taking any action.*

## COVID-19 Management Plan

Using this document as a guide, brokerage, delivery and retail business are encouraged to develop a COVID-19 Control management plan and appoint a senior member of the management team to take responsibility for it. All staff must be informed and provided with specific training (and a record kept of all staff training and updates), so they fully understand the plan and what is expected of them. The plan should convey that all site users should strive to protect themselves and others from the COVID-19 virus and to 'control the virus, stay alert and save lives'.

This document is a guide only and the examples given are not prescriptive, each individual business must go through the government guidelines and create their own risk assessments and introduce protocols and risk mitigation measures against the transmission of COVID-19 that are suitable for their business.

### Working Safely During the Coronavirus (COVID-19)

The government, in consultation with industry, has produced guidance to help ensure workplaces are as safe as possible.

The Department for Business, Energy & Industrial Strategy has developed and published useful guidance which identifies 8 workplaces. The guidance is written to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic for each type of workplace. It is down to individual business to check all the guidance documents and apply the relevant sections to their business.

The full guidance can be found [here](#):

The government workplace guidance documents cover the following areas:

BEIS Workplace Category	Example Marine Workplace
1 Construction and other outdoor work	Outdoor boatyard work (Inc. lifting/moving) external site maintenance, dock work, lock operations etc.
2 Factories, plants and warehouses	Distribution warehouses, manufacturing plants, boat builders, refit yards etc
3 Labs and research facilities	Certification authorities test centres
4 Offices and contact centres	Office/admin/reception
5 Other people's homes	Entering a private vessel to work on it
6 Restaurants offering takeaway or delivery	Café/restaurant (used for takeaway only)
7 Shops and branches	Food provision and Chandlery
8 Vehicles	Lifting/handling and shared company cars/vans/trucks/vessels

It is anticipated that the HSE will use this guidance to assess that businesses have implemented COVID-19 safe working practices, so boat brokerages, dealerships and marine retail shops are advised to study it carefully and use it to develop their COVID-19 Control Plan.

Each guidance document has a check boxes included it is strongly advised industry uses these as they go through the guidance documents. The documents also have downloadable COVID-19 secure poster to sign off and display on the premises, an example of this can be found in the appendix.

### Cleaning

All cleaning of non-health care settings should be done in line with the government guidance which can be found [here](#).

### Risk Assessments

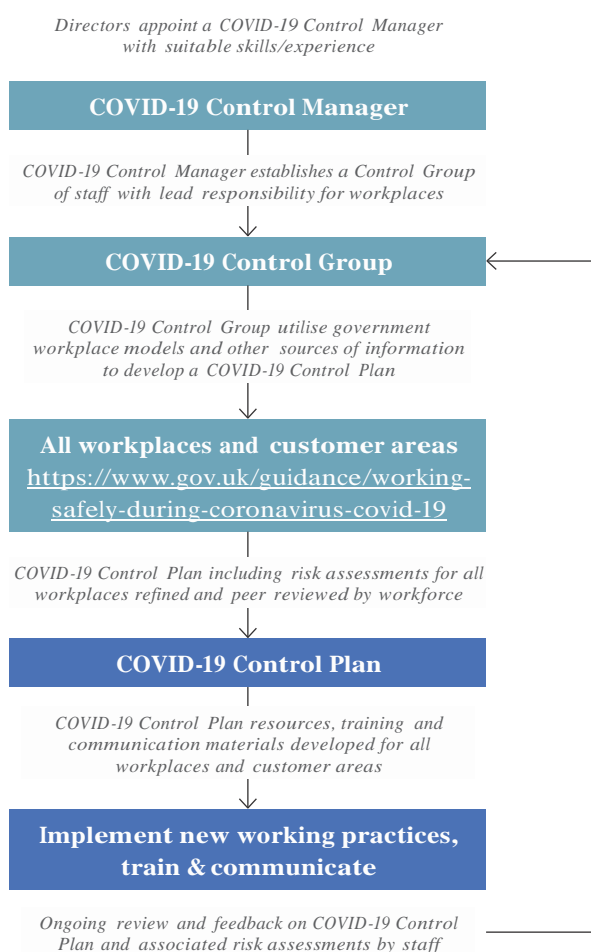
Businesses completing risk assessments should follow the governments HSE advice on risk assessing. Full details can be found on the HSE website complete with an example risk template – <https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>

### Record Keeping

It is recommended that you keep a record of all companies that your staff visit and also any visitors you have on site and the contacts that these visitors/visiting staff have. If at any point you suspect that there is a case of COVID-19 you will be able to inform all those that have been in contact with the suspected case.

### COVID-19 Control Model for Marine Businesses

To effectively control COVID-19 it is recommended that marine businesses put in place a management process similar to the following model:



## Communication

Communication needs to be looked at for both communicating with employees and also how to communicate with clients/consumers (other businesses and members of the public).

It is essential that good communication channels are set up with employees including those that are furloughed about the return-to-work protocols. Many members of staff will be worried about returning to work, it is essential that the business understands these concerns and mitigates against them by building them in to the return-to-work risk assessments and protocols. The employees will also have an excellent understanding of any issues they could face with social distancing and other essential measures they need to implement to ensure the business is COVID secure. It is therefore advised that employee representatives and where applicable union representatives are included and part of the drawing up of protocols and risk assessments.

It is also of great importance to continue to communicate with staff members who cannot return to work to check on their health (including mental) and wellbeing.

Even after the protocols are in place and the staff have returned to work it is essential that a process has been put into place for employees to report what is and what isn't working and this needs to be fed back into the protocols and risk assessments effectively creating a self-auditing system.

When companies service the end consumer the company must have communication channels to the customer explaining the company protocols and reminding the customer of their responsibilities to notify the company and cancel any work if they have shown any symptoms or have recently been in contact with someone with symptoms and have been on the install site in line with current government advice. Keeping consumers updated with the companies Covid-19 protocols will also improve consumer confidence.

All social distancing and hygiene measures implemented by the business and any new procedures must be clearly communicated and applied to all staff and guests. It is essential that all employees have seen and understood the new protocols before returning to work and all clients have read and understood the companies protocols before arrival.

Communication channels may include:

- Regular staff training and staff communications to keep staff informed and to ensure distancing and hygiene standards are upheld
- The creation of groups and online platforms where customers can find the latest information and advice, so they can stay up to date with all developments.
- Proactively push relevant information to your customers at every opportunity including updating websites.
- keeping your local authority informed about your work to protect staff, tenants and site visitors
- Develop signage to clearly inform all staff and site visitors what they should do and what is expected of them
- All visitors to the site must be fully briefed when they check into the site

**It is also strongly advised you communicate with your insurance companies keeping them up to date with your site operations and protocols. Those companies that have reduced their insurance cover during the pandemic are reminded that it is important to increase the insurance level back up before employees return to work.**



# Example COVID-19 Risk Mitigation by Area

## 1. Arrival at site

### General advice

- [Review Working Safely During Coronavirus \(COVID-19\)](#)
- Before arrival at site all staff should be reminded of their responsibilities under current government guidelines about who should and shouldn't return to work
- Staff to use their own transport as much as possible, encourage cycling and walking to work where possible
- Stagger shift times to limit the number of employees turning up at the same time

### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Car Park	Direct COVID-19 virus transfer due to close proximity to others	Maintain a minimum of 2m between people <ul style="list-style-type: none"><li>• Advise users: 'When getting in or out of your car please ensure there is a 2-metre distance between you and others, wait in your car until others have passed if necessary'</li><li>• Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics</li><li>• Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible</li><li>• Using markings and introducing one-way flow at entry and exit points</li></ul>
	Indirect COVID-19 virus transferred	Disinfect and protect <ul style="list-style-type: none"><li>• Advise users: 'Do not touch other vehicles or objects in the car park'</li></ul>

## Example COVID-19 Risk Mitigation by Area (continued)

### 2. Reception/office area

#### General advice

- The government have released full guidance on office workplaces with check sheets that each individual business will need to adhere to which can be found [here](#)
- Current Government advice is for those that can work from home should, where possible, should apply to all office staff.
- Where possible obtain software licences that allow design staff to work from home as much as possible.
- As the businesses go through the government check sheets found in the above link they will need to perform risk assessments and mitigation measures for each office area, an example of this can be seen below, this is for guidance only and is by no means an extensive list.
- Keep doors open (other than fire doors) to negate contact with common surfaces
- Hand sanitiser throughout the buildings with signage to remind staff and guests about the importance of hygiene practices.
- Staff encouraged to move about the site as little as possible
- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Providing more waste facilities and more frequent rubbish collection.

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Reception	Direct COVID-19 virus transfer due to close proximity to others	Maintain a minimum of 2m between people Consider: <ul style="list-style-type: none"><li>• Floor marking to encourage/maintain distancing</li><li>• Check-in counter must have a physical barrier (rigid/robust type) between the client and the reception staff or all client meetings to take place outside with social distancing in place.</li><li>• Staff to wear masks</li><li>• Signage to advise and enforce distancing rules</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	Disinfect and Protect <ul style="list-style-type: none"><li>• All contact areas/surfaces must be regularly disinfected between users including (but not limited to) desks, chairs, screens, mouse/keyboards, telephone handsets, payment systems</li><li>• Regularly clean door handles and common touch points, keeping as many internal doors open as possible (does not include fire doors).</li><li>• Staff to disinfect hands regularly with hand sanitiser supplied throughout the premises</li><li>• Signage to reinforce rules and encourage customers to wash their hands afterwards</li></ul>
Office Workstation	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Have a minimum of staff possible in the office, section off workstations that shouldn't be used due to social distancing</li><li>• Ensure workstations do not face each other</li><li>• No hot desking or shared equipment, if this is not possible all equipment and office space must be thoroughly cleaned between users</li><li>• Where 2m distance between workstations can't be adhered to physical barriers between workstations such as Perspex screens to be implemented.</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• All contact areas/surfaces must be regularly disinfected including (but not limited to) desks, chairs, screens, mouse/keyboards, telephone handsets etc</li><li>• No hot desking or shared equipment, if this is not possible all equipment and office space must be thoroughly cleaned between users</li><li>• Limiting or restricting use of high-touch items and equipment such as printers this could be done by designating certain staff to be in charge of that equipment and all use done through them.</li></ul>

## Example COVID-19 Risk Mitigation by Area (continued)

Break Areas/ Canteens	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> <li>• Stagger break times to minimise staff in break out areas</li> <li>• Using safe outside areas for breaks</li> <li>• Removal of some table and chairs to ensure 2m social distancing is adhered to</li> <li>• Mark off seats that should and shouldn't be used in order to keep 2m spacing</li> <li>• Regulating use of locker rooms, changing areas and other facility areas</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Encourage staff to bring their own food and drink onto the premises and limit food preparation to a minimum</li> <li>• Encourage staff to bring their own cutlery and other implements such as mugs</li> <li>• Hand sanitiser distributed throughout the breakout areas</li> </ul>
Facilities such as toilets and showers	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> <li>• Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as far as possible</li> <li>• If side by side urinals are in place some of these might need to be taped off to ensure social distancing</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Enhancing cleaning for busy areas</li> <li>• Providing hand drying facilities – either paper towels or electrical driers</li> <li>• Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible</li> </ul>
Internal Meetings	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> <li>• Using remote working tools to avoid in-person meetings</li> <li>• Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout</li> <li>• For areas where regular meetings take place, using floor signage to help people maintain social distancing</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Providing hand sanitiser in meeting rooms.</li> <li>• Avoiding transmission during meetings, for example, avoiding sharing pens and other objects</li> <li>• Holding meetings outdoors or in well-ventilated rooms whenever possible</li> </ul>

Guidance on cleaning non healthcare settings can be found [here](#)



## Example COVID-19 Risk Mitigation by Area (continued)

### 3. Company vehicles

#### General advice

- Review Working Safely During Coronavirus (COVID-19) working in vehicles which can be found [here](#)
- Minimise travel as much as possible and minimise the number of people in the vehicle
- Cleaning of vehicles between users is essential
- Delivery drivers to follow the onsite protocols of the recipient

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Pool/ Company cars	Direct COVID-19 virus transfer due to close proximity to others	Maintain a minimum of 2m between people. <ul style="list-style-type: none"><li>• Minimising non-essential travel – consider remote options first.</li><li>• Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.</li><li>• Where social distancing cannot be maintained issue staff with PPE such as face masks.</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• Cleaning shared vehicles between shifts or on handover.</li><li>• Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, fuel pumps and vehicle keys, and making sure there are adequate disposal arrangements.</li><li>• Train staff to wash hands before and after use</li><li>• Retaining sufficient quantities of hand sanitiser / wipes within the vehicle to allow staff to wash hands after fuelling and use.</li><li>• Staff to ensure removal of waste and belongings from the vehicle at the end of the journey/use of the vehicle.</li></ul>

## Example COVID-19 Risk Mitigation by Area (continued)

### 4. Brokerage

#### General advice

- [Review Working Safely During Coronavirus \(COVID-19\) guidance](#)
- If meeting potential clients ensure they have seen, understood and agreed to adhere to your company protocols before arrival.
- Remind clients not to travel in line with government advice (i.e. if they are feeling unwell, have symptoms or have been in contact with someone with symptoms or are part of the vulnerable groups/shielding others)
- Offer virtual viewings where possible to start with.
- By appointment only viewings
- If vessels are located in Marinas or boatyards the marina/boatyards protocols must be followed in full by both the staff member and the client, these protocols should be sent to both the staff member and the client before arrival on site.
- Travel by sales representatives by company vehicle should follow the advice in section 5 company vehicles.
- If brokerages are arranging repairs/surveyors etc they must obtain and understand the repair yards/surveyors COVID-19 protocols.
- If the vessel is a liveaboard vessel additional checks and precautions will need to be made and the government protocols on working in other people's homes followed.
- Staff should not be visiting business which have not risk assessed against COVID-19
- For Advice on Seatrials and demonstrations please refer to section 5

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
First contact/ vessel valuation	Direct COVID-19 virus transfer due to close proximity to others	Maintain a minimum of 2m between people. <ul style="list-style-type: none"><li>• Minimising non-essential travel – consider remote options first. This includes gathering as much data on the vessel via email or phone as possible</li><li>• If it is essential to travel to other sites to look at vessels ensure you are only meeting completely necessary people minimising contact with others</li><li>• Meet outside or in well ventilated spaced</li><li>• Keep at least 2m apart at all times</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• Do not take brochures or other handouts/documentation, always send this via email prior to the meeting</li><li>• Issue staff with hand sanitiser to be used before and after meetings</li><li>• Issue staff with gloves and training on disposal if the staff member is entering the vessel.</li><li>• If visiting the vessel request the client has the vessel in a ready state, send details of how the vessel should be presented to minimise staff members touching and moving items on board.</li><li>• Staff to take any provisions needed (food/water etc)</li></ul>
Viewings (with no demon- stration)	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Minimise the number of clients coming for the viewing i.e request they do not turn up with family and friends</li><li>• Meet the client off the vessel in open space with social distancing maintained</li><li>• Where possible only offer viewings after the client has looked at all the online material, 360-degree vessel walkthroughs to be encouraged as a preliminary viewing</li><li>• Where possible allow the client to look around the vessel unaccompanied</li></ul>

## Example COVID-19 Risk Mitigation by Area (continued)

Viewings (with no demon- stration)	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Before the client arrives have the vessel unlocked and opened to minimise client touch points where possible this includes engine bay and other access hatches the client is likely to want to look into.</li> <li>• Issue the client with disposable gloves before entering the vessel/climbing ladders (if on the hard), remind clients not to touch their face etc whilst wearing the gloves or ensure the vessel has been thoroughly cleaned between each viewing and get clients and staff to sanitise hands before entering and when exiting the vessel</li> <li>• Ensure the ventilation in internal spaces is maximised i.e. opening windows, doors etc</li> <li>• Request the client touches as little as possible on the vessel where possible open a dialogue with the client before arrival to understand what they want to look at.</li> <li>• If the vessel has an enclosed space such as a cabin consider requesting clients wear a face covering</li> <li>• Where possible allow the vessel to stand for 72hrs between viewings, if not possible clean down the vessel paying particular attention to high touch points</li> </ul>
Sales	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> <li>• Vessel handover to be completed with social distancing in place following the guidance on viewing above and acceptance trials in section 5 where applicable</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Complete as much paperwork as possible remotely</li> <li>• Vessel to be thoroughly cleaned or left untouched for 72hrs before handover to the client</li> </ul>

## Example COVID-19 Risk Mitigation by Area (continued)

### 5. Sea trials/demonstrations/acceptance trials and deliveries

#### General Advice

- Review Working Safely During Coronavirus (COVID-19) working in vehicles which can be found [here](#)
- Minimise the number of staff and clients/surveyors on the vessel at any one time whilst still ensuring safe operation of the vessel.
- Careful consideration of the type of vessel and area of operation.
- Cleaning of vessels and equipment between users is essential
- Advise clients and surveyors of company protocols before they arrive via email and ask for written confirmation they have read and understood the protocols.
- Standard legislation such as MGN 599 and the IPV code must still be followed in full.
- When delivering vessels to or from another country the other countries legislation must be followed and all associated paperwork completed.

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
On the vessel for sea trials/demonstrations/acceptance trials	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Meet clients/surveyors outside wherever possible, whilst maintaining social distancing</li><li>• Where possible ensure social distancing is maintained on board the vessel</li><li>• Particular attention paid to social distancing when embarking or disembarking from the vessel i.e when boarding allow one person to board and move away from the embarkation point before the next boards the vessel</li><li>• Where social distancing is not possible ensure staff/surveyors/guests do not face each other and consider PPE such as face coverings</li><li>• Achieve as much of the viewing as possible whilst berthed with only the client/surveyor on board unless space permits the social distancing with a staff member on board</li><li>• On board briefings should cover Coronavirus safety alongside existing safety briefing details</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces, lockers, toilets, handrails, etc	<ul style="list-style-type: none"><li>• Before the client/surveyor turns up remind them of the government guidance and if they are showing any symptoms or think they have been in contact with someone with symptoms to cancel</li><li>• Limit vessel onboard numbers to only necessary attendees, only one client on the vessel for acceptance/demonstrations i.e. they cannot bring the family/friends etc</li><li>• Provide hand sanitiser for clients/surveyors to wash hands before and after entering/exiting the vessel</li><li>• Frequent cleaning of objects and surfaces that are touched regularly, such as door handles, guard rails, steering wheels, throttle controls, keys, and making sure there are adequate disposal arrangements</li><li>• Surveyors/clients to bring their own PPE/equipment such as lifejackets</li><li>• Retaining sufficient quantities of hand sanitiser / wipes onboard</li><li>• Provide and instruct the surveyors/clients to wear gloves whilst looking at the vessel</li><li>• Ensure removal of waste and belongings from the vessel</li><li>• After acceptance trials are completed allow 72hrs before handover to ensure the vessel is COVID-19 free before the vessel goes to the end client</li></ul>

## Example COVID-19 Risk Mitigation by Area (continued)

Deliveries	Direct	<ul style="list-style-type: none"> <li>• Minimise the number of staff onboard whilst still ensuring safe operation of the vessel</li> <li>• Where possible clients to be discouraged from any delivery trips</li> <li>• Only allow clients on delivery trips when they have declared they are fit to do so and the vessel layout allows this to be done safely. Remind clients about current quarantine requirements if travelling from abroad.</li> <li>• During the pre-departure defect list/handover ensure social distancing is adhered to. If the vessel is large enough this can include the client on board but where possible create the lists and discuss with the client in open space with social distancing in place.</li> <li>• Check breakdown protocols and retrain staff.</li> </ul>
	Indirect	<ul style="list-style-type: none"> <li>• Where possible request the vessel be left unattended for 72hrs before delivery crew board the vessel</li> <li>• When the vessel cannot be left for 72hrs a thorough clean of the vessel is essential, issue staff cleaning the vessel with PPE such as gloves and aprons. Cleaning regimes should be aligned to government guidelines (see appendix C)</li> <li>• Remind staff of good hygiene practices (hand washing etc) which are to be continued throughout the delivery trip</li> <li>• Surface cleaning regimes to be implemented throughout the trip with particular attention paid to high touch point areas such as the galley, heads, door handles steering wheels, throttles etc and other shared areas.</li> <li>• Individuals belongings to be kept together to minimise the risk of contamination. Suggest dedicated lockers or storage boxes/bags for each individual. Training to remind staff of the importance to keep their individual belongings together in one place not mixing with anyone else's on board</li> <li>• Staff to take their own utensils and provisions for the trip</li> <li>• Maximise ventilation in the vessel, where safe operation of the vessel allows, open doors, windows and hatches</li> <li>• Ensure there is plenty of handwash/hand sanitiser and wipes on board for the delivery trip</li> <li>• Issue face coverings to staff for when social distancing cannot be adhered to.</li> <li>• Clean the vessel before handing over the vessel, paying particular attention to high touch point areas.</li> </ul>

## Example COVID-19 Risk Mitigation by Area (continued)

### 6. Dealerships

#### General advice

- [Review Working Safely During Coronavirus \(COVID-19\) working in shops and branches](#)
- Remind customers of their responsibilities not to come if they are feeling unwell or have been in contact with someone with symptoms. This can include signage at the entrance or sent when appointments are made
- Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. Take into account total floorspace as well as likely pinch points and busy areas ensure this number of customers is never breached
- Encourage by appointment only visits with specific times
- Update websites to communicate with customers on dealership protocols
- Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels
- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Entrance	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Maintain a minimum of 2m between people</li><li>• If necessary, have an outdoor queue system whilst limiting the number of people in the dealership. If the dealership is located in a busy area this will need to be done in conjunction with other businesses in the immediate surroundings to ensure this does not have an adverse effect on the</li><li>• Signage to remind customers to social distance</li><li>• Floor markings where appropriate to encourage social distancing</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing</li><li>• Where possible either have automatic doors or leave doors open</li><li>• Frequent cleaning of high touch points such as door handles</li></ul>
In dealership	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Consider a physical barrier between customer service/reception desk and customer</li><li>• Encouraging customers to shop alone where possible unless they need specific assistance</li><li>• Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance</li><li>• Where 2m distance cannot be maintained only have the client on the vessel for viewing, staff to remain off the vessel to answer questions</li><li>• Consider floor markings to maintain 2m distancing</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• When customers are viewing vessels issue them with gloves and have waste disposal next to each vessel</li><li>• Signage requesting clients do not open all lockers etc, if clients need to look in lockers have a staff member open these for them</li><li>• If vessels have enclosed spaces such as cabins consider requesting clients wear face coverings</li><li>• Remove guest reading materials including magazines and brochures</li><li>• Refreshments no longer to be offered and facilities such as customer toilets to be reviewed</li><li>• Frequent cleaning of the dealership with particular attention paid to high touch points including any points of vessels clients are likely to touch i.e. embarkation/disembarkation points, steering wheels etc</li></ul>



## Example COVID-19 Risk Mitigation by Area (continued)

Collection of vessels	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> <li>• Have a collection point for vessels marked off in the dealership so clients collecting vessels are minimising contact in the dealership</li> <li>• Have specific collection times for clients to collect vessels</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Complete as much paperwork remotely as possible (via email etc)</li> <li>• Where possible prepare any handover paperwork in advance and have ready in a package which is left for 72hrs before the handover</li> <li>• Vessel through cleaned or left for 72hrs before handover</li> </ul>
Inbound goods (deliveries)	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> <li>• Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways. It should also be noted under standard legislation you must provide rest facilities to delivery drivers when needed</li> <li>• Where possible and safe, having single workers load or unload vehicles</li> <li>• Where possible, using the same pairs of people for loads where more than one is person is needed</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Revising pick-up and drop-off collection points, procedures, signage and markings.</li> <li>• Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less frequently</li> <li>• Delivery drivers must still have access to facilities and break areas as per the law</li> </ul>

## Example COVID-19 Risk Mitigation by Area (continued)

### 7. Retail shops and chandlery

#### General advice

- [Review Working Safely During Coronavirus \(COVID-19\) working in shops and branches](#)
- Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. Take into account total floorspace as well as likely pinch points and busy areas ensure this number of customers is never breached
- Encourage click and collect wherever possible
- Update websites to communicate with customers on chandlery/retail shop protocols
- Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.
- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Entrance	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Maintain a minimum of 2m between people</li><li>• If necessary, have an outdoor queue system whilst limiting the number of people in the shop. If the shop is located in a busy area this will need to be done in conjunction with other businesses in the immediate surroundings to ensure this does not have an adverse effect on the</li><li>• Signage to remind customers to social distance</li><li>• Floor markings where appropriate to encourage social distancing</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing</li><li>• Where possible either have automatic doors or leave doors open</li><li>• Frequent cleaning of high touch points such as door handles.</li></ul>
In chandlery/ shop	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Encouraging customers to shop alone where possible unless they need specific assistance.</li><li>• Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.</li><li>• Consider floor markings to maintain 2m distancing</li><li>• Depending on the layout of the store consider implementation of one-way systems particularly at 'pinch points'</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• Encouraging customers to avoid handling products whilst browsing, if at all possible</li><li>• Encouraging customers to shop alone where possible, unless they need specific assistance.</li><li>• Limiting customer handling of merchandise, for example, through different display methods, new signage or rotation of high-touch stock.</li><li>• Setting up 'no contact'<sup>return</sup> procedures where customers take return goods to a designated area. Any returned goods to be quarantined for 72hrs</li><li>• Frequent cleaning of the retail unit with particular attention paid to high touch points including any handheld devices the staff use (these must also be cleaned between users)</li></ul>

## Example COVID-19 Risk Mitigation by Area (continued)

Checkout	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> <li>• If queues are expected have floor marking clearly showing 2m distancing</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Physical barrier such as Perspex screen between the checkout staff and the customer</li> <li>• Encourage cashless transactions and encourage contactless and card payments this includes refunds</li> </ul>
Inbound goods (deliveries)	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> <li>• Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways. It should also be noted under standard legislation you must provide rest facilities to delivery drivers when needed</li> <li>• Where possible and safe, having single workers load or unload vehicles</li> <li>• Where possible, using the same pairs of people for loads where more than one is person is needed</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> <li>• Revising pick-up and drop-off collection points, procedures, signage and markings</li> <li>• Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less frequently</li> </ul>

## Appendix A

### Workplace incidents and accidents

In an emergency, for example, an accident, fire or break-in, people do not have to stay 2m apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

## Appendix B

### Personal Protective Equipment (PPE)

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks. Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so. At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and staying 2m away from each other in the workplace if at all possible.

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. The exception is clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE. For example, first responders and immigration enforcement officers. If you are in one of these groups you should refer to the advice at: <https://www.gov.uk/government/publications/coronavirusCOVID-19-personal-protective-equipment-ppe-plan/COVID-19personal-protective-equipment-ppe-plan> and <https://www.gov.uk/government/publications/COVID-19decontamination-in-non-healthcare-settings/COVID-19decontamination-in-non-healthcare-settings>.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

#### Further guidance for maximising PPE use

- Training to maximise use in line with the OEM guidelines. Staff will often discard PPE such as masks before it is necessary, proper training can extend the life of the PPE and reduce the amount of PPE the company needs.
- All PPE signed for and monitored, this will allow companies to keep track of PPE, where and who is using it, this will allow companies to monitor the use of PPE properly.
- Possible to make some PPE in house such as face coverings (not masks) and aprons.
- Talk to HSE about types of PPE what is needed and where.
- If PPE is reusable ensure the PPE is allocated to a user (and that user stores the PPE with their belongings) and cleaned frequently in line with the OEM guidelines

Remember COVID 19 does not alter the PPE needed for day to day running of the manufacturing plant under normal HSE guidelines

## Appendix C

### Cleaning materials

As stated in the above guidance cleaning of non-healthcare settings must be done in line with the most current government guidelines found [here](#).

Current Government guidance states that cleaning for non-healthcare settings should be done as follows:

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine

or

- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants

or

- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses

Avoid creating splashes and spray when cleaning.

Any cloths and mop heads used must be disposed in line with the government's guidance.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

When using any cleaning agent, it is down to the individual business to check if it is suitable for the surfaces it is intended for. Manufacturers guidelines for the cleaning products must be adhered to including any PPE that is needed when using it. Businesses are advised to get any data sheets for the products and file these with the risk assessments.

Particular attention should be taken when using cleaning products on any PPE including lifejackets and other operational kit. The OEM of the equipment must be consulted to ensure the cleaning product will not degrade the equipment and potentially invalidate any certification.



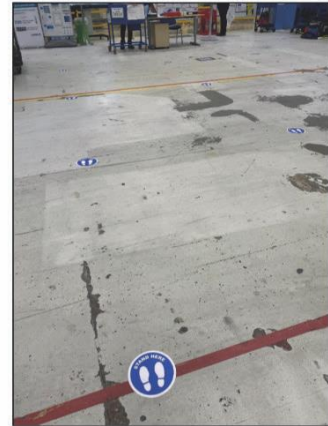
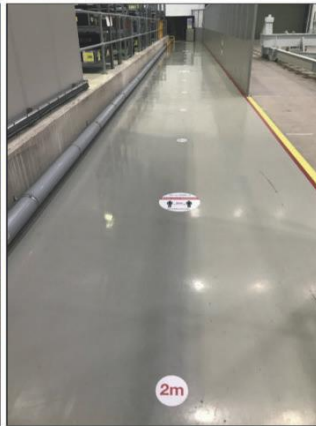
## Appendix D

### Ideas and examples of implemented measures from Airbus

#### Floor marking



Painted white dots on external pathways every 2m.  
Internal walkways have white stickers



Pre-defined standing points for start and end of shift team meetings

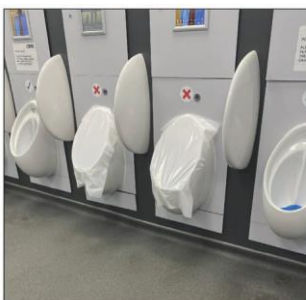
#### Segregation lines and one-way



2m yellow line marking used consistently across site on clock machines, water dispensers, vending machines, etc.

One-way systems implemented using standard Highway Code signage on stairways and entry/exit doors

#### Toilet facilities

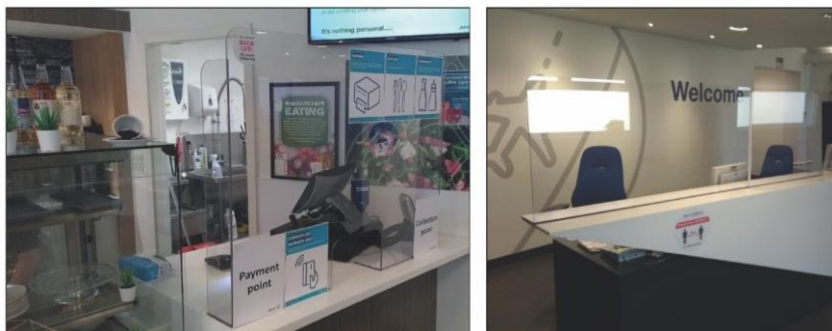


Toilets within 2m made out of use. Additional toilets and wash facilities where internal toilets are reduced in numbers

## Appendix D (continued)

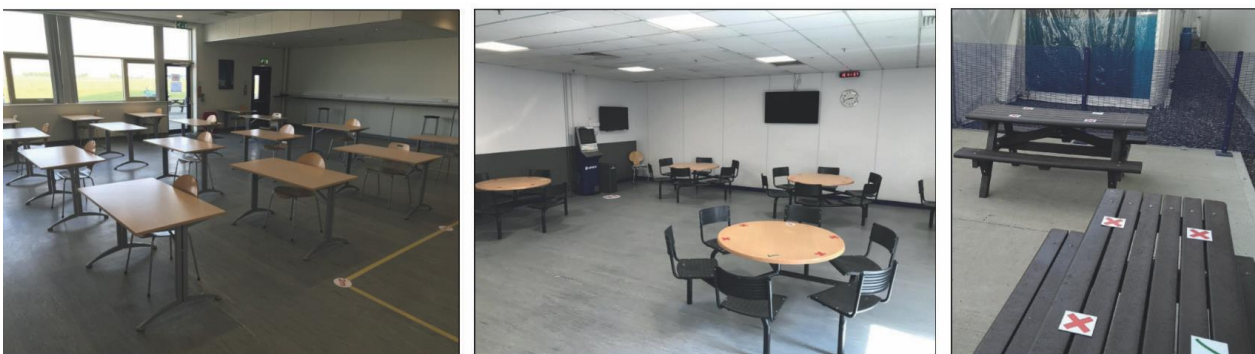
### Ideas and examples of implemented measures from Airbus

#### Perspex screens



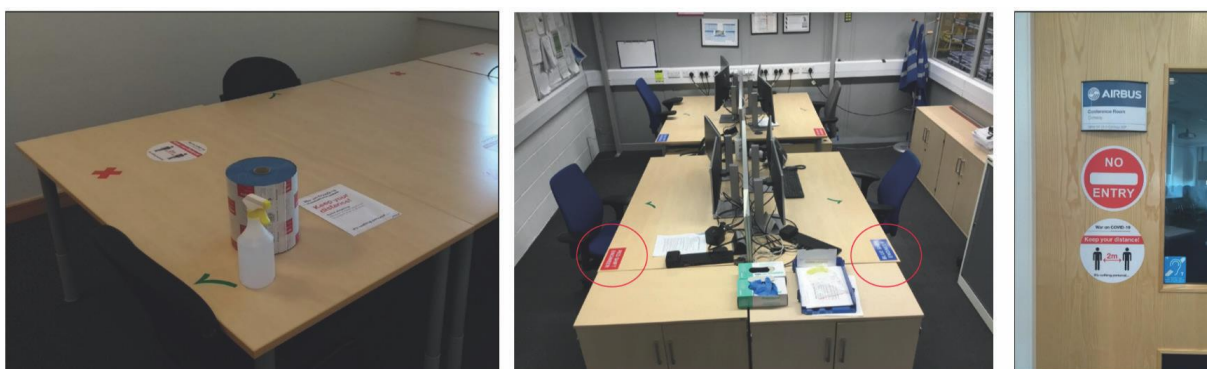
Perspex screens are used where less than 2m interaction expected

#### Break area



Chairs removed where possible. Where fixed, same standard of green ticks and red crosses identifying suitable seating location

#### Desks and meeting rooms



Cleaning fluid and paper provided in all meeting rooms and offices for self cleaning (in addition to sub-contracted cleaning regimes). Red and green ticks installed at approved seating positions to ensure 2m segregation. Applied to office spaces too.

Red and blue teams (opposite shifts) implemented using different desks greater than 2m apart. Highlighted labelling marking desk allocation to shift.

Closure of meeting rooms with more than 5-person capacity.

## Appendix E (continued)

COVID 19 Secure Business poster to be displayed throughout the business premises

### Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

**FIVE STEPS TO SAFER WORKING TOGETHER**

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer \_\_\_\_\_ Date \_\_\_\_\_

Who to contact: \_\_\_\_\_  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

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