

# COVID-19 Control on Passenger Vessel Operations

Back to passenger boat operations whilst working to minimise the transmission risk of COVID-19



This document provides practical guidance to passenger vessel businesses to ensure that all staff and users are properly protected from the Covid-19 virus so that boating can be practiced safely.

This document has been updated to show key dates for the passenger boat industry in line with the governments road map out of lockdown following the successful roll out of the vaccination program. These key dates with an explanation of how they affect the passenger boat industry are shown on page 2 of this document.

It is essential that businesses re-open in a responsible and safe way and that government advice and policy are adhered to at each of the dates shown below.

### **British Marine Statement**

*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 potential closure and opening of passenger vessel 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 Roadmap out of restrictions

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 [\[insert link\]](#). Passenger boats are grouped in with skippered boats. It should be noted that these dates apply only to England as the devolved nations are setting their own timetables, information on each devolved nation can be found on the British Marine website here [\[insert link\]](#). The dates shown below are subject to the government reviews at each stage and could change, this document will be updated as necessary with the latest advice from government.

ENGLAND ONLY	Step 1		Step 2	Step 3	Step 4
	8 <sup>th</sup> March	29 <sup>th</sup> March	No earlier than 12 <sup>th</sup> April	No earlier than 17 <sup>th</sup> May	No earlier than 21 <sup>st</sup> June
<b>Skippered Boats</b>	Not permitted.	It is up to the discretion of each individual skipper whether your skipper boat may operate compliantly under each step. Skippers should consider: <ul style="list-style-type: none"> <li>The social contact rules governing indoor and outdoor gathering which apply at each step.</li> <li>Your ability to ensure appropriate social distancing between individuals/households at each step.</li> </ul> N.B. the skipper does not count towards Rule of 6 or 2 household limits.			No restrictions, (subject to review).

When read in conjunction with the road map and other sectors our interpretation of the above dates is as follows (please note that all operations up to the 21<sup>st</sup> June when deciding to open must follow COVID secure protocols with social distancing, enhanced cleaning regimes and test and trace in place as outlined in the rest of this document):

8<sup>th</sup> of March – Passenger boat operations not permitted

29<sup>th</sup> March - Passenger boat operations are permitted but customers are only permitted on open decks ('open' is taken from the public health act on permitted areas for smoking and generally means 50% of the sides and roof need to be open). Operators will need to check and remind customers at the point of booking that the rule of 6 with a maximum of two households per group is allowed. Social distancing and full COVID protocols need to be in place including limiting the numbers taken on each trip to the available space i.e each operator must assess how many passengers they can have solely in the open areas with social distancing in place. No food or drink can be

served. If passengers need to go through the internal of the vessel to get to the outside space this is permitted, and toilets can be used but both the through fares and toilets need to be monitored to ensure passengers are not congregating in the internal of the vessel. Additional cleaning regimes should be implemented in these areas.

12<sup>th</sup> April – Operations are permitted with passengers only permitted in the outside areas of the vessel in line with operations starting on the 29<sup>th</sup> March. Food and drink is now allowed to be served with table service only. Vessels can be booked for life events such as wedding receptions, wakes, christenings, bar mitzvahs for groups of up to 15 people.

17<sup>th</sup> May – Vessels can start to use the enclosed spaces for passengers with full COVID secure protocols in place. Bookings for individual groups is under the rule of six/2 households when using the internal spaces of the vessel, for the external space bookings for up to 30 people in a group can be taken. Food and drink can be served inside or outside but strictly table service only. Life events such as wedding receptions, wakes, christenings, bar mitzvahs for groups of up to 30 people can take place (for the internal of the vessel)

21<sup>st</sup> June – All restrictions lifted, no limits (other than those on the passenger certificate) on the number of passengers and social distancing dropped. Charter bookings resume as per pre-COVID.

## COVID-19 Management Plan

Using this document as a guide, passenger boat companies 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 guide is not designed to be prescriptive; it is to be used as an aid to help businesses think through their own business activities with example risks and example risk mitigations. Each business will need to individually risk assess based on their individual business, employee and premises. Other risk mitigation methods may be more suitable for individual businesses as long as these align with the government guidance.

### 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	Indoor boatyard work
3 Labs and research facilities	NA
4 Offices and contact centres	Office/admin/reception
5 Other people's homes	Entering a private vessel to work on
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 passenger boat companies 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 secure poster to sign off and display on the premises, an example of this can be found in appendix D.

### **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>

### **Additional Government guidance for transportation**

Additional guidance for transport operators can be found here: <https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators>

### **Cleaning**

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

### **DSM/Vessel licensing**

MIN 612 sets out the policy of the MCA with respect to UK Vessels which are prevented from arranging the Surveys, Inspections and Audits required for compliance with the relevant Statutory Instruments due to the ongoing Coronavirus (COVID-19) outbreak. Section 11 covers domestic passenger vessels resumption of operation and states the COVID-19 protocols must be written into the DSM. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/890250/MIN\\_612\\_Amendment\\_3.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/890250/MIN_612_Amendment_3.pdf)

### **Social distancing**

This document outlines the need for social distancing, at the time of writing this is still 2 meters although there is currently a review to reduce this in England. It is down to operators to check the current government guidelines in the devolved nation in which they are operating as to what the current guidelines are and apply this to their protocols and risk assessments.

### **Staff safety and training**

All staff must be adequately trained in the new company COVID-19 protocols, all staff training should be recorded. It is strongly advised that reminders of the staff responsibilities are introduced to the daily crew briefings. All training should emphasise the importance of social distancing both between staff members and between staff and customers and the importance of hygiene measures such as hand washing/hand sanitising.

### **Standard legislation**

It is important to note that COVID-19 in no way alters the standard laws, legislation and licensing requirements that govern the industry. This includes (but not limited to) standard licensing requirements, manning requirements, and equality law. The last of these is particularly important when considering the COVID-19 protocols as some passengers may need more assistance which requires staff to break social distancing, where this is the case the staff member must be issued and properly trained in the use of and disposal of the correct PPE such as aprons, gloves and face visors as well as training on hygiene measures directly after the contact.

### **Safe numbers on board**

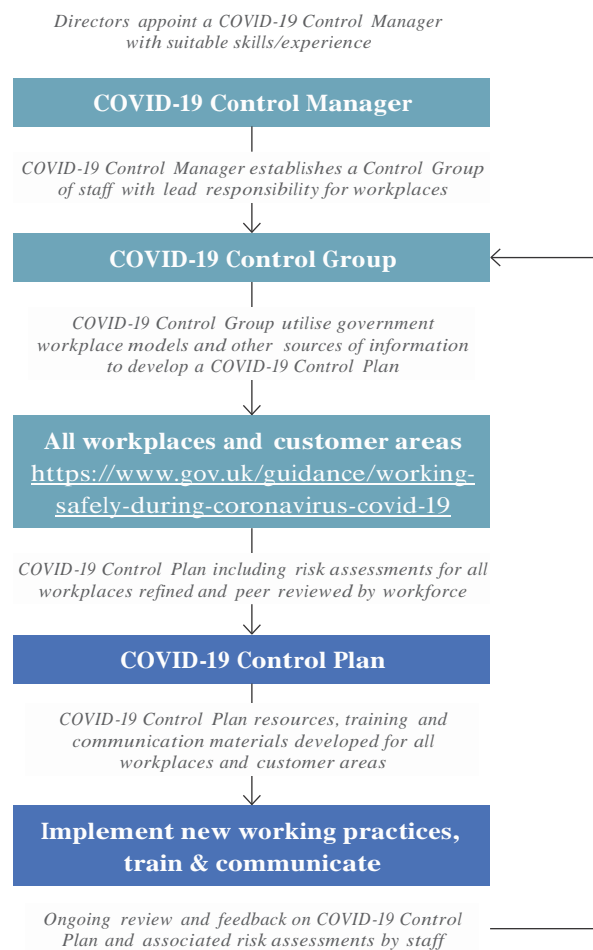
It is important that all operators look at each individual vessel to see how many passengers they can carry with social distancing in place. It is advised this is done on a worst-case scenario where all passengers are couples of single people. Operators can then see if it is economical to run with these numbers. If groups from the same household/bubble are booking they do not have to socially distance from each other only those in other households and therefore the vessel should be able to safely carry more passengers. Operators can then work from worst case scenario to figure out how many groups of people from the same household they will need to make it economical to run whilst still maintain social distancing.

### **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 (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 are included and part of the drawing up of protocols and risk assessments.

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.

Communicating with the public will form an essential part of building consumer confidence that it is safe to go on passenger vessels again. The more transparent the business is with its risk mitigating measures the higher the consumer confidence will be. Communication with customers at the point of booking should include reminding guests of the current government guideline on social distancing from people from outside of their household.

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.

Communication channels may include:

- Regular staff training and staff communications to keep staff informed and to ensure distancing and hygiene standards are upheld, these can be brought into daily crew briefings
- 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
- 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 vessels must be fully briefed when they book in
- Websites should be updated showing the vessels have been risk assessed with the following information suggested to reassure and inform guests on COVID-19 protocols; reduced passenger numbers to ensure social distancing, increased cleaning regimes between trips and requesting passengers to wear face coverings

**It is also strongly advised you communicate with your insurance companies keeping them up to date with your site operations and protocols. If you have reduced any of your insurance premiums whilst the business has been shut down it is of the upmost importance to reinstate the full insurance before recommencing normal business activities.**



# Example COVID-19 Risk Mitigation by Area

## 1. 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
- As the businesses go through the government check sheets found in the above links, 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
- 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 (if customer facing) 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>• 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>• Encourage BACS or Card transactions, cash to be discouraged</li><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 etc</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 through either wash facilities with soap and warm water or 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>• 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 or physical barriers placed between each urinal</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 dryers</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)

### 2. Customer booking and arrival at site

#### General advice

- [Review Working Safely During Coronavirus \(COVID-19\)](#)
- Before arrival at site all staff and customers should be reminded of their responsibilities under current government guidelines i.e. to stay at home and self-isolate if they have any symptoms or been in contact with anyone with symptoms and to maintain social distancing at all times
- Advanced bookings with paperless tickets to be encouraged, this will also help with passenger numbers and social distancing as groups from the same household or 'bubble' (where applicable) do not need to socially distance from each other, this means that you may be able to get more passengers onboard whilst still meeting the government guidelines
- At the point of booking customers should be made aware of the company protocols, with advanced bookings these can be sent via email at the point of booking. This should also include the need for bringing a face covering. Those that have been told a face covering but don't should be able to buy one from the operator on the day.
- All operators should update their websites with their COVID-19 protocols
- Consider taking temperature checks of all customers before being allowed to board, where possible this should be done away from the embarkation/disembarkation point to avoid congestion

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Car Park (where applicable)	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>• Signage in car park areas reminding guests to socially distance from others</li><li>• Have precise staggered times for arrival for hirers/charters</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>
Greeting customers/ onsite ticket sales	Direct COVID-19 virus transfer due to close proximity to others	Maintain social distancing between people <ul style="list-style-type: none"><li>• Meeting customers outside maintaining social distancing</li><li>• Consider providing signage and ground marking to maintain separation between staff and customers</li><li>• If tickets are being sold on the site ensure the staff member is protected i.e. in a ticket booth with a physical barrier (Perspex screen etc) between the staff member and</li></ul>
	Indirect Covid-19 virus transferred to keypads, touch screens, latches and handles	Disinfect and protect <ul style="list-style-type: none"><li>• Provide hand sanitiser at entrance points</li><li>• Instruct through signage where people need to wait</li><li>• Consider floor markings where necessary to ensure social distancing is maintained</li><li>• If taking bookings at site card/contactless payments should be encouraged</li><li>• If cash is taken ensure staff wash hands/use hand sanitiser directly afterwards</li><li>• Where possible paper tickets should be avoided, if unavoidable ensure a system is in place to reduce the handling of the ticket i.e., customer takes the ticket straight from a printer, e tickets to be encouraged</li><li>• Frequent cleaning with particular attention paid to high touch point areas such as card machines, door handles, gates etc</li></ul>

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

### 3. Piers and passenger vessel boarding/disembarking

#### General advice

- [Review Working Safely During Coronavirus \(COVID-19\) guidance](#)
- Piers and other embarkation points for vessels need to be tightly controlled to ensure they do not become crowded and social distancing can take place, operators need to work out the maximum number of people they can allow onto piers/embarkation. It is possible if piers etc are not big enough, 'holding areas' off the pier/embarkation point may be needed for customers waiting to board or to allow disembarking passengers to leave the pier maintaining social distancing
- If piers/embarkation points are shared with other operator's communication and planning with all users will be needed to ensure implemented protocols do not interfere with each other's
- If piers etc are owned by third parties communicating your COVID-19 protocols with them is strongly advised
- It is strongly advised that clients are requested to wear face coverings whilst on board the vessels

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Embarkation points/piers	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>• Remind customers that a minimum of 2m to be kept between the staff member and themselves</li><li>• Limit the number of people on piers to manageable numbers</li><li>• Consider one-way walkways 2m apart to and from the embarkation points or clearly signed priority walkways with waiting spaces</li><li>• Signage to advise and enforce distancing rules</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• Frequent cleaning of embarkation areas with particular attention paid to high touch points such as grab rails on pontoons/piers</li></ul>
Boarding the vessel/ exiting the vessel	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Staff counting passengers on and off who cannot maintain social distance to be issued with PPE, consider full face visor or mask and goggles, gloves and aprons. Aprons and gloves to be disposed of after each embarkation/disembarkation. Visors and goggles to be wiped clean</li><li>• Staff members to ensure customers board the vessel with social distancing in place i.e. ensuring customers board the vessel and have moved away from the embarkation point before the next customer boards</li><li>• When disembarking ensure they disembark in an orderly fashion from closest the exit first, consider 'zoning' the vessel and releasing each zone one at a time (crew members to be trained to communicate this with passengers) to ensure there is no rush to the exit and social distancing is maintained</li><li>• If customers need help boarding/exiting (for example reduced mobility) staff members aiding them to wear PPE such as gloves, apron and visor/goggles and mask. Staff member to pay particular attention to hygiene and sanitation measures directly after contact with the customer</li></ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"><li>• Hand sanitiser dispenser at boarding point with all customers requested to use this before boarding</li><li>• Frequent cleaning with particular attention paid to high touch point areas</li><li>• Crew to open and shut doors for entering the interior of the craft</li></ul>

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

### 4. Passenger numbers and vessel Journey

#### General advice

- [Review Working Safely During Coronavirus \(COVID-19\) guidance](#)
- Each vessels operation and configuration is slightly different. Operators must look at each vessel individually to assess the number of passengers it can carry with social distancing in place. It should be noted as stated above under ticketing with the correct information passenger numbers can be increased whilst maintaining social distancing if there are groups from the same household or bubble (where applicable). Also see the Covid-19 Management Plan section at the beginning of this document
- It should be noted the WHO guidance is that face coverings should be used in public. The UK guidance is it needs to be used on transport. Although this means that it is not compulsory to use face coverings on tourist vessels (non-ferry or lifeline links) it is advised that particularly on smaller vessels where the social distance is occasionally breached due to walkways distance to seating face masks should be compulsory
- Allocated seats for each group/passenger
- Vessels with both outdoor and indoor passenger areas will need to take factors such as weather into consideration when planning numbers on the vessel. At the point of booking explain to customers they will need to stay in the same seats for the duration of the journey, if they are outside and the weather changes, they may not be able to come inside if social distancing does not allow
- Signage throughout the vessel reminding passengers to socially distance and maintain good hygiene practices
- Have hand sanitiser stations positioned on board
- No brochures or other reading material to be on board

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Skippers and crew	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Skipper and crew to keep social distancing where possible this includes between each other and from customers.</li><li>• In areas where social distancing cannot be kept ensure crew do not face each other (working side by side or back-to-back) and issue PPE such as face masks or coverings.</li></ul>
	Indirect Covid-19 virus transferred to common contact surfaces, showers, toilets, etc.	<ul style="list-style-type: none"><li>• Crews standard PPE such as lifejackets to be designated each crew member, it is the crew members responsibility to keep his designated PPE separate from everyone else's, consider giving crew members storage boxes to keep their individual belongings in.</li><li>• Train staff in hygiene measures such as regularly washing their hands, consider issuing staff members with their own hand sanitiser to use throughout the day. Particular attention should be paid to hand washing directly after operations such as line handling where a line may be passed from one crew member to another.</li><li>• Have dedicated staff members for 1) fuelling the vessels 2) filling the vessels with water 3) pump out of effluent. Staff trained to wash/sanitise hands directly afterwards</li><li>• Any shared staff equipment to be kept to a minimum and thoroughly cleaned between users</li></ul>
Seating	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"><li>• Maintain social distancing between people.</li><li>• Consider roping off or marking off seating that can't be used due to social distancing</li><li>• If seating is closer than social distancing allows, if safe to do so consider physical barriers such as Perspex screens on the back of seating effectively making each row into its own 'safe zone'</li></ul>
	Indirect Covid-19 virus transferred to common contact surfaces, showers, toilets, etc.	<ul style="list-style-type: none"><li>• Request passengers stay in the same seats for the duration of the journey and remain seated unless they need to speak to a member of crew or use the facilities</li><li>• Frequent cleaning of seats</li></ul>

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

Walkway/ stairs	Direct COVID-19 virus transfers due to close proximity to others	<p>Maintain social distancing between people.</p> <ul style="list-style-type: none"> <li>• Where possible implement one-way systems for onboard walkways. Where this is not possible have a signed priority system</li> <li>• It should be noted on most vessels it is not possible to have walkways with the correct distance from those that are seated, ensure the walkways are used to a minimum with guests requested to remain in the same seats/area</li> <li>• On smaller vessels where walkways mean social distancing is occasionally breached request customers to wear face coverings</li> <li>• Pinch points such as stairs to have priority systems i.e. always give way and stand back for the person descending (staff and guest should abide by this). With clear signage</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<p>Disinfect and Protect</p> <ul style="list-style-type: none"> <li>• All contact areas/surfaces must be disinfected regularly such as grab rails/stair banisters</li> <li>• Customers requested to wear face masks if not for the whole journey at least when using walkways</li> </ul>
Facilities (toilets)	Direct Covid-19 virus transfer due to close proximity to others (during mooring of boat)	<p>Maintain social distancing between people</p> <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 or physical barriers placed between each urinal.</li> <li>• If journeys are not that long consider locking the toilets and customers needing to request the key. This will allow staff to adequately manage the numbers in the loo</li> </ul>
	Indirect COVID-19 virus transferred to common contact surfaces	<p>Disinfect and Protect</p> <ul style="list-style-type: none"> <li>• Enhancing cleaning for busy areas</li> <li>• Providing hand drying facilities – either paper towels or electrical dryers</li> </ul>
Bars/ confectionary <i>Full govt. guidance must be followed for food services and these services must only reopen when the government allows</i>	Direct Covid-19 virus transfer due to close proximity to others (during mooring of boat)	<ul style="list-style-type: none"> <li>• Bar staff should be protected behind a physical barrier such as a Perspex screen</li> <li>• Clear floor markings to ensure customers socially distance</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>• Disposable cups etc (environmentally friendly preferably) to be used with additional waste disposal points on board.</li> <li>• Contactless payments only</li> </ul>

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

### 5. Vessel return and preparation for next guests

#### General Advice

- [Review Working Safely During Coronavirus \(COVID-19\) guidance](#)
- To minimise the risk of COVID-19 transmission between guests it is essential the vessel and its contents go through a thorough clean between guests
- Cleaning of sensitive equipment such as lifejackets must be done in line with the OEM guidelines to ensure the product is not damaged and its certification is not invalidated

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Cleaning the vessel	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>• Staff to wear PPE including disposable gloves, masks and aprons, government guidance on cleaning non health care settings must be followed.</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 disinfected between users</li><li>• Particular attention paid to the cleaning of objects and surfaces that are touched regularly, such as door handles, guard rails, etc</li></ul>

Guidance on cleaning non healthcare settings can be found [here](#) with further information found in appendix A.



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

### 6. Deliveries/restocking vessels

#### General Advice

- [Review Working Safely During Coronavirus \(COVID-19\) guidance](#)
- Companies must remember COVID-19 protocols must not impend on standard legislation, delivery drivers must be given access to facilities such as toilets if they need them

#### Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Cleaning the vessel	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.</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>• Where possible outer packaging to be removed on receipt of goods and disposed of, where not possible consider wiping the delivery down</li><li>• Staff to be trained to wash hands directly after handling a delivery</li></ul>

## Appendix A

### Cleaning materials

As stated in the above guidance cleaning of non-healthcare settings must be done in line with the most current government guidelines.

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.

Some products (but not limited to these products) that may be suitable for cleaning vessels include:

- Super professional V2 Antiviral disinfectant
- D2 and D10 cleaning agents
- Steam cleaning

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 B

### Encouraging people to protect themselves and others

#### Should I leave my home?

##### For work

Discuss with your employer:

- If your role or personal circumstances means you can/should work from home (e.g. admin/accounts)
- If your role can only be conducted at the site

Have you or any people you live with had COVID-19 symptoms (a high temperature or a persistent cough)?

- If yes – stay at home and follow government/NHS guidance on self-isolation. Inform your line manager

Before leaving home:

- Prepare food and drink for the day as there may be no food preparation facilities

##### For leisure

Have you or any people you live with had COVID-19 symptoms (a high temperature or a persistent cough)?

- If yes – stay at home and follow government/NHS guidance on self-isolation. Inform your line manager

Are you or anyone you live with designated by the NHS as vulnerable or shielded?

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

Check that the business is open? If yes:

- Read all COVID-19 safety information provided by the business and make sure that anyone who is going with you has also read the information
- Make sure that you take with you all the provisions you will need as hire boat and charter companies may not be able to provide the normal facilities both on board and on site

#### Should I leave my home?

##### For work

- Wherever possible, you should travel to the marina site alone using your own transport
- Consider cycling or walking if distance allows
- Avoid using public transport unless there is no alternative. If there is no alternative, follow government guidance on distancing and hygiene. Discuss with your employer who may be able to supply you with gloves/face masks if necessary

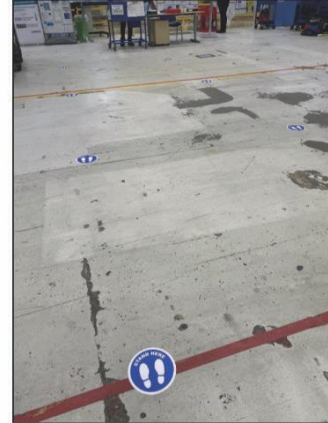
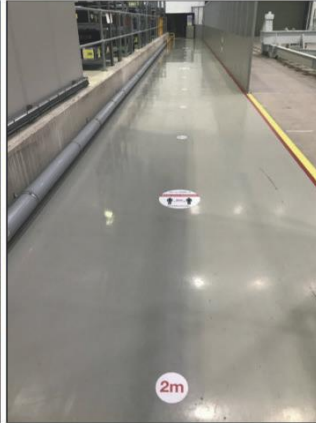
##### For leisure

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

## Appendix C

### 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

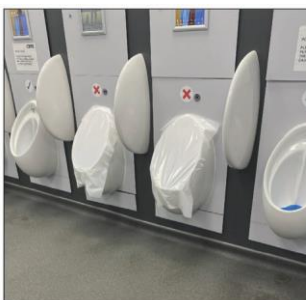
#### Segregation lines and one-way



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)

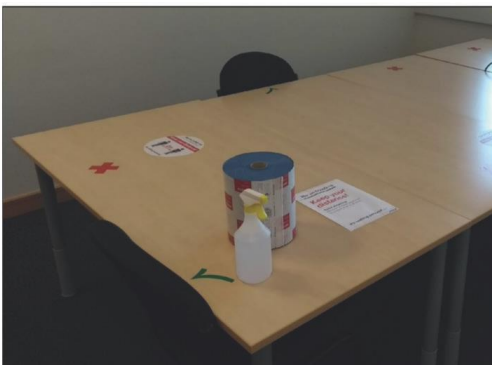
### Ideas and examples of implemented measures from Airbus

#### Perspex screens

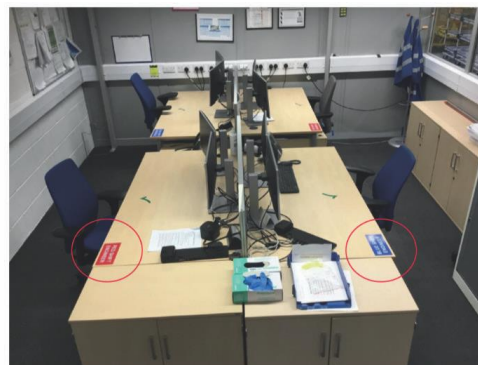


Perspex screens are used where less than 2m interaction expected

#### 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.

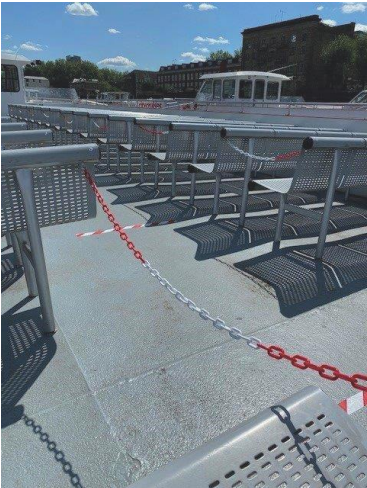
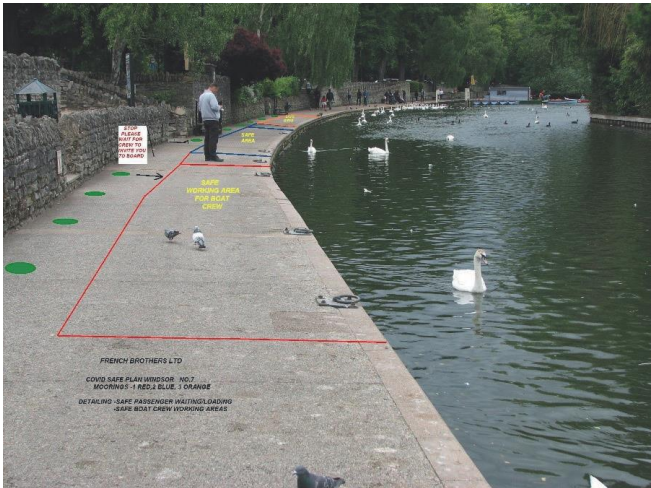
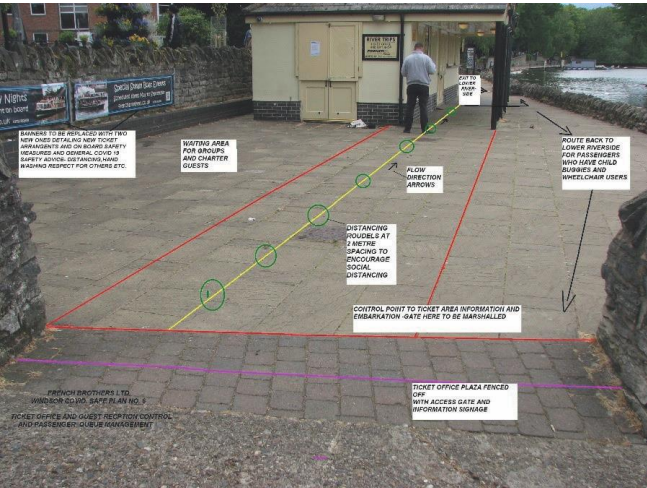


Closure of meeting rooms with more than 5-person capacity.



Appendix D (continued)

Example of social distancing embarkation points and vessel management



## Appendix E (continued)

COVID-19 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: \_\_\_\_\_ Your Health and Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)



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