

COVID-19 Control in Marine Services Businesses

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



This document provides practical guidance to help the marine service industry (such as law firms, financial firms and management companies) ensure that all staff and users are properly protected from the COVID-19 virus. It should be read in conjunction with the 'COVID-19 Return to Business' document published by British Marine on May 1st, 2020 <https://britishmarine.co.uk/Services/Representation-and-Promotion/Industry-Campaigns/Coronavirus/Back-to-Business>

The aim is also to restore confidence amongst staff, authorities and clients that the industry is ready to recommence/continue activities and has taken necessary actions to stop the spread of COVID-19 virus. A key element to this is encouraging people to protect themselves and others.

It is essential that businesses re-open in a responsible and safe way and that government advice and policy are adhered to.

British Marine Statement

The UK Government has 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 office based environments and outdoor spaces.

This guide is designed to help individuals in the service sector which are likely to work in office and outdoor environment 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 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, marine service businesses 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

1 Construction and other outdoor work

2 Factories, plants and warehouses

3 Labs and research facilities

4 Offices and contact centres

5 Other people's homes

6 Restaurants offering takeaway or delivery

7 Shops and branches

8 Vehicles

Workplace examples

Outdoor boatyard work (Inc. lifting/moving) external site maintenance, dock work, lock operations etc.

Manufacturing plants, boat builders, refit yards etc

Certifying Authorities test centers

Office/admin/reception

Entering a private vessel to work on it

Café/restaurant (used for takeaway only)

Food provision and Chandlery

Lifting/handling and shared company cars/vans/trucks/vessels

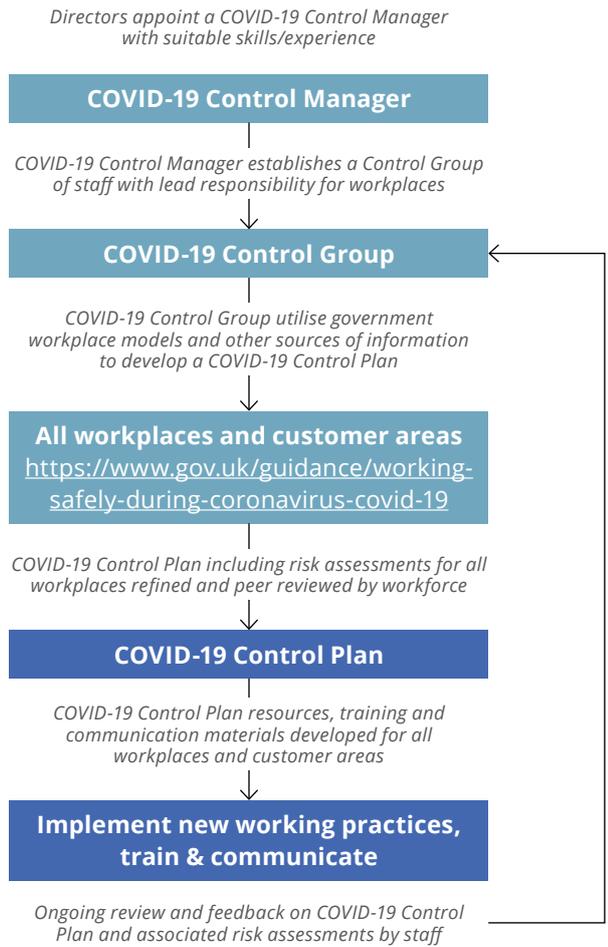
It is anticipated that the HSE will use this guidance to assess that businesses have implemented COVID-19 safe working practices so Distributors, installers and Surveyors are advised to study it carefully and use it to develop their COVID-19 Control Plan. Each guidance document has a check boxes included 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](#).

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 how to communicate with clients and where necessary 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-19 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 all staff members including those who cannot return to work to check on their health (including mental) and wellbeing. It is important to note that whilst businesses start to look to return to work anxiety among staff about the return to work could rise. Clear communication and reassurances to these staff members will be needed. It is strongly advised to ask staff members how they would like to be communicated with. Too much or too little communication at this stage could exacerbate anxiety and negatively affect their mental health 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. It is recommended that business have regular recorded briefings with all employees (e.g. every two weeks) to remind them of all current protocols and to prevent lapses in the new protocols.

During the pandemic it is strongly advised that businesses keep any visits from clients limited. When clients do visit the site is important to let them know of the protocols they will be expected to follow before they turn up to site. Any visitors to the site must still follow all social distancing and hygiene procedures that the business has put in place as well as adhering to current government advice about meeting 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.
- 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 site must be fully briefed when they check into the site

It is also recommended that you keep your insurer up to date with your protocols and business are reminded that if you reduced your insurance cover during the lockdown these need to be increased again before the return to work.

Example COVID-19 Risk Mitigation by Area

1. Travel to and 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 should not return to work
- Staff to use their own transport as much as possible, encourage cycling and walking to work where possible
- Due to the nature of the marine service businesses many of these are located in city centres and staff will often rely on public transport, particular attention and communication needs to be paid to staff members who rely on the public transport systems which will be running at a much reduced capacity, this could affect their ability to return to work safely.
- 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">• 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'• 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• Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible• Using markings and introducing one-way flow at entry and exit points
	Indirect COVID-19 virus transferred	Disinfect and protect <ul style="list-style-type: none">• Advise users: 'Do not touch other vehicles or objects in the car park'

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

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

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

Example COVID-19 Risk Mitigation by Area (continued)

3. Events (such as conferences) and networking

General advice

- [Review Working Safely During Coronavirus \(COVID-19\)](#)
- Current government advice is everyone who can work from home should, this would be extended to networking and conference events
- New ways of remote networking and conferences such as through zoom should be explored
- If government advice is relaxed and these events can return in some form, before arrival at site all attendees should be made aware of the protocols put in place
- Until the government advice changes all networking and other events must be organised with social distancing in place
- This section of the guidance document will be updated when government guidance starts to allow larger events to take place.

4. 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

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">• Minimising non-essential travel – consider remote options first.• 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
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Cleaning shared vehicles between shifts or on handover.• 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.• Train staff to wash hands before and after use• Retaining sufficient quantities of hand sanitiser / wipes within the vehicle to allow staff to wash hands after fuelling and use.• Staff to ensure removal of waste and belongings from the vehicle at the end of the journey/use of the vehicle.

Example COVID-19 Risk Mitigation by Area (continued)

5. Working off site/visiting vessels

General advice

- Review Working Safely During Coronavirus (COVID-19) working in vehicles which can be found [here](#)
- Only necessary off-site visits should be conducted and these should be kept to a minimum
- If visiting another site such as a vessel or other businesses, ensure you have checked their COVID-19 secure protocols before arrival
- Staff should not be visiting business which have not risk assessed against COVID-19

Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Visiting other business	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> • Maintain a minimum of 2m between people. • Minimising non-essential travel – consider remote options first. • If it is essential to travel to other sites, ensure you are only meeting completely necessary people minimising contact with others • Meet outside or in well ventilated spaced • Keep at least 2m apart at all times
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> • Do not take brochures or other handouts/documentation, always send this via email • Ensure staff take any equipment they may need (such as pens and notebooks) so they are not borrowing equipment • Issue staff with hand sanitiser to be used before and after meetings • Staff to take any provisions needed (food/water etc)
Visiting vessels (e.g for financial surveys or insurance claims)	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> • Request no one else on the vessel whilst you visit (and preferably for 72hrs before you enter) • Ensure 2m distance kept from all others on the site
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> • Where possible request the vessel be left to stand for 72hrs before your staff members turns up • Request that keys for entry to the vessel (if necessary) are either thoroughly cleaned or left in a bag for 72hrs before your staff member handles them • Issue gloves to staff members • Ensure staff have their own PPE such as lifejackets etc if needed, these will need to be washed after each use in line with the OEM guidelines. • Train staff to wash hands thoroughly before and after being on the vessel.

Appendix A

Work place 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.

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 governments 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

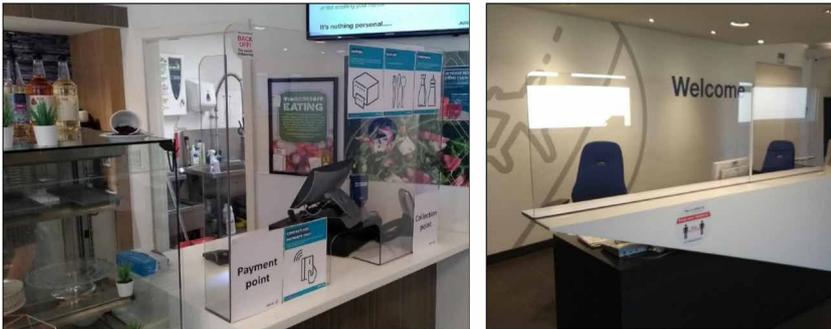


Toilets within 2m made out of use. Additional toilets and wash facilities where internal toilets are reduced in numbers

Appendix D (continued)

Ideas and examples of implemented measures from Airbus

Perspex screens



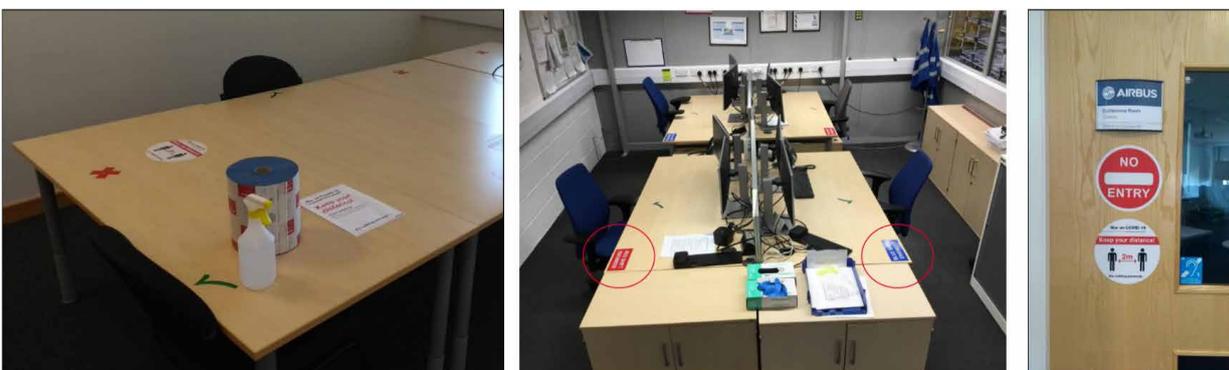
Perspex screens are used where less than 2m interaction expected

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 or 0300 003 1647)



Marine House
Thorpe Lea Road
Egham
Surrey
TW20 8BF

britishmarine.co.uk