

COVID-19 Control in Marine Distribution, Installation and Surveyor Businesses

Back to Distribution, Installation and Surveying operations whilst working to minimise the transmission risk of COVID-19



This document provides practical guidance to help distribution, installation and surveyor businesses ensure that all staff and users are properly protected from the COVID-19 virus so that business can safely operate. 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 authorities and consumers that the industry is ready to recommence 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 covers indoor and outdoor working environments and provides advice for staff that are required to travel as part of their role.

This guide is designed to help individuals which work in the distribution and installation sector, or are required to travel to inspect vessels working on multiple sites and travelling to other businesses 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, distribution, installation and surveyor 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

Marina Workplace

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

Distribution warehouses, manufacturing plants, boat builders, refit yards etc

Certification authorities test centres

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 and further information found in Appendix C

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>

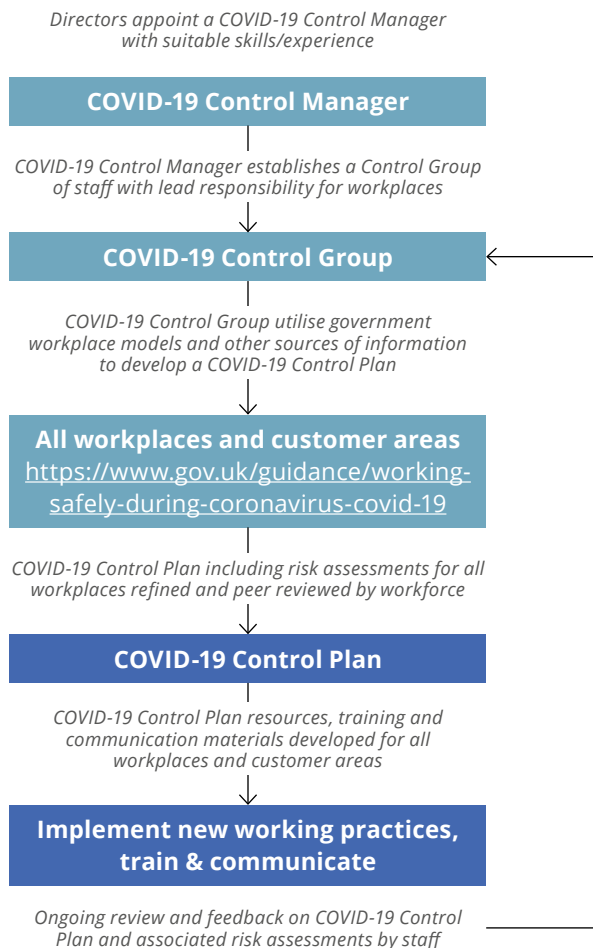
Surveyors

This guidance document includes advice for surveyors visiting both other companies and also consumers. Surveyors need to pay particular attention to the following sections of this document:

Section 1	Arrival at site
Section 2	office work (for those surveyors working out of a centralised office)
Section 4	B2B delivery and installation/repair and Surveyors visits
Section 5	For travel in company vehicles
Section 8	B2C Installation/repair and Surveyors visits
Section 9	Sea trials and acceptance trials

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.

Distribution and installers will also need to set clear communication channels to any other business they are visiting to ensure the business your staff are visiting have covid-19 secure protocols in place to your satisfaction and to also let them know you have risk assessed and mitigated risks for your staff. Staff visiting other businesses will need to have copies of the protocols before arrival at the site. Once your staff are on site for an install they will need a point of contact to express any concerns they have about carrying out the job. If there are businesses that are frequently visited it is recommended that you set up a clear communication channel to update each other on protocols and updates to these protocols.

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.

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. Businesses should also ensure they display the COVID-19 secure posters downloadable from the government website along with the workplace sector guidance. This poster can also be found in appendix E.

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 and suppliers 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 strongly advised you communicate with your insurance companies keeping them up to date with your site operations and protocols.

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.

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">• 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, where possible, should apply to all office staff.
- Where possible obtain software licences that allow design and other office 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 this could include 'zoning' different areas and ensuring staff are allocated to a zone and not to move around zones without a valid reason.
- 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• 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.• Staff to wear masks• 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, payment systems• 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 regularly with hand sanitiser supplied throughout the premises• Signage to reinforce rules and encourage customers to wash their hands afterwards
Office Workstation	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• Have a minimum of staff possible in the office, section off work stations that shouldn't be used due to social distancing• Ensure workstations do not face each other• No hot desking or shared equipment, if this is not possible all equipment and office space must be thoroughly cleaned between users• Where 2m distance between work stations 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 be in charge of 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 shouldn't 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 break out areas
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. Distribution warehouse shop floor

General advice

- Review Working Safely During Coronavirus (COVID-19) following guidance for factories and warehouses found [here](#)
- All staff to be trained and all training recorded all updates to any protocols to be communicated to the staff and recorded. Daily briefings recommended.
- Staff encouraged to move about the site as little as possible this could include 'zoning' different areas and ensuring staff are allocated to a zone and not to move around zones without a valid reason.
- Staff encouraged to move about building as little as possible and to keep all belongings together in one place such as in lockers
- Introducing more one-way flow through buildings.
- No sharing of PPE, all shared tools (including but not limited to air lines/tools, remotes for gantry cranes, pallet truck handles etc) to be washed between users
- Increased cleaning regime with particular attention paid between shift changes and high touch points such as door handles, grab rails, light and other switches etc
- As many internal and external doors to remain open (excluding fire doors)
- Staggered shifts, where possible keep the same people working together in shifts to minimise contact between different staff members
- Please see below of possible manufacturing risks by area and example mitigation measures:

Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
Factory Entrance/Exit	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">• Reducing congestion, for example, by having more entry points to the workplace• If routes are busy consider one way systems 2m apart or priority systems on walkways where one way systems are not possible• Signage to advise and enforce distancing rules
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points.• Defining process alternatives for entry/exit points where appropriate, for example, deactivating pass readers at turnstiles in favour of showing a pass to security personnel at a distance• Providing alternatives to touch-based security devices such as keypads• Where possible keep doors open
Clock Machine	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• 2m separation between employees clocking in / out, process confirmed each shift by local leadership team• 2m marking tape applied to floors to identify 2m gap• Additional signage installed on wall and floors identifying 2m separation requirement at all clock areas• One way systems implemented so that an orderly flow in one direction use the clock machine
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Hand wash station or hand sanitiser to be before/after use of the clock machine with signage instructing staff• Clock machine disinfected between shifts/at regular intervals
Changing Areas and lockers	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• Where possible Lockers relocated to ensure minimum of 2m spacing between each, where not possible signage to remind staff to keep their distance and wait if other members of staff are accessing lockers next to theirs• Where possible designated lockers or other storage boxes for each staff member
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Increased cleaning regime• Cleaning regime to include particular attention to high touch points such as locker doors

Example COVID-19 Risk Mitigation by Area (continued)

Canteens/ break out areas	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> • Defined canteen / social areas for teams across the site. • Table seating reduced • Additional break areas implemented where canteen space is too small • Encourage staff to prepare and bring provisions with them • If food vans come to site have designated parking with 2m queue spacings marked on the floor • Break times split for employees reducing numbers using facilities concurrently
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> • Staff reminded of the importance of hygiene measures particularly hand washing • Break area cleaning regime increased and cleaned down after each break
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 • If necessary consider installing portaloos to increase capacity whilst maintaining 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
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 • Holding meetings outdoors or in well-ventilated rooms whenever possible • For areas where regular meetings take place, such as start of shift briefings, using floor signage to help people maintain social distancing
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> • Avoiding transmission during meetings, for example, from sharing pens and other objects
Factory floor general	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> • One way pedestrian routes implemented • Stairways made one way or with clearly signed priority, routes/priority systems communicated with teams locally • Signage implemented on pedestrian / traffic flows to be observed • Pinch points observed by Leadership Team and solutions implemented
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> • Increased cleaning regime of factory area with particular attention paid to high touch areas such as guard rails, door handles etc • Signage throughout the building reminding staff of their responsibilities to socially distance themselves, team leaders/managers to monitor

Example COVID-19 Risk Mitigation by Area (continued)

Shop floor workstations	Direct COVID-19 virus transfer due to close proximity to others	<p>Where possible keep 2m distance</p> <ul style="list-style-type: none"> • Team Coordinators sharing duties with Process Managers to allocate work in smaller groups • Entry points to work areas to either have one way on and off points, where this is not possible clearly signed priority systems • Where 2m distance cannot be kept issue PPE such as masks • Where 2m distance cannot be kept ensure staff do not face each other i.e. working side by side or back to back
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> • No tools to be left at the station at the end of the shift, personnel tools to be stored, company tools to be cleaned after use and returned • All high touch point areas to be cleaned, particular attention to cleaning between shifts of staff
Deliveries	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> • Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways. • Where possible and safe, having single workers load or unload vehicles • Where possible, using the same pairs of people for loads where more than one is person is needed
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> • Revising pick-up and drop-off collection points, procedures, signage and markings. • Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less frequently

Example COVID-19 Risk Mitigation by Area (continued)

4. B2B delivery and installation/repair and surveyors visits

General advice

- Review Working Safely During Coronavirus (COVID-19) working in vehicles which can be found [here](#)
- If visiting another site such as a vessel or other businesses, ensure you have checked their COVID-19 secure protocols before arrival and also send them your COVID-19 secure protocols for visiting staff.
- Deliveries (with no installation) by company vehicle should follow the advice in section 5 company vehicles.
- Staff should not be visiting business which have not risk assessed against COVID-19 and put in place satisfactory protocols (see British Marines manufacturing guidelines)
- Have a designated person at HQ that installers can call if they are concerned about staff members behaviour relating to Covid 19 protocols, instruct the installer/surveyor to remove themselves to a safe point such as their vehicle whilst they contact HQ.

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• Meet outside or in well ventilated spaced• Keep at least 2m apart from site staff at all times• Request the installation/survey space be free from other workers• If the install/survey needs more than one person and 2m distancing is not possible ensure workers do not face each other (working back to back or side by side) and issue PPE such as face coverings.• When installing/surveying on vessels particular attention to be paid to pinch points such as entry/exit from the install space and vessel• Arrival times to site to be organised in coordination with the business the installer is visiting to ensure he is avoiding peak arrival times of their staff
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Issue staff with disposable gloves with training to remove and dispose of the gloves as soon as it is safe to do so• Issue staff with hand sanitiser and train staff to regularly wash hands, with particular attention paid before arrival and when finishing at the site as well as any break times.• Only the installers/surveyors to unload and carry any equipment to the site, do not let staff from the recipient business handle equipment or goods• Ensure the staff have everything they need for the install/survey, staff not to use equipment or tools from the site• Issue staff with wipes and other cleaning items so they can disinfect any items they have touched before leaving• Staff to take any provisions needed (food/water etc)

Example COVID-19 Risk Mitigation by Area (continued)

5. Company vehicles/deliveries

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">• 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.• Issue storage boxes with secure lids to individuals using the vehicle to carry any belongings they have including lifejackets etc, instruct staff to use these boxes particularly after being on another site to ensure any contaminated items are not spread in the vehicle• Staff to ensure removal of waste and belongings from the vehicle at the end of the journey/use of the vehicle
Delivery vehicles	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• Staff to maintain 2m distance where possible i.e. only one person in the vehicle where possible• Where two or more staff are required for a delivery have fixed pairs to minimise the number of people coming into close contact with each other• If more than one person in the vehicle keep as well ventilated as possible• Ensure delivery staff keep 2m away from the delivery recipients• Where possible delivery drivers to stay in the vehicle
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Designated vehicles to each delivery driver, if not possible the vehicle to be thoroughly cleaned/disinfected between users• Retaining sufficient quantities of hand sanitiser / wipes within the vehicle to allow staff to wash hands after fuelling and use.• Give staff the tools and training to minimise touch interactions e.g. fuel cards to allow contactless payments etc• Revised travel times to avoid peak rush hours where possible• Train staff to wash hands before and after use• Encourage staff to bring sufficient provisions (food drink etc) for the day from home

Example COVID-19 Risk Mitigation by Area (continued)

6. Travelling sales representatives

General advice

- Review Working Safely During Coronavirus (COVID-19) working in vehicles which can be found [here](#)
- If visiting another business, ensure you have checked their COVID-19 secure protocols before arrival and also send them your COVID-19 secure protocols for visiting staff.
- If visiting potential end consumers ensure they have seen, understood and agreed to adhere to your company protocols before arrival.
- Travel by sales representatives by company vehicle should follow the advice in section 5 company vehicles.
- 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">• Issue staff with disposable gloves with training to remove and dispose of the gloves as soon as it is safe to do so• Issue staff with hand sanitiser and train staff to regularly wash hands, with particular attention paid before arrival and when finishing at the site as well as any break times.• Only the installers/surveyors to unload and carry any equipment to the site, do not let staff from the recipient business handle equipment or goods.• Ensure the staff have everything they need for the install/survey, staff not to use equipment or tools from the site.• Issue staff with wipes and other cleaning items so they can disinfect any items they have touched before leaving• Staff to take any provisions needed (food/water etc)

Example COVID-19 Risk Mitigation by Area (continued)

7. Dealerships/consumer facing retail

General advice

- [Review Working Safely During Coronavirus \(COVID-19\) working in shops and branches](#)
- Encourage delivery or click and collect services wherever possible
- 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
- For dealerships encourage by appointment only visits
- 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">• Maintain a minimum of 2m between people• 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• Signage to remind customers to social distance• Floor markings where appropriate to encourage social distancing
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• 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• Where possible either have automatic doors or leave doors open• Frequent cleaning of high touch points such as door handles.
In dealership/ retail shop	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• Encouraging customers to shop alone where possible unless they need specific assistance• Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance• Consider floor markings to maintain 2m distancing
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Encouraging customers to avoid handling products whilst browsing, if at all possible• Encouraging customers to shop alone where possible, unless they need specific assistance• Limiting customer handling of merchandise, for example, through different display methods, new signage or rotation of high-touch stock• Setting up 'no contact' return procedures where customers take return goods to a designated area. Any returned goods to be quarantined for 72hrs• Frequent cleaning of the dealership with particular attention paid to high touch points including any hand held devices the staff use (these must also be cleaned between users)
Cashier/ checkout area	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• If queues are expected have floor marking clearly showing 2m distancing
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Physical barrier such as perspex screen between the checkout staff and the customer• Encourage cashless transactions and encourage contactless and card payments this includes refunds

Example COVID-19 Risk Mitigation by Area (continued)

Inbound goods (deliveries)	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• 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• Where possible and safe, having single workers load or unload vehicles• Where possible, using the same pairs of people for loads where more than one is person is needed
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Revising pick-up and drop-off collection points, procedures, signage and markings.• Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less frequently

Example COVID-19 Risk Mitigation by Area (continued)

8. B2C installation/repair and surveyors visits

General advice

- [Review Working Safely During Coronavirus \(COVID-19\) working in other peoples homes](#)
- If the vessel is a liveaboard no work should be carried out in a household/vessel which is isolating because one or more family members has symptoms or where an individual has been advised to shield -unless it is to remedy a direct risk to the safety of the household
- Train the installation/surveyor staff on hygiene measures including but not limited to hand washing, confining the spread of germs (i.e. coughing/sneezing into tissues/sleeves if tissues are not available and correct disposal) and cleaning down before leaving
- Ensure the client has seen, understood and agreed to adhere to your company protocols before arrival of technicians/installers/surveyors, this should include a declaration from the client that they have not shown any symptoms or been in contact with someone with symptoms for the last two weeks.
- Send the minimum amount of installers/technician/surveyors to the job whilst still ensuring the job is done safely and to the standards expected
- Advise staff to remove themselves from the vicinity and contact a designated person at HQ if the client is not adhering to the company's protocols, HQ to contact the client and advise that the installer will be removed if this continues
- If the installation/survey is to be done at a marina/boat yard site the staff will need to understand and follow the marina/boatyard sites protocols. Ensure staff do not touch anything at the site without the use of disposable gloves including ladders etc for access to vessels

Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
On the vessels	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• Maintain a minimum of 2m between people• Meet the client off the vessel, outside with 2m distancing adhered to• Request the client is not on board at the same time as the installer• If the client cannot leave the vessel for valid reasons ensure they stay 2m away from staff preferably in a different section of the vessel, keep the vessel well ventilated by opening all doors etc• When the installation/survey needs more than one installer/surveyor where possible maintain 2m distance and wherever possible keep installers/surveyors in the same pairs.• When 2m distance cannot be maintained mitigate risk of transmission by installers/surveyors by not facing each other, issuing PPE such as masks and keeping the install area as well ventilated as possible
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Where possible request the vessel be left unattended for 72hrs before the installer/surveyor arrives• Request the vessel is unlocked and any doors or engine bay/other hatches are opened that the installer needs access to (ensure the client does not touch the parts the installer needs to work on). For surveyors who need to access all areas mitigate the risks through PPE such as gloves and give staff additional training on not touching their face/clothing with the gloves. Consider additional PPE where necessary such• Issue and instruct installers to wear gloves when installing any equipment and to dispose of the gloves as soon as they have finished• Issue staff with hand sanitiser as hand wash facilities may not be available, train staff to wash hands before and after entering the install site• Issue staff with wipes etc to clean down the work area when they have finished• Staff to take any provisions needed (food/water etc), do not accept drinks or food from the client• Issue staff with wipes and other cleaning items so they can disinfect any items they have touched before leaving
Fixing existing equipment: follow the advice for installing new equipment plus:	Indirect	<ul style="list-style-type: none">• If equipment is returned to the distribution warehouse to be worked on, quarantine any returned items for 72hrs or clean the equipment (not advisable for electronic or sensitive equipment), when cleaning the equipment ensure staff wear disposable gloves and an apron.

Example COVID-19 Risk Mitigation by Area (continued)

9. Sea trials and acceptance trials

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 anyone 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 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 on seatrials with public consumers p 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

Risk mitigation

Area	Associated H&S Risks	Mitigation Measures
On the vessel for company sea trials	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none">• Maintain a minimum of 2m between people• Where possible ensure social distancing is maintained• Where social distancing is not possible ensure staff do not face each other and consider PPE such as face coverings• Particular attention paid to embarkation and disembarkation to align to social distancing, i.e. when boarding allow one person to board and move away from the embarkation point before the next boards the vessel
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none">• Ensure the company has a cleaning/quarantine policy for the vessel between seatrials• 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• Have exact sea trial plans to ensure staff are only touching necessary areas and minimise time onboard• Ensure the vessel is as well ventilated as possible, where safe to do so keep windows and doors open• Train staff to wash hands before and after use• Retaining sufficient quantities of hand sanitiser / wipes onboard• Ensure removal of waste and belongings from the vessel• Company LSA such as lifejackets either allocated to staff members, thoroughly wash between users (washing in line with the OEM guidelines)• Consider onboard use of PPE such as gloves and masks in addition to normal PPE for operational use such as lifejackets, harnesses etc

Example COVID-19 Risk Mitigation by Area (continued)

On the vessel for sea trials with consumers (public clients)	Direct COVID-19 virus transfer due to close proximity to others	<ul style="list-style-type: none"> • Meet clients outside wherever possible, whilst maintaining social distancing • Where possible ensure social distancing is maintained on board the vessel • 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 • Where social distancing is not possible ensure staff/surveyors/clients do not face each other and consider PPE such as face coverings • Ensure the vessel is as well ventilated as possible, where safe to do so keep windows and doors open • Achieve as much of the acceptance whilst berthed with only the client/surveyor on board unless space permits the social distancing with a staff member on board • On board briefings should cover Coronavirus safety alongside existing safety briefing details
	Indirect COVID-19 virus transferred to common contact surfaces	<ul style="list-style-type: none"> • Limit vessel onboard numbers to only necessary attendees, Only one client on the vessel for trials i.e. they cannot bring the family/friends etc • Provide hand sanitiser for staff to wash hands before and after entering/exiting the vessel • 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. • Staff to take their own PPE/equipment such as lifejackets • Retaining sufficient quantities of hand sanitiser / wipes onboard • Provide and instruct staff to wear gloves whilst looking at the vessel • Ensure removal of waste and belongings from 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.

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 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

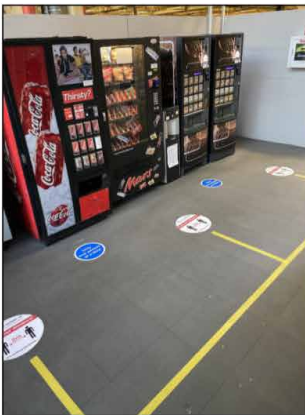


Painted white dots on external pathways every 2m.
Internal walkways have white stickers



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

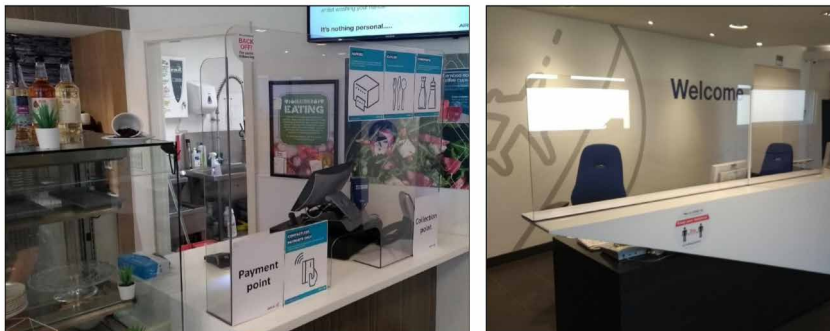


Toilets within 2m made out of use. Additional toilets and wash facilities where internal toilets are reduced in numbers

Appendix D (continued)

Ideas and examples of implemented measures from Airbus

Perspex screens



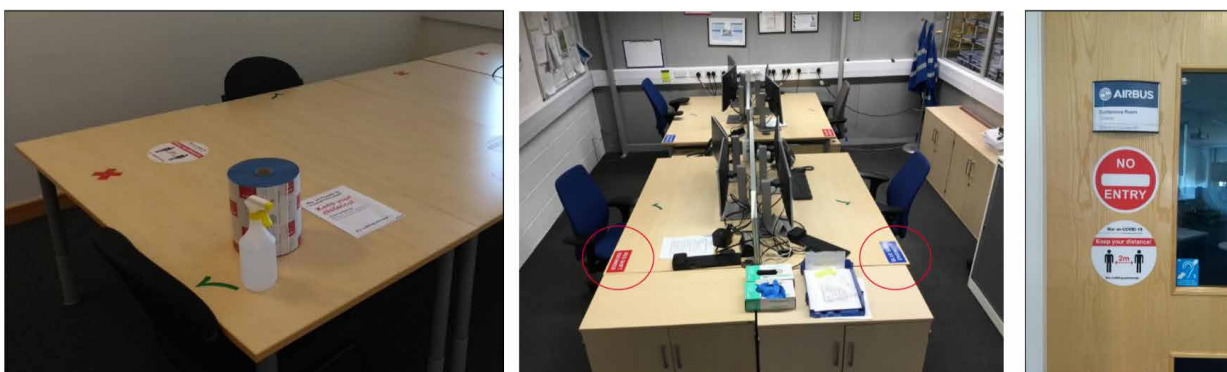
Perspex screens are used where less than 2m interaction expected

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)



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