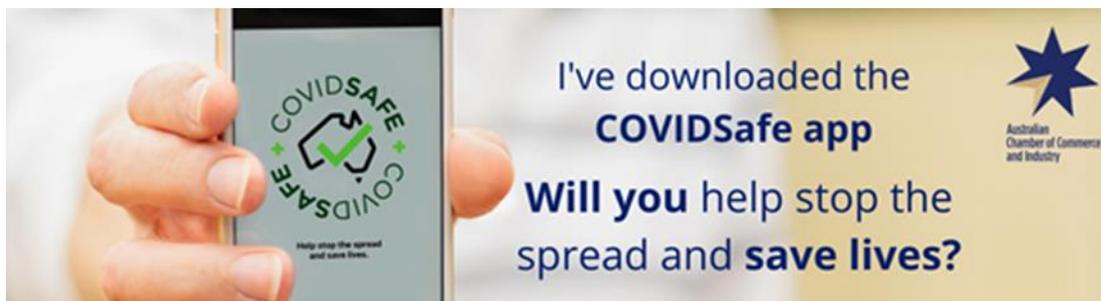


# COVID Safe - Guiding Principles

## Making Marinas COVID Safe – Guiding Principles

Due to Australia's outstanding effort we are well placed to build our recovery from the COVID-19 crisis. We know however outbreaks will re-occur and this will temporarily close-down businesses and work sites. Through safe practices however we can all contribute to continuing what is a great health outcome to-date. To facilitate this, the following guiding principles have been reviewed by Australian Chamber of Commerce members and then refined for the needs of MIA members as a guide for business operations as businesses fully open-up. It is acknowledged that each business will have to tailor their own set of protocols for their specific combination of operations (e.g. boatyards and food services). All club and commercial marinas and boatyards are encouraged to adopt practices in line with the following six principles.



### 1. Change business practices to help protect employees and customers

Industry businesses that are COVID Safe are business that have adopted strategies to **promote social distancing**, ensuring that all customers and staff are 1.5 meters apart, promote **good hygiene practices** among staff and customers alike and have **protocols in place should there be an outbreak** of COVID-19 on your site. Business practices that would achieve this include promoting a shared responsibility between customers; tenants, contactors and staff for the safety of all.

#### Hygiene

- Promoting hand hygiene and making hand sanitizer readily available where practical across the marina's public and staff areas;
- Staff using Personal Protective Equipment (PPE) including gloves and masks as appropriate to their task;
- Provide staff training in hygiene practices;
- If applicable installing physical barriers, such as protective screens, to protect staff where staff are stationary (e.g. cashiers, reception);

#### Social Distancing

- Promote social distancing with signage to encourage staff and customers to stay 1.5 meters apart - this could include signage to ensure proper separation in lines and common areas, discouraging congregating in crowded areas such as the office; on docks or car parks; reconfiguring public spaces, blocking alternate seats or limiting the number of employees and customers in various areas including lifts and;
- Use novel systems to limit customer and staff contact including online / kiosk ordering, automating doors and barriers and ensuring clear pathways across all of the marina areas. Instigate one- way traffic flows if practical.

## **2. Use touchless solutions wherever possible**

Technology can be very effective in minimising the spread of COVID-19. In particular touchless solutions, such as 'tap and go' type payment solutions minimise contact and the chance of spreading the virus. These could include:

- Payment for goods and services;
- Automated ordering and pick-up for food and services;
- Identification; temperature checks, ticketing, check-in.

## **3. Adopt and implement enhanced cleaning procedures designed to combat COVID-19.**

Marinas receiving a large throughput of people should have significant cleaning programs in place. To be COVID Safe, tourism-related marinas and destination marinas need to enhance their cleaning procedures to specifically combat the transmission of COVID-19. These enhanced cleaning procedures would include:

- Promoting frequent hand washing and the use of sanitizer by all staff and customers;
- Providing hand sanitizer in public and staff areas;
- Cleaning all surfaces more frequently, using products and disinfectants that meet requirements for effectiveness against COVID-19 with special attention to high-touch surfaces such as all bathroom touch points; door handles and rails; petrol pumps; key pads and marina trolleys;
- Ensure adequate time is provided for enhanced cleaning procedures to be undertaken;
- Ensure staff receive training on implementing enhanced cleaning and personal hygiene measures.

## **4. Promote tracing, screening and isolation measures for employees and promote tracing measures to customers.**

Contact tracing is a vital part of Australia's management of the spread of COVID-19. Marina and boatyards are encouraged to actively promote the use of the COVID Safe App to staff, tenants, contactors and customers. In addition, businesses need to be able to assist health authorities to trace contact between staff, tenants, contactors and customers if someone in or on the marina is confirmed to have the virus.

Measures to promote tracing, screening and isolation measures include:

- Promote the use of the COVID Safe App to all who enter and use the marina;
- Develop systems to ensure that the business is aware of the people that are on-site at any point in time; there are options to assist with contact tracing. Some marinas have a scannable QR code posted in specific parts of the marina (i.e. gates, bathrooms, laundries) that users must scan to access. Some electronic gate systems already provide contact tracing ability. Some marinas ask staff to record the names of those that enter offices or shared spaces. Some marinas simply ask customers to text the marina when they arrive or to advise the office that they are onsite. If your BIA Marine Card or other contactor management system does not adequately daily record contactor movements then one of the above-mentioned systems should be used.

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- Adopt procedures that require all employees to monitor their health particularly in relation to COVID-19 symptoms;
- Body temperature screening of customers and contactors is a pro-active initiative and a requirement at some Australian sites including boatyards and marinas. Non-contact infrared thermometer technology that detects elevated body temperature and takes a portrait photo is being used at least one Australian marina: see Useful Links section.
- Review HR policies and procedures to:
  - require staff not report to work if they are ill and/or showing any COVID 19 symptoms, and
  - Require staff to self-isolate if showing symptoms of COVID-19, if awaiting test results, or if diagnosed with COVID-19.

Visitors also have a role to play in preventing the spread of COVID-19. High traffic volume marinas should offer appropriate resources to customers to better enable them to trace, monitor and screen their own health, including:

- Promoting the COVID Safe App
- Provide signage communicating COVID-19 symptoms to customers;
- Provide reference points to testing points if possible;
- Providing materials detailing COVID Safe health practices to protect themselves and others, and
- Communicate to visitors to stay home if they are sick and to postpone travel until they are well.

## **5. Establish procedures aligned with Safe Work Australia should an employee or customer test positive for COVID-19.**

Should an employee or customer test positive, businesses should follow an appropriate checklist of actions in response. Industry should follow the six-stage process set out by Safe Work Australia for situations in which a staff member or customer tests positive for COVID 19 – These include:

- Isolate the person;
- Seek advice from health officials;
- Ensure transport is available for the person involved;
- Clean the area where the person has been;
- Identify and Inform people they have been in contact with, and
- Review risk management controls.

## **6. If applicable follow best practices in food and beverage service to promote health of employees and customers.**

Sector best practice guidelines have been produced by organisations such as Restaurant & Catering Australia and the Australian Hotels Association for COVID Safe food and beverage service.

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## Some Useful Links:

- [Safe Work Australia](#)
- [Posters Resources from Health.gov](#)
  - [www.bia.org.au/community/covid-19-resources](http://www.bia.org.au/community/covid-19-resources)
  - [www.bia.org.au/training-jobs/marine-card-program](http://www.bia.org.au/training-jobs/marine-card-program)
- ICOMIA'S Marina Operational Guidance is a very detailed document and is available [here](#) (login to members area of the website)
- MRAA (North America) have produced a manual Guide to Operating Your Boat Business Safely and is available [here](#)

Information on a non-contact infrared thermometer is available at [www.pointcheck.com.au](http://www.pointcheck.com.au)