



BVI HI 5

WORKING SAFELY WITH COVID-19

Guidance for employers, employees and the self-employed [Final Draft 200920]

SETTING AND ASSURING STANDARDS FOR OUR BUSINESSES AND OUR CUSTOMERS



A programme developed and managed by the **INCLINE Business Group** for BVITB

SUBJECT	PAGE
Contents	i
Part 1: Introduction	1
Background	
The Workplace	
How to use this Guidance	
Oversight	2
Part 2: Risk	4
Thinking about Risk	4
Managing Risk	5
Part 3: Providing and explaining available guidance	6
Part 4: Social Distancing at Work	7
Part 5: Hygiene	8
Handwashing, Sanitation facilities & Toilets	
Part 6: Cleaning the Workplace	9
Part 7: Handling goods, merchandise, other materials and onsite vehicles	11
Part 8: PPE	12
Part 9: Food Safety	13
SPECIFIC GUIDANCE	
Part 10: Restaurants and Cafés	15
Part 11: Hotels and Accommodation Providers	18
Part 12: Intra-Island Transport	22
Part 13: Ground /Public Transport (Taxis, buses, limousines & car hire)	23
Part 14: Marine – Crewed Charters	24
Part 15: Marine – Bare Boats	27
Part 16: Marine – Dive Operators	32
Part 17: Marine – Marinas	34
Part xx: Tour Operators	
Part xx: Assurance	
Annexes:	

- A. BVI HI 5 – Assurance Programme.
- B. Risk Management – The Basics.
- C. Protecting People at Higher Risk.
- D. Enhanced Cleaning Protocol.

PART 1: INTRODUCTION

Background

1.1. The hospitality sector has been hit hard by COVID-19 putting associated (direct and indirect) businesses and livelihoods at significant risk. Identifying strategies to mitigate COVID-19's economic impact, sustain businesses (livelihoods) and set the conditions for economic recovery is critical and urgent.

1.2. GoVI, working with BVITB, the Safe Tourism Programme Working Group (STP WG) and BVICCHA, has endorsed work to develop the guidance at the heart of the **BVI Hi 5** programme to allow businesses to operate safely whilst COVID-19 remains a threat enabling a phased return to work (business) that:

- a. Protects the BVI (peoples and place);
- b. Enables businesses across the Territory to reimagine their business, adapt to operating with COVID-19, and to open their doors;
- c. Sustains jobs and businesses across the BVI (Direct and Indirect);
- d. Gives travellers (visitors) confidence that the BVI is a responsible, clean, healthy and safe destination; and
- e. Provides a springboard for the hospitality sector's recovery as COVID-19's impact starts to wane.

The Workplace

1.3. The government is clear that neither workers nor customers should be forced into an unsafe workplace.

1.4. This document is designed to help:

- a. Employers, employees and the self-employed in the BVI and affected by the COVID-19 pandemic:
 - (1) Understand how to work safely exploiting appropriate social distancing with people that they do not live with;
 - (2) Think about what they need to do to continue (or restart) operations within a practical framework; and
 - (3) Work safely and support workers' health and wellbeing.
- b. Everyone thinks about the safe working practices required by COVID-19.

1.5. The **BVI Hi 5** programme has been prepared in consultation with the Ministry of Health and Social Development (MHSD) with input from other government departments, businesses (in particular in the hospitality sector) and business bodies (e.g. BVITB and BVICCHA). Compliance will entitle the business to:

- a. Display the **BVI Gold Seal** and the Caribbean Travel Health Assurance Stamp;
- b. Use these to promote their business as COVID-19 aware and safe, clean and healthy; and
- c. Be promoted on The Caribbean Tourism and Health Programme's (THP) Travellers Health App.¹

1.6. This document will be updated over time.

- a. This version is up to date as of [20 Sep 20].

¹ It is anticipated that MHSD will exploit CARPHA's Tourism and Health Information System (THIS), a web-based application for syndromic surveillance of populations in tourist accommodation, to provide confidential, real time warning and reporting.

- b. Updates will be published online at [xx] by BVITB.
- c. If you have any feedback, please email assurance@bvitourism.com

How to use this Guidance

1.7. This document sets out guidance on how to work safely within an endorsed accreditation programme (**BVI Hi 5**). It gives practical considerations of how this can be applied in the workplace. Each business will need to translate this into the specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated.

1.8. This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that businesses and employers continue to comply with their existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations.

1.9. To help identify what actions to take, businesses need to carry out an appropriate COVID-19 risk assessment, just as they would for other health and safety related hazards.

Oversight.

1.10. Given anticipated sensitivities (in particular fear of a resurgence of COVID-19 in the BVI), this guidance will be subject to regular and robust review to ensure effective oversight and mitigate risk. In particular and in accordance with the government’s direction, businesses will be inspected by the Social Distancing Task Force (SDTF):

- a. Before being granted approval to operate; and
- b. Weekly (unannounced) to ensure compliance.

1.11. Of note, while the Social Distancing Task Force (SDTF) is integral to this guidance inspection and oversight regime, BVICCHA will be the coordinating authority.

1.12. BVITB’s COVID-19 Hospitality Task Force will be its focal point for the programme. It is of necessity given the programme’s breadth and import, multidisciplinary and cross-sector. Reporting to the Director of Tourism and the Tourist Board, and operating under the COVID-19 Hospitality Task Force Board, it will:

- a. Provide support to businesses working to implement the best practices outlined in this guidance;
- b. Call on sector / industry representatives to inform the programme as necessary;
- c. Maintain an open source e-record of approvals and inspections (in collaboration with the SDTF);
- d. Publish online businesses’ Assurance under the **BVI Hi 5** programme (Annex A) to inform customers;
- e. Support work to promote the Territory and its businesses to the visitors; and
- f. Report, in collaboration with BVITB quarterly to The Premier’s Office.

1.13. Oversight and coordination will be provided by the COVID-19 Hospitality Task Force Board noting that the Board² will seek the advice and input of sector representatives as necessary / appropriate;

Ser (a)	Organisation (b)	Seats (c)	Rmks (d)
1	BVITB	2	
2	BVICCHA	1	

² The Board is unremunerated.

Ser (a)	Organisation (b)	Seats (c)	Rmks (d)
3	MHSD	1	
4	HLSCC	1	To ensure dialogue (best practice / emerging trends) with hospitality training provider and develop capability (youth engagement)
5	Hospitality Student / Apprentice	1	
6	Business Community	1	
7	Sister Islands' Representative	1	
8	Programme Manager	1	
9	Incline Business Group	1	Ex Officio

PART 2: RISK

1. Risk

Thinking About Risk

Objective: That all employers carry out a COVID-19 risk assessment. A simple introduction to Risk management is at Annex B.

2.1. Everyone needs to assess and manage the risks of COVID-19. Employers have a legal responsibility to protect workers and others from risk to their health and safety in the work place. This means that employers need to think about the risks they face and do everything reasonably practicable to minimise them, recognising that they cannot completely eliminate the risk of COVID-19.

2.2. Employers must make sure that the risk assessment for their business addresses the risks of COVID-19, using this guidance to inform their decisions and control measures.

2.3. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in the workplace. The risk assessment will help employers decide whether they have done everything they need to. Help and advice can be obtained from [xx].

2.4. Employers should consult their employees on health and safety. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. They can do this by listening and talking to them about the work and how they will manage risks from COVID-19. Involving them in making decisions:

- a. Shows that their health and safety is being taken seriously; and
- b. Creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving that ensures that concerns / issues can be identified and resolved.

2.5. The Social Distancing Task Force (SDTF) and the BVICCHA are available to provide advice and support to businesses, employers and employees.

Ser (a)	Organisation (b)	Email ©	Phone (d)
1	Social Distancing Task Force (SDTF)	xx@gov.vg	
2	BVI Chamber of Commerce and Hotel Association (BVICCHA)	xx@bviccha.org	
3	Incline Business Group		

Managing Risk

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

2.6. Employers:

- a. Have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures; and
- b. Must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.

2.7. In the context of COVID-19 this means:

- a. Increasing the frequency of handwashing and surface cleaning in the workplace;

- b. Enable where possible / practical working from home. Where this not possible:
 - (1) Every reasonable effort to comply with the social distancing guidelines in the workplace should be made; and
 - (2) Where social distancing guidelines cannot be observed, in relation to a particular activity, businesses should consider whether that activity is essential (No one is obliged to work in an unsafe work environment). If it is, every effort must be taken to take to reduce the risk of transmission. These include:
 - (a) Increasing the frequency of hand washing and surface cleaning;
 - (b) Keeping the activity time involved as short as possible;
 - (c) Using screens or barriers to separate people from each other;
 - (d) Using back-to-back or side-to-side working (rather than face-to-face) whenever possible; and
 - (e) Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- c. Risk assessments must pay particular attention employees who are considered to be at risk / vulnerable to COVID-19 (Annex C).

2.8. Businesses must:

- a. Complete a COVID-19 risk assessment before requesting an inspection (SDTF) to approve their operation. This assessment should be repeated within 2 weeks of SDTF approval to review and refine as necessary / appropriate;
- b. Share the risk assessment with their workforce;
- c. Publish, if possible, the risk assessment on their website (to generate customer confidence); and
- d. Display their SDTF approval to operate.

2.9. The rest of this document provides general guidance that businesses should consider and specific advice for restaurants and cafés. The SDTF and BVICCHA can be approached for advice / clarification.

ASSURANCE

1	Has the business completed an appropriate Risk Assessment?	<input type="checkbox"/>
2	Is the Risk Assessment available for employees?	<input type="checkbox"/>
3	Is the Risk Assessment available online?	<input type="checkbox"/>
4	Is the SDTF approval displayed prominently?	<input type="checkbox"/>

Annexes:

- A. BVI HI 5 – Assurance Programme.
- B. Risk Management – The Basics.
- C. Protecting people who are at higher risk.
- D. Enhanced Cleaning Protocol.

PART 3: PROVIDING AND EXPLAINING AVAILABLE GUIDANCE

Objective: To make sure people understand what they need to do to maintain safety.

- 3.1. Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website (supporting the Territory's digital transformation) or by email (e.g. In response to a query, appointment or booking).
- 3.2. Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.
- 3.3. Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.
- 3.4. Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.

ASSURANCE

1	Is guidance on Social Distancing and Hygiene displayed prominently for customers and staff?	<input type="checkbox"/>
2	Is the 'Front of House' trained and able to advise customers on the business's protocols?	<input type="checkbox"/>
3	Do the businesses entry and exit routes minimise contact?	<input type="checkbox"/>

PART 4: SOCIAL DISTANCING AT WORK

Objective: To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.

4.1. Appropriate social distancing must be maintained in the workplace wherever possible.

4.2. Where the social distancing guidelines cannot be followed in full, businesses must consider whether that activity is essential for it to operate³, and, if so, take all the mitigating actions possible to reduce the risk of transmission. Mitigating actions include:

- a. Further increasing the frequency of hand washing and surface cleaning;
- b. Keeping the activity time involved as short as possible;
- c. Using screens or barriers to separate people from each other;
- d. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible; and
- e. Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

4.3 Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing.

ASSURANCE

1	Do employees (in particular Front of House) understand social distancing guidelines?	<input type="checkbox"/>
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³ The fact that appropriate social distancing might reduce capacity should not be considered 'essential'.

PART 5: HYGIENE – HANDWASHING, SANITATION FACILITIES AND TOILETS

Objective: To help everyone keep good hygiene.

- 5.1 Display signs and posters to build awareness of:
 - a. Good handwashing technique; and
 - b. 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.
- 5.2 Providing regular reminders and signage to maintain personal hygiene standards.
- 5.3 Providing hand sanitiser in multiple locations in addition to washrooms.
- 5.4 Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- 5.5 Providing more waste facilities and more frequent waste removal.

ASSURANCE

- | | | |
|---|---|--------------------------|
| 1 | Are signs promoting handwashing / personal hygiene prominently displayed? | <input type="checkbox"/> |
| 2 | Is approved hand sanitiser readily available for staff and customers? | <input type="checkbox"/> |

PART 6: CLEANING THE WORKPLACE

6.1 Before Reopening.

Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- An assessment for all sites, or parts of sites, that have been closed, before restarting work; and
- Carrying out cleaning procedures and providing hand sanitiser before restarting work.

Tasks:

- Complete (and record) a **deep clean** using approved cleaning materials and disinfectants;
- Check (and record) whether the ventilation system needs to be serviced or adjusted (e.g. so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels)¹;
- Encourage as much ventilations as possible.

6.2 After Opening.

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

Tasks:

- Daily (recorded) cleaning prior to daily opening for business and, if appropriate, between shifts using approved cleaning materials;
- Frequent cleaning of work areas and equipment between uses, using approved cleaning materials;
- Frequent cleaning of objects and surfaces that are touched regularly (e.g. door handles and keyboards) with approved cleaning materials;
- Enhanced cleaning, using approved materials, of busy areas.
- Clearing workspaces and removing waste and belongings from the work area at the end of a shift;
- Ensuring that there are adequate waste disposal arrangements; and
- Limiting or restricting use of high-touch items and equipment (e.g. keyboards).

6.3 Changing rooms and showers.

Objective: To minimise the risk of transmission in changing rooms and showers.

Tasks:

- 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.
- Enhanced cleaning of all facilities regularly during the day and at the end of the day.

¹ Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can / should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.

ASSURANCE

- | | | |
|---|---|--------------------------|
| 1 | Was a deep clean completed before the business reopened? | <input type="checkbox"/> |
| 2 | Is there an operating manual outlining the business's protocols to keep the workplace clean and prevent transmission? | <input type="checkbox"/> |
| 3 | Is there a record of daily cleaning? | <input type="checkbox"/> |

PART 7: HANDLING GOODS, MERCHANDISE, OTHER MATERIALS AND ONSITE VEHICLES

Objective: To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.

- 7.1. Develop, utilise and record appropriate cleaning procedures for:
 - a. Goods and merchandise entering the site;
 - b. Equipment; and
 - c. Vehicles.
- 7.2. Provide and utilise handwashing and handwashing facilities for employees handling goods and merchandise and providing hand sanitizer where this is not practical.
- 7.3. Ensure and record regular cleaning of vehicles (and equipment) that employees use (in particular when a vehicle (or equipment) is passed from one employee to another).
- 7.4. Restricting non-business deliveries, for example, personal deliveries to employees.

ASSURANCE

1	Is there an operating manual outlining the business’s protocols to clean goods and merchandise entering the site, equipment and vehicles?	<input type="checkbox"/>
2	Are the business’s vehicles and equipment cleaned regularly and is this recorded?	<input type="checkbox"/>

PART 8: PPE

8.1. PPE protects the user (and people in their proximity) 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.

8.2. Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

8.3. 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 first responders and immigration enforcement officers.

8.4. 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.

8.5. Unless you are in a situation where the risk of COVID-19 transmission is very high, a risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if a risk assessment does show that PPE is required, then PPE must be provided free of charge to employees who need it. Any PPE provided must fit properly.

8.6. There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. Evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

8.7. A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

Face masks / coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace. As such:

- a. Employers should not relying on face masks / coverings as risk management for the purpose of their health and safety assessments;
- b. It is important to use face coverings properly and wash your hands before putting them on and taking them off; and
- c. You should be prepared to remove your face covering if asked to do so by police officers and staff for the purposes of identification.

ASSURANCE

1 Has the business provided appropriate PPE for its staff?

2 Is the PPE provided cleaned / replaced regularly?

PART 9: FOOD SAFETY

9.1. Food safety is covered in various parts of this guidance. Given the importance of Food Safety it is collated here

9.2. Receiving and Storage.

- a. Vehicles that deliver food and other goods must be clean and meet food safety standards.
- b. Delivery personnel must be appropriately attired in clean clothing and use appropriate PPE (e.g. disposable gloves and face mask).
- c. Delivery and receiving personnel must practice effective hand hygiene and cough etiquette.
- d. Food products must be removed from external containers or packaging before storage. Where this is not possible or practical, food packages and containers must be cleaned and sanitized prior to storage.
- e. Temperature controls and cold chain must be monitored / maintained.

9.3. Preparation.

- a. Business should:
 - (1) Limit the number of staff in a food preparation area at any one time;
 - (2) Space out workstations to keep workers at least 2 metres (6 feet) apart;
 - (3) Ensure that staff practice social distancing while working as much as possible. This may require reduction in the speed of production lines.
- b. Workstations should be cleaned and sanitized at the beginning of the shift and regularly throughout the day and after any event that causes the workstation to be soiled or presents the opportunity for viruses or bacteria to be transferred to the working surfaces.
- c. Hand washing should be done at the beginning of the shift, after restroom or eating breaks, after cleaning activities, before handling any food or equipment used in food preparation, and any time the hands become soiled.
- d. PPE should be worn as normal during food preparation and cleaning activities. Gloves, hairnets, and masks should be changed frequently and any time they become soiled.

9.4. Service.

- a. Limit the number of customers in the building. Aim to maintain an average density of 4m² per person.
- b. Enable phone or online ordering
- c. Encourage customers to use take out services / curbside delivery rather than dine-in.
- d. Encourage diners to register and / or keep a record of dine-in customers to enable contact tracing in the event of outbreaks.
- e. Instruct customers that feel sick or appear sick that they should not enter the premises.
- f. Provide handwashing stations / hand sanitizer at all entrances.
- g. Ensure that customers sanitize properly when they enter the premises.

- h. Ensure that
 - (1) The front of house explains the business's COVID-19 protocols, in particular the need for appropriate social distancing and good hygiene, to customers and staff.
 - (2) There is appropriate / visible signage in areas that can be easily seen by customers and staff explaining physical distancing measures and reinforcing good hand hygiene.¹
- i. In areas where customers form lines, place marks on the floor to help them comply with staying a safe distance.
- j. If you are unable to stop offering a buffet:
 - (1) Install sneeze guards to protect food displays from customers;
 - (2) Ensure staff monitor food displays and guide customers; and
 - (3) Replace buffet serving implements frequently.
- k. Clean and wipe high-touch surfaces with sanitizing solution frequently.

9.5. Room Service.

- a. Wear appropriate PPE – face mask and gloves.
- b. Adopt a system of contactless delivery and collection:
 - (1) Staff can knock the door and wait for an answer then leave the product at the door to be picked up.
 - (2) Customers can place their tray outside their room and call housekeeping to have it picked up.
- c. Provide plastic bags for used utensils to be placed in for pick up by housekeeping.
- d. Encourage housekeeping to protect themselves from exposure.

ASSURANCE

1	Has the business adopted appropriate food safety protocols?	<input type="checkbox"/>
2	Do staff understand the businesses food safety protociols?	<input type="checkbox"/>

¹ This could include monitors supporting COVID-19 awareness / education.

PART 10: RESTAURANTS AND CAFÉS

10.1. General.

- a. Restaurants and cafés may only operate in accordance with (iaw) any extant curfew order⁶ or, if there is no active curfew order, their licenced operating hours and extant social distancing guidance⁷.
- b. Approvals granted under this guidance will be:
 - (1) Held by BVICCHA as the focal point for programme compliance; and
 - (2) Published / available online.
- c. BVICCHA is working with CHTA in their work on a Public / Private Sector effort to establish healthy, clean and safe guidelines and protocols for the industry. Restaurants will be expected to follow these guidelines.

10.2. Online (Digital Transformation). Restaurants would offer:

- a. Online reservations⁸ and ordering noting that this would:
 - (1) Enable restaurants to better control seating and numbers;
 - (2) Support COVID-19 tracking and tracing;
 - (3) Contribute to the Territory's Digital Transformation; and
 - (4) Likely make participating restaurants more dependent on pre-set menus.
- b. A digital menu (a customer could access this by simply scanning a QR Code) or, where this is not possible, a menu on a board visible to customers but not handled by customers.

10.3. Reservations / Orders.

- a. Until the threat of COVID-19 is assessed as low and medical advice allows this guidance to be relaxed:
 - (1) Restaurants will only be authorised to operate a reservation service noting that reservations (online) would need to be made / confirmed with at least 24 hours' notice⁹;
 - (2) In addition to the online record, restaurants must maintain a daily record¹⁰ (preferably digital) of all guests and their contact details noting that they should exclude guests who decline to provide their details;
 - (3) Walk-in trade (table service) would not be allowed;
 - (4) The maximum table size would be restricted to 4¹¹; and
 - (5) Open Buffets will not be authorised until further notice.
- b. Although a standard table service would be available, patrons would be able to 'order' their meals

⁶ e.g. At the time of drafting iaw Curfew (no 12) Order, 2020.

⁷ e.g. At the time of writing restaurants would not be permitted to host weddings or parties.

⁸ This could be delivered easily by an app such as Open Table (an app well known around the world / to travellers look for restaurants / dining) or work could be initiated to include it within BVI Now.

⁹ This may be adapted, in discussion with the Oversight Cttee / SDTF, for in-house dining for hotel guests.

¹⁰ This may not be required if a Contact Tracing App with a QR code is deployed and the guest scans the code on entry.

¹¹ This can be relaxed for families with at least 24 hours' notice, noting that it may mean that the restaurant has to reconfigure its floor plan to ensure appropriate social distancing.

online (concurrently with their booking) noting that this would:

- (1) Enhance the restaurant's efficiency and, if managed effectively, reduce overheads / costs;
- (2) Attract a small discount (likely 5%); and
- (3) Reduce customer / staff contact.

10.4. **Customers.**

a. Customers would be expected to arrive and leave the restaurant wearing an appropriate face mask noting that this could be removed once seated at their table noting that it would have to be worn when moving around the restaurant (i.e. to visit the restrooms).

b. The restaurant has the right to exclude (from premises and /or service) any patron who is deemed to breach this guidance.

10.5. **Restaurant Layout.** Noting that guidance from the oversight committee / SDTF (in particular for small establishments) may be required, restaurants would need to:

a. Provide obvious and accessible hand sanitising stations:

- (1) At the entrance that patrons must use before entering the premises; and
- (2) At any serving point for staff to use regularly (i.e. before taking food to a table or going to clear a table).

b. Ensure that their interior layout enables appropriate social distancing (wider spaces between tables) noting that their layout should be based on evidenced medical advice and accepting that this would likely reduce capacity (covers) whilst the guidance was extant.¹²

c. The restaurant's layout (including availability of / access to hand sanitisation and washing facilities) must be presented (Dining Area Floor Plan (DAFP)) and approved by the programme's oversight committee before the restaurant is authorised to open noting that this approval could predate GoVI approval for this guidance to be implemented.

d. The approved DAFP would be held by the focal point for programme compliance (BVICCHA).

10.6. **Restaurant Staff.** Restaurant staff (employees) will:

a. Have their temperature checked and recorded (digital) on arrival for work noting that any inspection will likely ask to see the record and that the record should be submitted weekly to the oversight committee;

b. Wear an appropriate / approved face mask and gloves at all times;

c. Wash their hands regularly throughout the service; and

d. Acknowledge that the duty manager has the explicit right to exclude immediately any employee who is:

- (1) Identified as suffering from COVID-19;
- (2) Suspected of suffering from COVID-19; or
- (3) Found in breach of this guidance.

¹² The WHO recommends that the distance from the back of one chair to the back of another chair should be no less than 1m and that guests be 'separated' by at least 1m.

10.7. **Tables.** In addition to ensuring that tables were appropriately spaced (to support social distancing):

- a. Tablecloths (absorbent material) should not be used;
- b. Cutlery should wrapped and placed on tables rather than laid out; and
- c. Tables (and chairs) must be cleaned with approved cleaning materials between covers.

10.8. **Training.** Restaurants must ensure that their staff receives appropriate COVID-19 training (in particular with respect associated guidance and standards). This must reiterate the need for effective sanitization (personal, tableware and environment).

ASSURANCE

1	Has the business enabled online reservations?	<input type="checkbox"/>
2	Has the business enabled online ordering and / or made its menu digital?	<input type="checkbox"/>
3	Do the staff ensure that customers are wearing PPE (face masks) when entering, exiting or moving around the premises?	<input type="checkbox"/>
4	Has the business's Dining Area Floor Plan (DAFP) been approved?	<input type="checkbox"/>
5	Are appropriate staff health checks completed and recorded?	<input type="checkbox"/>
6	Are appropriate non-porous tablecloths used?	<input type="checkbox"/>
7	Is cutlery wrapped and placed on tables rather than laid out?	<input type="checkbox"/>
8	Are tables and chairs cleaned between covers?	<input type="checkbox"/>
9	Have the staff received appropriate COVID-19 training?	<input type="checkbox"/>

PART 11: HOTELS AND ACCOMMODATION PROVIDERS

11.1. Overview.

- a. Resorts, hotels and tourism accommodation establishments:
 - (3) Are no more susceptible to contagion than other places (e.g. supermarkets and banks);
 - (4) Are places where guests stay temporarily in close cohabitation and where there is interaction among guests and workers; and
 - (5) Can exploit a robust protocol enabling them to operate and mitigating the risk to staff and guests service involves¹ and the associated interactions.²
- b. The hospitality sector is critical to the BVI's livelihood. Prolonged shut down will cause significant detrimental impact to lives and livelihoods.
- c. This guidance is designed to support the internal (phased) opening of the Territory's intra-island hospitality sector noting:
 - (1) Implementation will need to be monitored closely;
 - (2) It will evolve to reflect outcomes / changing circumstances; and
 - (3) Should act as a springboard sustaining the sector (livelihoods) in anticipation for the return of international visitors. Its successful implementation will be an important element of marketing the Territory as a responsible, clean, healthy and safe destination.

11.2. General.

- a. This guidance builds on best practice and identifies specific measures that participating resorts and hotels would need to satisfy in order to operate and demonstrate to staff and guests that they understand how to operate with COVID-19 and the need to mitigate the risk posed by COVID-19. As such they are predominantly **health and safety** related.
- b. It is anticipated that smaller businesses may need help. As such, BVICCHA / the Oversight Committee would act as the focal point for support.

11.3. Providers. Hotel / Accommodation providers must ensure that:

- a. Appropriate social distancing protocols can be applied and enforced at all times³;
- b. Robust COVID-19 cleaning protocols are completed / recorded;
- c. Robust oversight (management) is assured and that it:
 - (1) Understands their duty of care to the resort, their staff and their guests wrt the COVID-19 protocol; and
 - (2) Ensures that staff and guests satisfy the COVID-19 protocol.
- d. Promote (supported by a public communications campaign likely led by GIS and BVITB) online bookings⁴ noting that this would support:

¹ Food and beverage, cleaning, activity organization, etc

² e.g. Guest-guest, guest-staff, and staff-staff

³ e.g. Open-air dining with tables appropriately spaced and only able to seat 4 guests.

⁴ It is anticipated that this should exploit an internationally recognised and used app (e.g. Booking.com) as this would support work to give travellers (visitors) confidence that the BVI is a responsible, clean, healthy and safe destination as well as supporting wider tracking and tracing should this prove necessary.

- (1) GoVI's digital transformation programme and wider betterment; and
 - (2) Effective tracking and tracing should that be necessary.
- e. Monitor actively their staff's health (including checking employees' temperature at the beginning of the working day / their shift).
- f. Record (digital) employees' health checks and submit this record weekly to the oversight committee.
- g. Ensure that their staff receive appropriate COVID-19 training (in particular with respect associated protocols and standards) and understand that they:
- (1) Will be checked regularly for COVID-19 symptoms;
 - (2) Must:
 - (a) Wear appropriate PPE (e.g. gloves and face mask) when at work noting that this PPE must be provided by the business;
 - (b) Practice social distancing; and
 - (c) Use hand sanitizers on arrival at their place of employment and regularly throughout their shift / working day (iaw COVID-19 advice).
 - (3) Can be excluded from the resort / hotel (work) if they:
 - (a) Show signs of possible COVID-19 infection (e.g. temperature, flu like symptoms, dry cough etc); or
 - (b) Breach the guidance.
 - (c) Ensure that staff working in reception / front of house are able to:
 - (a) Explain the protocol / establishment's policy to guests;
 - (b) Signpost other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself); and
 - (c) Provide immediately the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.
 - (d) Develop an appropriate site-specific Op Manual, if necessary, with advice from the oversight committee and / or SDTF.

11.4. **Staff.** Staff:

- a. Must observe the basic protective COVID-19 measures (e.g. hand hygiene, physical distancing, avoid touching eyes, nose and mouth, practice respiratory hygiene and to heed the advice to stay home and seek medical attention if they have symptoms consistent with the disease).
- b. With underlying conditions should be employed in positions that minimize risk, specifically areas which are not in direct contact with guests. In addition, they should be in receipt of medical clearance from a doctor (held on file) that permits them to work.
- c. Must agree to be tested daily (e.g. temperature test) noting that the results will be recorded, kept on file (e-file) by the establishment, and= submitted weekly to the oversight committee.

11.5. Reception / Front of House. Reception / Front of House should have easy access to a medical kit that includes the following:

- a. Germicidal disinfectant/wipes for surface cleaning tissues;
- b. Face / eye masks (separate or combined, face shield, goggles)⁵;
- c. Disposable gloves;
- d. Protective apron (disposable);
- e. Full-length long-sleeved gown; and
- f. A biohazard disposable waste bag.

11.6. Sanitisation. Businesses would need to establish appropriate hand wash stations and sanitizing stations at strategic points for use by guests and by staff (e.g. entrances, lobby, dining room, stairwells etc).

11.7. Cleaning / Housekeeping. The resort's Op Manual would need to articulate a COVID-19 conscious approach to housekeeping noting that these should be merely an extension of / enhancement to extant best practice. Of note:

- a. Notwithstanding an absence of COVID-19 cases, businesses should enhance hygiene services – in particular in common areas (e.g. restrooms, halls, corridors, lifts, etc.) as best practice / a preventive measure given that this can reduce the risk of infection.
- b. Special attention should be given to objects that are frequently touched (e.g. handles, elevator buttons, handrails, switches, doorknobs, etc).
- c. Linens, towels and laundry should be washed in accordance with WHO guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen should be bagged in the room to eliminate excess contact while being transported to the laundry facility.
- d. An enhanced cleaning protocol (Annex D) must be enacted should a guest or member of staff become infected / sick or contact tracing show that the business (establishment) is linked to a case.

11.8. Technical and Maintenance Services.

- a. Water. The concentration of disinfectant in water for consumption and in pools or spas should be checked regularly and should be kept at the upper limit of the permissible range.
- b. Dishwashing & Laundry. Dishwashing and laundry equipment must be checked (in particular operating temperatures and the correct dosage of cleaning and disinfecting chemicals) and recorded before approval to operate under this protocol is granted.
- c. Air-conditioning. Although COVID-19 is not transmitted by air attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air and the proper functioning of ventilation, air exchange, and dehumidification equipment should be checked.
- d. Dispensers. Soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices must be checked and recorded regularly. Defective units must be repaired or replaced as quickly as possible.

⁵ Note that disposable face masks can only be used once.

11.9. **Food.** Resorts / restaurants must comply with the extant Restaurant & Cafés guidance (Part 9) to serve food.

11.10. **Contractors / Suppliers of goods and services.**

- a. Contractors and suppliers of goods and services must demonstrate that have adopted / are following safe systems of work and have systems in place for the prevention of the spread of COVID-19.
- b. Anyone coming into the resort / restaurant involved (e.g. delivering food and supplies) must undergo a recorded temperature check;
- c. Supplies being brought into the site (e.g. food) must be washed and sanitized; and
- d. Wherever possible, site staff should 'offload' to minimise contact with personnel potentially subject to a less rigorous protocol.

11.11. **Guests.**

- a. Guests with underlying conditions should be discouraged from exploiting the opportunities offered by this protocol unless they can provide appropriate medical approval / clearance from their doctor;
- b. Guests will agree to be tested (e.g. temperature) on arrival at a hotel noting that the hotel has the right to exclude guests who shows signs of possible COVID-19 infection (e.g. temperature, flu like symptoms, dry cough etc); and
- c. Guests who develop COVID-19 symptoms (e.g. temperature, flu like symptoms, dry cough etc) will immediately self-isolate and inform the establishment (reception) immediately.

ASSURANCE

1	Has the business enabled online reservations?	<input type="checkbox"/>
2	Does the business monitor its staff and record the outcomes?	<input type="checkbox"/>
3	Does the business provide appropriate PPE for its staff the staff?	<input type="checkbox"/>
4	Has the business ensured that its staff has received appropriate training?	<input type="checkbox"/>
5	Can staff explain the business's procedures to a guest?	<input type="checkbox"/>
6	Is the business's reception appropriately equipped?	<input type="checkbox"/>
7	Has the business installed appropriate hand washing stations?	<input type="checkbox"/>
8	Does the business have an appropriate COVID-19 Op Manual?	<input type="checkbox"/>
9	Has the business completed (and recorded) appropriate technical and maintenance checks?	<input type="checkbox"/>
10	If the business is serving food, has it complied with the restaurant and cafés guidance (Part 9)?	<input type="checkbox"/>
11	Has the business adopted an appropriate protocol for contractors and suppliers?	<input type="checkbox"/>
12	Are guests briefed on the business's COVID-19 protocol?	<input type="checkbox"/>

Part 12: Intra-Island Transport.

12.1. Ferry / Boat operators will:

- a. Monitor actively their employees' health (including checking employees' temperature at the beginning of the working day / prior to departure to the first sailing and keep a record of all checks).
- b. Provide their employees with appropriate / approved COVID-19 PPE (e.g. face mask and gloves).
- c. Conduct and record weekly 'briefings' with their employees to ensure that they understand the protocol (process, procedures and implications).
- d. Enable online booking / e-ticketing.
- e. Ensure, if necessary with port / terminal operators, appropriate social distancing at ticket offices and in waiting rooms.
- f. Brief passengers prior to boarding on the requirement for effective social distancing (which will be enforced by the crew) on boat transfers.
- g. Check passengers' temperature prior to embarkation.
- h. Ensure that appropriate social distancing is observed during embarkation and disembarkation.
- i. Ensure that appropriate social distancing is observed throughout the journey and that passengers wear PPE as appropriate.
- j. Clean their ferry / boat daily (after the last run) iaw COVID-19 cleaning requirements.
- k. Exclude any employee or prospective passenger who they believe shows signs of possible COVID-19 infection (e.g. temperature, flu like symptoms, dry cough etc).

ASSURANCE

1	Has the business enabled online reservations / e-ticketing?	<input type="checkbox"/>
2	Does the business monitor and record its staff's health?	<input type="checkbox"/>
3	Does the business provide its staff with appropriate PPE?	<input type="checkbox"/>
4	Is appropriate social distancing enforced at the ticket office, during embarkation and disembarkation and throughout the journey?	<input type="checkbox"/>
5	Are staff briefed on their responsibilities?	<input type="checkbox"/>
6	Are passengers briefed?	<input type="checkbox"/>
7	Is a passenger temperature taken before boarding?	<input type="checkbox"/>
8	Are ferries / boats cleaned daily iaw COVID-19 cleaning requirements?	<input type="checkbox"/>

Part 13: Ground / Public Transport (Taxis, Buses and Limousines).

13.1. Transport operators must:

- a. Sanitize their vehicles (interior and high touch exterior surfaces¹) before and after use (including between fares) iaw COVID-19 cleaning guidelines.
- b. Enable passengers to perform hand hygiene before entering the vehicle.
- c. Ensure that drivers and passengers wear an appropriate mask at all times.
- d. Follow guidelines on the maximum capacity for the vehicle noting that this may reduce their carrying capacity by up to 50%.

13.2. Transport operators may consider installing a sneeze guard / impermeable barrier between the front seat and the passenger area.

Hire Cars

13.3. Hire cars must be:

- a. Sanitized before and after each contract.
- b. ‘Rested’ for at least 24 hours after a contract / before being sanitized / released for a new rental.

13.4. Personnel must wear appropriate PPE and observe appropriate social distancing protocols when interacting with customers (e.g. for vehicle inspections).

ASSURANCE

1	Are vehicles sanitized daily and between fares / contracts?	<input type="checkbox"/>
2	Does the operator (driver) have hand sanitizer for passengers to use before they board?	<input type="checkbox"/>
3	Does the business (operator) provide its staff (drivers) with appropriate PPE?	<input type="checkbox"/>
4	Does the operator ensure that drivers and passengers wear appropriate masks?	<input type="checkbox"/>
5	Is the vehicles COVID-19 capacity displayed?	<input type="checkbox"/>

¹ e.g. Seats, Steering wheel and driver controls, Arm rests, Door handles, Seat belt buckles, Light and air controls, Grab handles and Doors and windows.

Part 14: Marine – Crewed Charters.

14.1. Overview.

- a. This guidance has been developed using best practice guidelines outlined by globally recognised organisations in the sector.
- b. The nature of a crewed charter vacation requires guests and crew to spend extended amounts of time in close quarters with each other. It is reasonable to expect that both guests and crew assume a certain amount of risk and, as such, agree to a list of standards and expectations set forth in advance.
- c. It is up to each crew to adopt standards that are reasonable given their turnaround times and boat design. These standards must be communicated, recorded and agreed with the broker and the guests prior to guests' arrival.
- d. Crews must model and encourage guests to follow agreed COVID-19 protocols and guidance.
- e. Crews must receive appropriate COVID-19 awareness training (recorded) to enable them to fulfil their role and responsibility to guests and other crew members (staff).

14.2. Preparing for Guests.

- a. Normal cleaning procedures as used on high standard charter yachts, but with the inclusion of extra attention to heavily touched items such as light switches, toilet switches, door handles, bathroom counters etc which should all be thoroughly disinfected.
- b. Exterior surfaces should also be washed down thoroughly and special attention should go to disinfecting dining areas, coolers, trash bins, and any common guest use items touched frequently like ice box, sunscreen bottles, and sliding door handles
- c. Cleaners and crew must wear appropriate PPE (masks and gloves) while in guest spaces and follow proper hand washing protocol.
- d. Ensure that the boat is cleaned iaw COVID-19 cleaning protocols and with approved COVID-19 cleaning material before and after each charter paying particular attention to heavily trafficked areas / touched surfaces (e.g. door and cabinet handles, light switches, toilet switches, and bathroom counters).

14.3. Provisioning.

- a. Delivery services / Provision Services should be utilized where possible to reduce outside contact in shops.
- b. Follow the Food Safety guidelines (Part 9).

14.4. Receiving Guests.

- a. Ensure that guests have agreed standards and expectations prior to arrival.¹ This must include guests wearing appropriate PPE (face masks and gloves) for their arrival at the dock.
- b. Wear appropriate PPE (face mask and gloves).
- c. Greet guests on the dock without physical contact.
- d. Sanitize luggage on the dock (before embarking):
 - (1) Pay particular attention to handles.

¹ These must also be communicated to brokers.

(2) Spray or wipe with disinfectant as appropriate.

e. Assign cabins, move luggage below and recommend changing out of travel clothes prior to safety briefing.

14.5. Chartering with Guests.

a. Complete and record (digital) daily clinical tests (e.g. temperature) of crew and guests and monitor for known COVID-19 symptoms and submit this record weekly to the oversight committee.

b. Keep daily log (digital) of guest and crew movement (times going ashore and returning, locations visited) to support contact tracing if required.

(1) Guests must be aware and agree to the log being kept.

(2) The log (record) must be retained for 21 days after the should a guest has departed.

c. Shore visits² should be booked at least 12 hours in advance.

d. Ensure:

(1) Crew and guests are briefed on, understand, and adopt extant social distancing guidelines.

(2) Appropriate hand sanitizer and / or hand wash stations are available and accessible for regular crew and guest use.

(3) Crew and guests wash / sanitize hands before embarking or disembarking and wear appropriate PPE.

(4) Hand sanitizer is available in the dinghy for use upon boarding for returning from shore, then handwashing when back at the boat.

(5) Crew providing cabin service wear appropriate PPE (e.g. face masks and gloves) in particular in enclosed guest spaces.

(6) That heavily trafficked communal spaces regularly (i.e. salon door handles, companionway handrails, etc) are disinfected regularly.

e. Colour code:

(1) Beach towels with stitching or colored ribbon to distinguish between towels. Encourage guests to hang their own towels to minimise crew contact with guest laundry; and

(2) Dive bags / bins designating separate spaces for each guest's 'gear' to prevent cross contamination.

f. Whenever possible keep hatches open to encourage circulation of fresh air in enclosed spaces / throughout the boat.

g. Linen.

(1) Avoid shaking linens to prevent aerosolizing viral material.

(2) Offer option of reducing linen change services should guests be amenable to reduce crew contact with guest spaces.

(3) Should crew perform mid-week linen changes, remove and bag all dirty linens before

² e.g. Pirates, White Bay, Foxy's, etc

introducing clean linen into the space.

h. Tableware.

- (1) Provide guests with personalised glassware / water bottles to prevent cross contamination.
- (2) Ensure all serving ware is thoroughly washed (hot soapy water or in a dishwasher) after use.

14.6. Cleaning after guests / charter.

- a. Every effort should be made to leave cabins untouched for 24hrs after guests have departed before stripping linen and cleaning to mitigate the potential viral load / risk of transmission.
- b. Linens, towels and laundry should be washed in accordance with WHO guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen should be bagged in the cabin to eliminate excess contact while being transported to the laundry facility.
- c. An appropriate / approved spray disinfectant on communal upholstery or decorative throw pillows and set outside in the sun when laundering is not available.
- d. Snorkel / dive gear (including bags³) must be sanitised (disinfected) before and after use (following the manufacturer's recommendations) in a 4:100 bleach solution (1/3 cup of bleach in 1 gallon of water) with a contact time of 5 mins. This is especially important for masks, snorkels, whistles, orally inflated SMBs, BCD oral inflators and certain sections of regulators.

ASSURANCE

1	Has the crew received appropriate COVID-19 training?	<input type="checkbox"/>
2	Does the crew understand their COVID-19 responsibilities?	<input type="checkbox"/>
3	Do the crew wear and ensure that customers are wearing PPE?	<input type="checkbox"/>
4	Are guests briefed on the charters COVID-19 protocols?	<input type="checkbox"/>
5	Are appropriate staff and guest health checks completed, recorded and submitted?	<input type="checkbox"/>
6	Is a digital log kept of guest and crew movement?	<input type="checkbox"/>
7	Have guests' 'equipment' (towels, glassware etc) been personalised?	<input type="checkbox"/>
8	Are cabins 'left' for 24hrs before being serviced?	<input type="checkbox"/>

³ Dive bags should be laundered if appropriate.

PART 15: MARINE – BAREBOATS

15.1. Overview.

- a. The yachting sector is critical to the BVI's livelihood. Prolonged shut down will cause significant detrimental impact to lives and livelihoods.
- b. This guidance is designed to support the internal (phased) opening of the Territory's yachting sector noting:
 - (1) Implementation will be monitored closely;
 - (2) It will evolve to reflect outcomes / changing circumstances; and
 - (3) Is designed to act as a springboard sustaining the sector (livelihoods) in anticipation for the return of international visitors. Its successful implementation will be an important element of marketing the Territory as a responsible, clean, healthy and safe destination.

15.2. Bareboats:

- a. Are similar to resorts, hotels and other tourism accommodation establishments, but come with unique operational conditions and challenges.
- b. Are no more susceptible to contagion than other places (e.g. supermarkets and banks);
- c. Are places where guests stay temporarily in close cohabitation and where there is interaction among guests and workers; and
- d. Can exploit a robust protocol enabling them to operate mitigating the risk to staff, guests and the general population.

15.3. General.

- a. This guidance builds on best practice and identifies specific measures that bareboat operators would need to satisfy in order to operate and demonstrate to staff and guests that they understand how to operate with COVID-19 and the need to mitigate the risk posed by COVID-19. As such they are predominantly health and safety related.
- b. It is anticipated (and acknowledged) that smaller businesses may need help. BVICCHA / the Oversight Committee / The Marine Association of the BVI will act as the focal point for this support.

15.4. Providers. Bareboat providers must ensure that:

- a. Their communications' channels (in particular online):
 - (1) Support and amplify GIS / MHSD / BVITB COVID-19 public awareness / communications campaign(s); and
 - (2) Ensure that guests understand and acknowledge the need to comply with the Territory's COVID-19 guidance noting that this acknowledgment should be digitally recorded with digitally signed copies held by the provider and all guests.¹
- b. They develop an appropriate site-specific Operations Manual, if necessary, with advice from the oversight committee / SDTF / Marine Association of the BVI, which must be approved prior to commencement of operations.

¹ This will likely require providers to use their online presence / exploit internationally recognised and used apps (e.g. Booking.com) to highlight the requirement on staff and visitors support and amplifying work to give travellers (visitors) confidence that the BVI is a responsible, clean, healthy and safe destination as well as supporting wider tracking and tracing should this prove necessary.

- c. Support effective contact tracing system for guests (including asking guests to keep a log of their charter / activities (preferably digital / online) noting that records should be retained for 21 days following the guests' departure.
- d. All staff receive appropriate COVID-19 training (in particular with respect to associated protocols and standards) and understand that they:
- (1) Will be checked regularly for COVID-19 symptoms;
 - (2) Must:
 - (a) Wear appropriate PPE (e.g. gloves and face mask) when at work noting that this PPE will be provided by the provider;
 - (b) Practice social distancing;
 - (c) Use hand sanitizers on arrival at their place of employment and regularly throughout their shift / working day (iaw COVID-19 advice);
 - (d) Can be excluded from the bareboat facility (work) if they:
 - i. Show signs of possible COVID-19 infection (e.g. temperature, flu like symptoms, dry cough etc); or
 - ii. Breach the extant COVID-19 guidance.
- e. They monitor and record their staff's health daily. This includes:
- (1) Daily temperature checks at the working day / their shift); and
 - (2) Encouraging staff to self-monitor / report COVID-19 symptoms immediately.
- f. Records of Health checks are submitted weekly (online) and / or immediately should a member of staff (or guest) be suspected of suffering with COVID-19 to the oversight committee and Marine Association of the BVI.
- g. Appropriate social distancing protocols can be applied and enforced at all times;
- h. Their 'front of house' can:
- (1) Explain their COVID-19 protocol / policy to guests (and / or visitors);
 - (2) Signpost other services that guests may require (for example, medical and pharmacy. services); and
 - (3) Provide immediately the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.
- i. Robust:
- (1) Oversight (management) is assured. This must ensure that all staff:
 - (a) Understand their duty of care to the operator (including its staff) and guests with regards to any relevant COVID-19 protocols; and
 - (b) Ensures that staff and guests satisfy the COVID-19 protocol.

(2) COVID-19 cleaning protocols are completed / recorded before and after each charter noting that should include the boat being 'rested', whenever possible, for 24hrs after a charter prior to being cleaned for any subsequent charter.

15.5. **Staff.**

a. **General.**

(1) Staff must:

- (a) Self-monitor for signs of COVID-19 and stay at home / seek medical attention if they believe that they have contracted / are demonstrating COVID-19 symptoms;
- (b) Observe (and encourage guests to) observe basic COVID-19 measures (e.g. hand hygiene, social distancing and respiratory hygiene); and
- (c) Agree to be tested daily (e.g. temperature test) noting that the results will be recorded, kept on file (digital) by their employer, and submitted weekly to the oversight committee.

(2) Staff with underlying conditions should be employed in positions that minimize risk (e.g. in areas or roles that are not in direct contact with guests. In addition, they should be in receipt of medical clearance from a doctor (held on file) that permits them to work.

b. **Reception / Front of House.** Reception / Front of House should have easy access to a medical kit that includes the following:

- (1) Germicidal disinfectant/wipes for surface cleaning tissues;
- (2) Face / eye masks (separate or combined, face shield, goggles);
- (3) Disposable gloves;
- (4) Protective apron (disposable);
- (5) Full-length long-sleeved gown; and
- (6) A biohazard disposable waste bag.

15.6. **Sanitisation / Cleaning.**

a. Providers must establish appropriate hand wash stations and sanitizing facilities stations at strategic points for use by guests and by staff (e.g. entrances, lobby, stairwells etc). This includes ensuring that approved washing materials and hand sanitizer are available on the boat / for guests.

b. **Cleaning / Housekeeping.** The provider's Operations Manual must articulate a COVID-19 conscious approach to cleaning / housekeeping noting that these should be merely an extension of / enhancement to extant best practice. Of note:

- (1) Notwithstanding an absence of COVID-19 cases, businesses should enhance hygiene services – in particular in office and service areas (e.g. shoreside restrooms, offices, workshops, briefing rooms, etc.) as best practice / a preventive measure given that this can reduce the risk of infection.
- (2) Must ensure that the boat is cleaned in association with COVID-19 cleaning protocols and with approved COVID-19 cleaning material before and after each charter:
 - (a) Noting that this should include the boat being 'rested', whenever possible, for 24 hrs after a charter prior to being cleaned for any subsequent charter.

- (b) Paying particular attention to heavily trafficked areas / touched surfaces (e.g. door and cabinet handles, light switches, toilet switches, and bathroom counters).
- (3) Laundry should be bagged and sealed while on board the vessel (where possible by the guest(s)), prior to removal and transport for washing.
- (4) Linens, towels and laundry should be washed in accordance with WHO guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen should be bagged on board to eliminate excess contact while being transported to the laundry facility.
- (5) An appropriate / approved spray disinfectant on communal upholstery or decorative throw pillows which should be set outside in the sun when laundering is not available.
- (6) Snorkel / dive gear (including bags³) must be sanitised (disinfected) before and after use (following the manufacturer's recommendations) in a 4:100 bleach solution (1/3 cup of bleach in 1 gallon of water) with a contact time of 5 mins. This is especially important for masks, snorkels, whistles, orally inflated SMBs, BCD oral inflators and certain sections of regulators.
- (7) An enhanced cleaning protocol (Annex C) must be enacted should a guest or member of staff become infected / sick or contact tracing show that a yacht is linked to a case.

15.7. **Chase Calls.** Chase calls to yachts with guests on board which are still within isolation protocols should only be performed where absolutely necessary. Social distancing should be performed and, where possible, guests should disembark the vessel into a further isolated area while work is performed if guests are within isolation protocols. PPE and sanitization protocols should be undertaken regardless of guests' isolation status.

15.8. **Contractors / Suppliers of goods and services.**

- a. Contractors and suppliers of goods and services must demonstrate that have adopted / are following safe systems of work and have systems in place for the prevention of the spread of COVID-19.
- b. All goods such as provisions should be loaded onto the vessel prior to guest embarkation in order to minimize person-to-person contact. Pre-provisioning should be practiced. In the event that provisions are further required during guests' isolation period², supplies should be delivered to the yacht or a neutral isolated area with no person-to-person contact.

15.9. **Guests.**

- a. Guests with underlying conditions should be discouraged from exploiting the opportunities offered by this protocol unless they can provide appropriate medical approval / clearance from their doctor;
- b. Guests must agree to be tested (e.g. temperature) on arrival at a yacht noting that the provider has the right to exclude guests who shows signs of possible COVID-19 infection (e.g. temperature, flu like symptoms, dry cough etc); and
- c. Guests who develop COVID-19 symptoms (e.g. temperature, flu like symptoms, dry cough etc) will immediately self-isolate and inform the provider (reception) immediately.
- d. Guests must keep updated records / a log as required by the provider's contact tracing and recording programme.
- e. Guests must be encouraged to use a recognised provisioning service.

² As required by the Territory's Border Protocol (e.g. Likely whilst waiting for in-country test results).

15.10. Briefing / Checking Out³.

a. Briefings should utilize every available option to distance staff from guests. For some, this may be possible to perform remotely or via video, for others it will not. In the event that staff are required to perform on-board briefings, full PPE should be worn, sanitization protocols should be followed, and all possible avenues to minimize person-to-person contact should be utilized. This may mean briefing only the master and mate.

b. Checking Out should utilize every available option to distance staff from guests. Full PPE should be worn, sanitization protocols should be followed, and all possible avenues to minimize person-to-person contact should be utilized.

15.11. Existing Regulations and Requirements.

a. New protocols, procedures, equipment, etc should conform with local and flag state regulations and coding requirement for yachts.

b. New protocols, procedures, equipment, etc should conform with insurers' requirements so as not to put the policy at risk.

ASSURANCE

1	Has the provider enacted a contact tracing and recording programme?	<input type="checkbox"/>
2	Does the provider monitor its staff and record the outcomes?	<input type="checkbox"/>
3	Does the provider provide appropriate PPE for its staff the staff?	<input type="checkbox"/>
4	Has the provider ensured that its staff has received appropriate training?	<input type="checkbox"/>
5	Can staff explain the provider's COVID-19 procedures to a guest?	<input type="checkbox"/>
6	Is the provider's reception appropriately equipped?	<input type="checkbox"/>
7	Has the provider installed appropriate hand washing stations / Provided approved hand sanitizer?	<input type="checkbox"/>
8	Does the provider have an appropriate COVID-19 Op Manual?	<input type="checkbox"/>
9	Has the business completed (and recorded) appropriate technical and maintenance checks?	<input type="checkbox"/>
11	Has the business adopted an appropriate protocol for contractors and suppliers?	<input type="checkbox"/>
12	Are guests briefed on the business's COVID-19 protocol?	<input type="checkbox"/>
13	Has the provider offered a pre-provisioning programme?	<input type="checkbox"/>
14	Are guests briefed on the provider's COVID-19 protocol?	<input type="checkbox"/>
15	Has the provider devised an acceptable briefing / check out procedure?	<input type="checkbox"/>
16	Do the provider's new protocols and procedures conform with applicable marine codes and regulations?	<input type="checkbox"/>
17	Do the provider's new protocols and procedures conform with insurers' requirements?	<input type="checkbox"/>

³ Checking the charterer's ability to operate the boat safely.

PART 16: MARINE – DIVE OPERATORS

16.1. BVITB and Dive operators will actively encourage divers to:

- a. Keep their diving certifications and dive insurance up to date;
- b. Carry their certification cards and insurance information noting that they should be presented (checked) by the dive operator.
- c. Dive with a reputable operator who meets their safety expectations

16.2. Dive operators must:

- a. Display appropriate safety guidance in their dive shop and on their boats.
- b. Ensure that staff and customers do not dive if they have or may have (symptoms), or have been exposed to any infectious disease.
- c. Follow the hygiene / safe operating tips (business and personal) outlined in the BVI Hi 5 programme; and
- d. Adopt the following simple protocols to minimise the risk of exposure (staff and customers):
 - (1) Sanitise (disinfect) equipment before and after use (following the manufacturer's recommendations) in a 4:100 bleach solution (1/3 cup of bleach in 1 gallon of water) with a contact time of 5 mins. This is especially important for masks, snorkels, whistles, orally inflated SMBs, BCD oral inflators and certain sections of regulators.¹
 - (2) Encourage divers to use defog solution instead of saliva on their mask prior to entering the water as this may reduce the risk of cross contamination. Where possible the dive operators should provide the defog solution. In addition, masks and backup masks should not be shared between divers
 - (3) Ensure, unless it's an emergency, that divers do not use the same mouthpiece as their dive buddy for buddy checks and air sharing training exercises.
 - (4) Carry disinfectant solutions in their dive bags and encourage divers to do likewise.
- e. Assure their customers that they understand that the following skills need modified conduct and increased caution and that they have adapted their procedures accordingly:
 - (1) Gear assembly and donning;
 - (2) Pre-dive safety checks;
 - (3) Safety drills (S-Drills);
 - (4) Gas loss and gas sharing emergencies o includes NOTOX - breathing wrong gas;
 - (5) Stage/deco/bailout cylinder exchanges;
 - (6) No-mask swims;
 - (7) Surfacing an unresponsive diver;

¹ Use extra caution when cleaning and disinfecting rebreathers, and disposing of any fluids that may have collected within the loop and counter lungs. Avoid flushing / clearing the counter lungs at the boat / surface. Any used scrubber media (sorb) should also be discarded prudently. During rebreather setup, ensure that appropriate social distancing and personal protection protocols are being followed to reduce COVID transmission risks.

(8) Unresponsive diver at the surface/Providing aid at surface o includes gear removal and rescue breathing on the surface;

(9) Other Rescue Related Skills; and

(10) Additional simulated “spontaneous emergencies” assigned at the instructor's discretion

ASSURANCE

- | | | |
|---|---|--------------------------|
| 1 | Does the dive operator check diving certificates and dive insurance? | <input type="checkbox"/> |
| 2 | Does the dive operator display appropriate guidance? | <input type="checkbox"/> |
| 3 | Is all equipment sanitised (disinfected) before and after use? | <input type="checkbox"/> |
| 4 | Are divers encouraged to use defog solution rather than saliva? | <input type="checkbox"/> |
| 5 | Does the dive operator carry disinfectant? | <input type="checkbox"/> |
| 6 | Has the dive operator acknowledged the need to modify skills to mitigate the risk of COVID-19 exposure? | <input type="checkbox"/> |

PART 17: MARINE – MARINAS

17.1. Overview.

17.2. Operations.

a. General. Marinas must:

- (1) Ensure that their staff are aware of their roles and responsibilities and the need to minimise contact with crew members;
- (2) Display appropriate COVID-19 signage / guidance for staff and customers;
- (3) Ensure that communal spaces are cleaned appropriately frequently;
- (4) Introduce online reservations / booking to enable effective communications, provide sufficient notice to enable their protocols to be as efficient / effective as possible, and to minimise, where appropriate / possible physical staff / customer interactions; and
- (5) Enable whenever possible cashless payment with e-receipts (this should where possible / appropriate extend to online registration / document signing etc)

b. M1: Assisting arriving boats to the marina into their berth.

- (1) All arriving boats must be pre-approved to enter the marina using the marina's reservation / booking system (online / email / telephone / VHF) to avoid unnecessary congestion and protect marina staff and customers.
- (2) Dock attendants must:
 - (a) Establish radio contact with incoming vessel and confirm whether they need assistance¹;
 - (b) Santize regularly (in particular before and after any service provision / interaction with customers);
 - (c) Wear appropriate PPE (e.g. face mask and gloves);
 - (d) Maintain appropriate social distancing whenever it is physically possible; and
 - (e) Use mooring hooks, when applicable, rather than handling lines from the customers to the dockhand.

c. M2: Dispensing and selling fuel.

- (1) Marinas should implement an online booking and scheduling system;
- (2) Ensure that there is at least 30 mins between bookings (refuelling) to ensure that:
 - (a) Equipment² can be appropriately sanitized between use; and
 - (b) Appropriate social distancing can be maintained.
- (3) Boats arriving must establish radio contact (VHF) as they approach to the fuel dock.

¹ As opposed to automatically jumping onboard to help.

² Only trained marina employees may operate / handle refuelling equipment.

(4) The crew (and guests) must remain on the vessel and wait for the attendant to come to them / service the vessel.

(5) Fuel attendants must:

(a) Santize regularly (in particular before and after any service provision / interaction with customers);

(b) Wear appropriate PPE (e.g. face mask and gloves);

(c) Maintain appropriate social distancing whenever it is physically possible; and

(d) Use mooring hooks, when applicable, rather than handling lines from the customers.

d. **M3: Boat hauling, storage and launching.**

(1) Marinas must:

(a) Require customers to give a minimum of 2 weeks' notice (online) to have watercraft ready for customer pickup or drop off;

(b) Identify and promulgate the specific watercraft / vessels that they are able to service and restrict their operations as necessary;

(c) Display appropriate signage should ensure that only persons actively involved in loading / unloading should be in / around the slipway / launch area noting that at busy times it would be appropriate to have a member of staff monitor the area to ensure compliance (i.e. waiting customers should understand that they should keep away from the area until it is clear / ready for them)

(d) Ensure at least 60 mins between each launch or recovery to enable physical separation and to allow equipment to be sanitized between customers;

(e) Ensure that customers receive early (e.g. e-notification in response to a booking) of directions / instructions for refuelling or removing waste from head / holding tanks.

(2) All arriving boats must comply with M1 (above).

e. **Sewerage pump out facilities.**

(1) Customers must book online using the Marina's online booking / reservation service.

(2) All arriving boats must comply with M1 (above).

(3) The marina must ensure that:

(a) There is at least 60 mins between appointments to enable physical separation and to allow equipment to be sanitized between customers;

(b) Only trained marina employees handle and operate pump out equipment;

(c) The pump out system is sanitized after each use by inserting the pump out nozzle with an open valve in a bucket with bleach solution (1 cup of bleach to 1gallon of water) for 15 seconds. Any additional pump out fittings must be soaked in bleach solution for 10 minutes.

f. **Shop, water, and ice sales.**

(1) All arriving boats must comply with M1 (above).

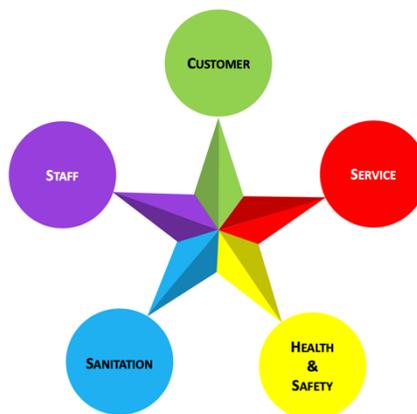
(2) Marinas must:

- (a) Ensure that water hose ends are sanitised before and after use;
- (b) Enable indirect comms (phone, VHF, online) to enable 'curbside' collection / minimise where possible / appropriate the need for customers to enter shops and / or encourage customers to use an approved provisioning service
- (c) Ensure that hand washing and sanitising stations and suitable waste disposal facilities are available at / around shops in the marina and that customers know to wash / sanitize before entering a shop;
- (d) Ensure that all shop staff (employees) have received appropriate COVID-19 training and monitor that they apply the training and enforce appropriate COVID-19 protocols in particular any shop specific protocols; and
- (e) Adapt checkout stations (e.g. plexiglass screens and social distancing floor markings) to protect staff and customers.

BVI HI 5

Every business owner wants to ensure that their services are up to the mark and satisfy their customers

1. **BVI HI 5** is the Territory's approved hospitality sector assurance programme. It gives:
 - a. Businesses a pragmatic way of demonstrating to their customers that they understand and are delivering the standards that customers deserve; and
 - b. Customers confidence that the business understands and delivers the standards that they are entitled to.
2. This programme and the guidance it provides was developed in collaboration with government, BVITB, BVICCHA, sector representatives, companies, consumer groups and others. It frames an effective, agile and light touch assurance programme that is designed to ensure that:
 - a. Endorsed guidance, in particular given the threat posed by COVID-19, is understood and adopted (i.e. that the characteristics and performance of products and services are consistent and appropriate); and
 - b. Best practice and continual improvement is engrained in every business;
 - c. The needs and expectations of customers (and staff) are being met building and sustaining customer and staff confidence; and
 - a. The BVI is framed by the standards that businesses aspire to and deliver as the destination of choice ensuring that they and the Territory stand out from the crowd.
3. The programme focuses on a business's commitment to the delivery of the approved guidance demonstrating that it has understood and implemented guidance appropriately putting the customer and staff first.
4. Given the threat posed by COVID-19 to the Territory's hospitality sector, economy and future, businesses will:
 - a. Need to register with the BVICCHA to be part of and receive the benefits of the Territory's approved assurance programme (**BVI HI 5**)²⁸;
 - b. Be assessed by the programme's board using the assurance guidelines published with the guidance noting that assurance will focus on 5 key factors:



²⁸ This would likely include a small (scalable) programme registration fee to help meet the programme's enduring costs.

5. In addition, the assurance programme, noting that businesses would be assessed (unannounced) annually to support the enduring application of best practice, high service standards and customer confidence, provides an opportunity to help businesses understand and achieve the desired outcomes.
6. Success sees:
 - a. The business being awarded the BVI's **Seal of Assurance** to reflect their commitment to deliver customer (and staff) safety as well as service standards benefitting the Territory as the destination of choice.
 - b. The award being widely published benefitting the business and Territory.
7. Consideration will be given to an annual awards ceremony timed to:
 - a. Support BVITB work to promote the Territory as the destination of choice; and
 - b. Amplify the programme (impact and benefit) to domestic and international audiences.
8. Assurance Check Sheet. Assurance will be based on a transparent process involving a simple Check Sheet focused on the general and specific guidance provided to the business and designed to mitigate risk of ambiguity or subjectivity. The Check Sheet, which will be published online for businesses and customers, is at Appendix 1.

Appendix:

1. BVI HI 5 – Assurance Check Sheet.

BVI HI 5 – ASSURANCE CHECK SHEET

1. General.

d. Risk.

1	Has the business completed an appropriate Risk Assessment?	<input type="checkbox"/>
2	Is the Risk Assessment available for employees?	<input type="checkbox"/>
3	Is the Risk Assessment available online?	<input type="checkbox"/>
4	Is the SDTF approval displayed prominently?	<input type="checkbox"/>

e. Guidance.

1	Is guidance on Social Distancing and Hygiene displayed prominently for customers and staff?	<input type="checkbox"/>
2	Is the 'Front of House' trained and able to advise customers on the business's protocols?	<input type="checkbox"/>
3	Do the businesses entry and exit routes minimise contact?	<input type="checkbox"/>

f. Social Distancing.

1	Do employees (in particular Front of House) understand social distancing guidelines?	<input type="checkbox"/>
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g. Hygiene.

1	Are signs promoting handwashing / personal hygiene prominently displayed?	<input type="checkbox"/>
2	Is approved hand sanitiser readily available for staff and customers?	<input type="checkbox"/>

h. Cleaning.

1	Was a deep clean completed before the business reopened?	<input type="checkbox"/>
2	Is there an operating manual outlining the business's protocols to keep the workplace clean and prevent transmission?	<input type="checkbox"/>
3	Is there a record of daily cleaning?	<input type="checkbox"/>

i. Goods, Mechanise, Equipment and Vehicles

1	Is there an operating manual outlining the business's protocols to clean goods and merchandise entering the site, equipment and vehicles?	<input type="checkbox"/>
2	Are the business's vehicles and equipment cleaned regularly and is this recorded?	<input type="checkbox"/>

j. PPE.

1 Has the business provided appropriate PPE for its staff?

2 Is the PPE provided cleaned / replaced regularly?

k. Food Safety.

1 Has the business provided appropriate PPE for its staff?

2 Is the PPE provided cleaned / replaced regularly?

2. **Specific Guidance.**

a. Restaurants and Cafés.

1 Has the business enabled online reservations?

2 Has the business enabled online ordering and / or made its menu digital?

3 Do the staff ensure that customers are wearing PPE (face masks) when entering, exiting or moving around the premises?

4 Has the business's Dining Area Floor Plan (DAFP) been approved?

5 Are appropriate staff health checks completed and recorded?

6 Are appropriate non-porous tablecloths used?

7 Is cutlery wrapped and placed on tables rather than laid out?

8 Are tables and chairs cleaned between covers?

9 Have the staff received appropriate COVID-19 training?

b. Hotels and accommodation Providers.

1 Has the business enabled online reservations?

2 Does the business monitor its staff and record the outcomes?

3 Does the business provide appropriate PPE for its staff the staff?

4 Has the business ensured that its staff has received appropriate training?

5 Can staff explain the business's procedures to a guest?

6 Is the business's reception appropriately equipped?

7 Has the business installed appropriate hand washing stations?

8 Does the business have an appropriate COVID-19 Op Manual?

9 Has the business completed (and recorded) appropriate technical and maintenance checks?

10 If the business is serving food, has it complied with the restaurant and cafés guidance (Part 9)?

11 Has the business adopted an appropriate protocol for contractors and suppliers?

12 Are guests briefed on the business's COVID-19 protocol?

c. Intra-Island Transport.

1 Has the business enabled online reservations / e-ticketing?
2 Does the business monitor and record its staff's health?
3 Does the business provide its staff with appropriate PPE?
4 Is appropriate social distancing enforced at the ticket office, during embarkation and disembarkation and throughout the journey?
5 Are staff briefed on their responsibilities?
6 Are passengers briefed?
7 Is a passenger temperature taken before boarding?
8 Are ferries / boats cleaned daily iaw COVID-19 cleaning requirements?

d. Ground / Public Transport.

1 Are vehicles sanitized daily and between fares?
2 Does the operator (driver) have hand sanitizer for passengers to use before they board?
3 Does the business (operator) provide its staff (drivers) with appropriate PPE?
4 Does the operator ensure that drivers and passengers wear appropriate masks?
5 Is the vehicles COVID-19 capacity displayed?

e. Crewed Charters.

1 Has the crew received appropriate COVID-19 training?
2 Does the crew understand their COVID-19 responsibilities?
3 Do the crew wear and ensure that customers are wearing PPE?
4 Are guests briefed on the charters COVID-19 protocols?
5 Are appropriate staff and guest health checks completed, recorded and submitted?
6 Is a digital log kept of guest and crew movement?
7 Have guests' 'equipment' (towels, glassware etc) been personalised?
8 Are cabins 'left' for 24hrs before being serviced?

f. Bareboats.

1 Has the provider enacted a contact tracing and recording programme?
2 Does the provider monitor its staff and record the outcomes?
3 Does the provider provide appropriate PPE for its staff the staff?

4	Has the provider ensured that its staff has received appropriate training?	<input type="checkbox"/>
5	Can staff explain the provider's COVID-19 procedures to a guest?	<input type="checkbox"/>
6	Is the provider's reception appropriately equipped?	<input type="checkbox"/>
7	Has the provider installed appropriate hand washing stations / Provided approved hand sanitizer?	<input type="checkbox"/>
8	Does the provider have an appropriate COVID-19 Op Manual?	<input type="checkbox"/>
9	Has the business completed (and recorded) appropriate technical and maintenance checks?	<input type="checkbox"/>
11	Has the business adopted an appropriate protocol for contractors and suppliers?	<input type="checkbox"/>
12	Are guests briefed on the business's COVID-19 protocol?	<input type="checkbox"/>
13	Has the provider offered a pre-provisioning programme?	<input type="checkbox"/>
14	Are guests briefed on the provider's COVID-19 protocol?	<input type="checkbox"/>
15	Has the provider devised an acceptable briefing / check out procedure?	<input type="checkbox"/>
16	Do the provider's new protocols and procedures conform with applicable marine codes and regulations?	<input type="checkbox"/>
17	Do the provider's new protocols and procedures conform with insurers' requirements?	<input type="checkbox"/>

g. Dive Operators.

	Does the dive operator check diving certificates and dive insurance?	<input type="checkbox"/>
	Does the dive operator display appropriate guidance?	<input type="checkbox"/>
	Is all equipment sanitised (disinfected) before and after use?	<input type="checkbox"/>
	Are divers encouraged to use defog solution rather than saliva?	<input type="checkbox"/>
	Does the dive operator carry disinfectant?	<input type="checkbox"/>
	Has the dive operator acknowledged the need to modify skills to mitigate the risk of COVID-19 exposure?	<input type="checkbox"/>

h. Xx.

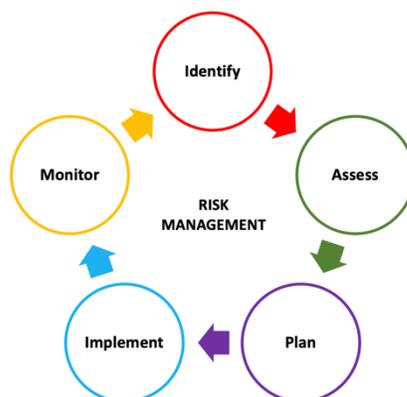
RISK MANAGEMENT – THE BASICS¹

Headline

1. Risk management involves:
 - a. Forecasting and evaluating the potential risks associated with your day-to-day operations (to your workforce and your customers); and
 - b. Actively identifying ways to reduce them or minimize their impact on your business.
2. Anyone can be (and should be) involved in risk management – they just need to be able to identify the potential risks associated with the business / the workplace.

Risk Management Process

3. A simple and effective approach to Risk Management exploits a basic 5-step model (below). This aside, successful Risk Management depends on ownership (the business owner, the manager and the workforce – everyone has a part to play) and being risk aware rather than risk averse.



- a. Identify risk(s). Identifying risk(s) can be the most difficult step. It involves understanding what could pose as a risk in the workplace. There are online resources that can help (e.g. checklists) and professionals (an independent perspective is often valuable) who can audit your work site or business identifying potential risks and offering suggestions on how to manage them;
- b. Assess the risk(s). Assessing the risk(s) identifies its likelihood and impact (severity). This underpins how it should be mitigated (planned for and managed);
- c. Plan (manage the risk(s)). Prioritise² and identify (including the resources needed) how to mitigate (reduced) the risk(s) identified so that they no longer pose a significant threat (avoidable / manageable) to the business (workforce and / or customers)³;
- d. Implement the Risk Management Plan. Having developed a Risk Management Plan, implement it, communicate it, and test it.
- e. Monitor the risk(s). Keep an eye on the risk(s) and work to mitigate them. This ensures that the response (plan) is proactive and can respond to changes in a timely, efficient manner.

¹ This guidance does not replace formal risk management training or professional advice. It is offered as a simple reminder to help set the context for BVI Hi 5.

² Prioritizing risks ensures that resources are allocated to address / mitigate the risk(s) that pose the most significant threat as opposed to smaller threats with less severe consequences.

³ This should include promoting a culture of safety with adherence to health and safety compliance.

4. **Risk Management in the Workplace.** The risk assessment and risk management plan that it inspires are the first step. Effective risk management is an enduring requirement – not a moment in time. It requires the business owner to be part of and encourage a culture in the workplace that understands, respects and manages risk as part of the normal working routine. In practice, and notwithstanding everybody's responsibilities, this will likely also mean that the Duty Manager is explicitly responsible for risk management in the workplace. In the era of COVID-19 this will, unsurprisingly, include, PPE, sanitisation, social distancing (workforce and customer), the guidance articulated in the Hi 5 programme and any specific measures identified (and resourced) in the businesses Risk Management Plan.

5. **COVID-19.**

a. Although there will be specific issues for individual sectors and businesses, the headline COVID-19 risk is exposure to and the spread of the COVID-19. From a business's perspective, this risk applies to everyone (employees, customers, contractors and visitors).

b. Given the risk - likelihood and impact (far beyond the confines of the business), it should be a section in its own right in any business's Risk Management Plan. The general and sector guidance offered by the Hi 5 programme is designed to offer businesses an effective start point / baseline. It represents the minimum standards that a business should deliver to operate safely under COVID-19's shadow protecting the business, its workforce, its customers, contractors and visitors, and the Territory – peoples and place.

PROTECTING PEOPLE WHO ARE AT HIGHER RISK

Objective: To protect clinically vulnerable individuals.

1. Clinically vulnerable individuals are at higher risk of severe illness have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.
2. If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If this is not possible, the employer must confirm that their work is essential.
3. Particular attention should also be paid to people who live with clinically vulnerable individuals.
4. A person is clinically vulnerable if they have any of the following health conditions:
 - a. Aged 70 or older (regardless of medical conditions);
 - b. Under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds);
 - c. Chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis;
 - d. Chronic heart disease, such as heart failure;
 - e. Chronic kidney disease;
 - f. Chronic liver disease, such as hepatitis;
 - g. Chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy;
 - h. Diabetes;
 - i. A weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets;
 - j. Being seriously overweight (a body mass index (BMI) of 40 or above); or
 - k. Pregnant.

ENHANCED CLEANING PROTOCOL

1. The following should be implemented for rooms or specific areas exposed to COVID-19 cases:
 - a. Surfaces.
 - (1) Any surface that has been soiled with respiratory secretions or other body fluids of the ill person(s)¹ must be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm).
 - (2) Surfaces should be rinsed with clean water after 10 minutes contact time for chlorine.
 - (3) Surfaces should be rinsed with clean water after sufficient contact time for the chlorine.
 - b. Cleaning Materials (Appendix 1).
 - (1) When use of bleach is not suitable² 70% alcohol could be used.
 - (2) Whenever possible, only disposable cleaning materials should be used.
 - (3) Any cleaning equipment made of cloths and absorbent materials (e.g. mophead and wiping cloths) should be disposed of as hazardous waste after use.
 - (4) When pertinent, disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.
 - c. Textiles, linens and clothes. Textiles, linens, and clothes should be:
 - (1) Put in marked laundry bags and handled carefully to mitigate potential risk of contamination of surrounding surfaces or people.
 - (2) Washed in a hot cycle (70°C or more) with appropriate detergent.
 - d. Training.
 - (1) Staff may require additional training in the preparation, handling, application, and storage of these products (e.g. bleach) which may be at a higher concentration than usual.
 - (2) Staff must know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.

Appendix:

1. Cleaning Material - General Information.

¹ e.g. toilet, handwashing basins, and baths.

² e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc.

CLEANING MATERIAL – GENERAL INFORMATION

1. This appendix provides general information on cleaning materials. It is not exhaustive. Users should ensure that they have the latest advice by contacting BVI Environmental Health.
2. Recommended cleaning agents are:
 - a. **Bleach.** 4 tsp bleach per quart of room temperature water, the solution is effective for up to 24 hrs. Contact time of at least 1 minute for surface disinfecting, wipe after 10 minutes.
 - b. **Hydrogen peroxide.** 1.5-3%: 1 to 1 ratio peroxide to water at 3%, the solution is effective for up to 24 hrs. Undiluted at 1.5%. Contact time of at least 1 minute, wipe after 10 minutes.
 - c. **Isopropyl alcohol.** 70-90%: Undiluted contact time of at least 30 seconds. Concentrations above 90% not recommended as the evaporation rate is too fast for proper disinfection.
3. Additional commercial disinfection products can be found here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>
4. Hand sanitizer should be at least 60% alcohol and commercially produced.