

INTRODUCTION

This document has been created for the Marine Industry including the operation of Marinas and Boatyards, to provide current information on the COVID-19 disease and guidelines that assist in limiting its spread within the population. The advice is built on present global scientific data and expertise opinions. This material is subject to change as active global research is ongoing and The Government of The Virgin Islands is committed to providing up-to-date information on the new coronavirus (SARS-CoV-2 virus) and the disease it causes, COVID-19.

GENERAL

1. The British Virgin Islands' COVID-19 hotline is 1 (284) 852-7650.
2. Be informed and stay updated about the COVID-19 disease and its impact locally, regionally and globally.
3. Work with local health authorities in combating the spread of the disease. Source up-to-date, credible information via the Government of The Virgin Islands website (<https://gov.vg/covid-19>), Caribbean Public Health Agency (CARPHA) website (www.CARPHA.org), Center of Disease Control (CDC) website (<https://bit.ly/3iAdQVY>) or World Health Organization (W.H.O) website (<https://bit.ly/3d3S4Zy>)
4. Encourage employees to stay at home or return home if they are sick and experiencing signs or symptoms of COVID-19 to avoid the chance of infecting other people on the property:
 - Clinically extremely vulnerable individuals should be strongly advised not to work outside the home.
 - Clinically vulnerable individuals, who are at higher risk of severe illness, should take extra care in observing social distancing and should be given the necessary assistance to work from home, either in their current role or in an alternative role.
 - If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 6 feet away from others. If they must spend time within 6 feet of

GENERAL (CONT'D)

others, carefully assess whether this involves an acceptable level of risk. As for any workplace risk, consider specific duties to those with protected characteristics, such as, expectant mothers. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

5. Inform the manager if there is a sick family member at home with COVID-19. When necessary, employees must self-isolate for the required amount of time from the onset of symptoms to be symptom-free for a minimum of three days without medication.
6. All staff shall report promptly to the manager or local health authority of any suspected COVID-19 cases on property.
7. Provide educational material to staff relating to the virus and the COVID-19 disease to assist with:
 - recognising associated signs and symptoms
 - how the disease is transmitted
 - safe handling of any potential exposure to the disease
 - the difference between cleaning and disinfecting
 - the types of surfaces and length of time the disease can survive on surfaces et cetera.
8. All employees shall be trained in the relevant COVID-19 safety protocols that include frequent guest contact such as, but not limited to:
 - Marina and Charter Operations
 - Public Spaces
 - Housekeeping
 - Food & Beverage
 - Security
 - Maintenance/Engineering
9. Employees shall adhere to all new procedures related to COVID-19 such as:

GENERAL
(CONT'D)

- Cleaning and disinfecting of high-touch surfaces
- Reporting guests or staff with symptoms and exposure history compatible with COVID-19 and social distancing measures.

10. Employees shall be informed about and trained in the necessary steps of reporting guests or other staff who may have symptoms and exposure history compatible with COVID-19 to the relevant health authorities.

11. If a suspected COVID-19 case is identified, follow the safety protocols established for safe quarantine. Basic cleaning and disinfecting agents will suffice in killing the virus and other pathogenic microorganisms.

12. Staff must always have access to the necessary personal protective equipment (PPE) for use.

13. Maintain records that will assist in tracing who has been in contact with any confirmed COVID-19 case on your property. Review and implement record keeping processes of guests and staff movements. Keep these records for a minimum of 90 days. Records such as guest registration, staff work assignments, document key control procedures such as security camera closed circuit tapes or electronic lock records.

**DESIGNATED
COVID-19
HEALTH &
SAFETY STAFF**

Each operating business and/or premises should designate a COVID-19 Health and Safety Officer (COVID-19 Officer).

In a small business the owner or manager will take on the role of overseeing COVID-19 protocols, while in medium businesses it will be an additional formal role taken on by a manager, and large businesses should consider appointing a dedicated officer.

In medium- and large businesses, the choice could be made to appoint multiple COVID-19 team leaders so that one is designated in each large department or business unit.

COVID-19 OFFICER & TEAM RESPONSIBILITIES

This cross- functional team will report to the COVID-19 Officer on implementation of COVID-19 protocols, and any issues related thereto.

1. Develop, maintain and implement:
 - a. Standard hygiene and sanitising procedures (including schedules / logbooks as needed) per area/facility/vehicle category etc.
 - b. Special area cleaning procedures - as required
 - c. Capacity limits and controls
 - d. Physical distancing plans
 - e. Guest/visitor/passenger/client (GVPCs) procedures
 - f. Staff procedures
 - g. PPE standards for staff
 - h. PPE standards for GVPCs
 - i. Procedures for staff with symptoms, and /or suspected COVID-19
 - j. Procedures for GVPCs with symptoms, and /or suspected COVID-19
2. Monitoring overall compliance, identifying and correcting gaps, and adapting the plan to practical experience
3. Monitoring compliance with correct PPE usage - observing, CCTV, spot checks etc.
4. Maintain staff health records while in the workplace.
5. Maintain and checks logs of cleaning activities
6. Maintain and manage stock and use of PPE
7. Oversight of all staff and guest training and information provision
8. Independent Third-Party Hygiene Audits - as required
9. Independent Third-Party decontamination cleans - as required

The COVID-19 Officer must keep in touch with the Ministry of Health, the Environmental Health Department and BVI Tourist Board in order to keep abreast of any latest developments with respect to recommendations and guidelines for travel, tourism and hospitality operations during the COVID-19 pandemic.

OVERSIGHT

A. Scheduled Regulation

The BVI Tourist Board will schedule inspections to ensure adherence to the current protocols. Electronic notice will be sent to the email address provided by the Travel or Tourism Business giving at least three working days before the scheduled inspection. Rescheduling of inspections will be at the discretion of the Director of Tourism or his/her designate.

B. Unscheduled Regulation

Unscheduled spot inspections will be conducted by the Government of the Virgin Islands Social Distancing Taskforce in accordance with the relevant Statutory Instruments governing its existence.

UNDERSTANDING BUSINESS RISKS AND RISK MANAGEMENT

Tourism Businesses must seek to reduce risk to the lowest reasonably practicable level by taking preventative measures. Employers:

1. Have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures; and
2. Must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.
3. Must pay attention to employees who are at risk / vulnerable to COVID-19.
4. Must establish procedure for daily screening of staff.
5. Must identify a quarantine area for both staff/visitor who display symptoms.
6. Must submit daily report to the Epidemiology Unit on health status of staff.
7. Should complete a COVID-19 risk management plan before requesting an inspection to approve their operation; This plan must be submitted to the BVI Tourist Board for review and appraisal prior to opening. The plan must include detailed measures to be implemented in order to address all areas of operation thereby mitigating the spread of COVID-19 among guests and staff, taking into consideration but not limited to the following:
 - a. The risk management plan must establish details for social

UNDERSTANDING BUSINESS RISKS AND RISK MANAGEMENT (CONT'D)

distancing and use of PPEs for all appropriate areas including but not limited to grounds, office areas, reception, concierge, kitchen and restaurants, dining areas, bars, housekeeping, use of pool and pool decks, water sports, gyms, etc. as well as transportation of staff to and from work.

- b.** The risk management plan must be adaptable.
- c.** The risk management plan must continuously be integrated into staff orientation and briefing.
- d.** The risk management plan should limit face to face interactions between guest and staff as much as possible by encouraging the use of various technologies.
- e.** The risk management plan should outline procedures for handling the management of potentially contaminated linen and clothing items.
- f.** The risk management plan should outline procedures for solid waste management including biomedical waste.
- g.** The risk management plan must make provisions for more frequent cleaning and sanitizing of equipment used in the handling and dispensing of foods.

GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING:

- 1.** Garbage containers which encourage minimum physical contact must be available throughout the public areas of the marina facility (front office, restaurants, etc.)
- 2.** High-touch surfaces, tools and equipment (desks, tables, chairs, knobs, bell carts, door handles, room appliances, credit card machines, sinks, etc.) must be disinfected at least three times per day
- 3.** Ensure that adequate signage is placed in public spaces to inform about protocols and give reminders and guidelines on required behaviour, general etiquette and activity for the safety of all.

**GENERAL
GUIDANCE ON
HYGIENE, PPE,
SANITATION
AND SOCIAL
DISTANCING:
(CONT'D)**

4. Handwashing with soap and water is the preferable method of hand hygiene. Alcohol-based hand sanitizer should be provided when handwashing facilities are inconvenient. Either should be available throughout public areas

5. Hand wash stations and restroom sinks must always be equipped with the necessary sanitary supplies such as:

- Running water.
- Liquid (or foam) soap. Touchless automatic soap dispenser, where possible. Antibacterial soap is not required.
- Disposable paper towel.
- An appropriate waste receptacle.

6. Provide a clear, step by step signage for hand washing at hand wash stations as well as in guests and employee restrooms. The signage should indicate the following:

- Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.
- Lather your hands by rubbing them together vigorously with the soap. Lather the back of the hands, between the fingers, thumbs, up to the wrists and under your nails.
- Scrub your hands for at least 20 seconds. The “Happy Birthday” song from beginning to end twice can assist with timing.
- Rinse your hands well under clean, running water.
- Completely dry your hands using a clean paper towel or touch-less air-dryer. Turn off the faucet and open the restroom door, where applicable, with the used paper towel and safely dispose in an appropriate waste receptacle.

7. Ensure sanitary supplies are easily accessible to staff and always stocked.

8. Hand Sanitiser Guidelines:

- Use a liberal amount of hand sanitiser with at least 60% alcohol content and rub vigorously all over the hands. As with the hand-washing procedure, focus on the back of the hands, between the fingers, thumbs, up to the wrists and under your nails.

GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING (CONT'D)

- Touchless hand sanitiser dispensers are recommended, where possible.
- Ensure that hands are washed with soap and water as soon as possible.

9. Refrain from hand to face contact.
 - Avoid touching the eyes, nose or mouth with uncleaned hands.
 - Hands shall be cleaned before eating, drinking, touching the face, an employee shift and whenever deemed necessary.
 - Hands shall be cleaned after using the restroom, sneezing or coughing into the hands, cleaning, touching the face, eating, drinking, smoking, accepting items from guest (such as cash, credit card, keys/key cards, I.D), taking a break, and through an employee shift and whenever deemed necessary.
 - Gloves shall be used for additional protection and sanitation efforts, where necessary.
10. All staff must be trained in the safe handling (wearing and removing) of PPE.
11. Employees must be trained in the proper handling and removal of gloves to avoid cross-contamination and limit spreading the virus to themselves, other people or other surfaces.
12. Proper hand hygiene must be encouraged prior to and after use of gloves.
13. Employees must wear a disposable facemask, gown, and gloves when you touch or have contact with an infected person's bodily fluids (blood) and/or secretions (sweat, saliva, sputum, nasal mucus, vomit, urine, or diarrhea).
14. Safely dispose of used PPE by bagging into a 'biohazard' bag or a non-absorbent, leak resistant bag into the appropriate waste receptacle. The bag must be clearly labelled.

GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING (CONT'D)

15. Hands shall be washed thoroughly after PPE removal, following the necessary guidelines on handwashing, afterwards.

16. Encourage staff to implement personal hygiene activities that limit the spread of COVID-19 or other communicable diseases, such as influenza or the common cold.

17. Employees and guests should cough or sneeze into the elbow crease or cover the mouth with a disposable paper towel. Immediately dispose of the soiled paper towel into an appropriate trash receptacle and wash hands properly.

18. Ensure guests (single person or groups of people) are standing at least 6 feet away from other guests not traveling with them, including where guests and staff frequently interact.

- These areas must be accurately measured and distinctly marked to be in compliance with the social distancing advice.
- A one-way guest flow highlighting entrances and exits is encouraged.
- At all public seating areas, the furniture must be rearranged to encourage physical distancing.

19. During this time where mask usage is recommended, reminders must be in place at highly trafficked areas. At minimum, the signage will be about the wearing of them while in high risk areas. Other helpful signs can include the proper way to wear, handle and dispose of masks.

SAFETY AND SECURITY:

- 1.** All equipment (phones, radios, walkie-talkies etc.) should be completely sanitised at the beginning and end of each shift.
- 2.** Security must follow and enforce social distancing protocols of six feet.
- 3.** Security stations should have adequate supplies and guides for hygiene and sanitation, including required PPE (masks, face shields, gloves, etc)

SAFETY AND SECURITY
(CONT'D)

WHEN SOCIAL DISTANCING IS IMPRACTICAL OR IMPOSSIBLE, THE FOLLOWING IS ADVISED

VESSEL CONTACT PROTOCOLS

4. Staff ending their shift should check the temperatures of staff beginning the next shift and log the results.

1. Further increasing the frequency of hand washing and surface cleaning.
2. Keeping the activity time involved as short as possible.
3. Using screens or barriers to separate people from each other.
4. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
5. 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).
6. 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 and canteens and similar settings. These are often the most challenging areas to maintain social distancing.

The following protocols are to reduce the risk and spread of Covid-19 within the Territory of the British Virgin Islands while on yachts and pleasure crafts. Maintaining the highest standards of cleanliness and sanitation throughout the tourism product and country. In response to the coronavirus pandemic, additional measures will be needed to ensure that all facilities and operating businesses adhere to cleaning and disinfection protocols for the overall safety of our guests and crews.

All charter companies, boat rental agencies and other marine operators you will be required to stagger office working hours where possible, place barriers and provide use PPE items for staff and guests.

For the effective health and safety of guests and your staff the following protocols have been established and must always be adhered to. Use added signage and frequent announcements to reinforce health safety practices and protocols.

CHECK IN, CONCIERGE AND LUGGAGE SERVICES

In fine weather, conduct the final paperwork procedures outside and in inclement conditions limit the number of clients entering the office to ensure social distancing according at any given time.

As far as possible, decrease face to face interaction and allow for enough social distancing between guests and staff including:

1. Select spot so that guests' bags can be sanitised before they are delivered to yacht
2. Hand wash station or alcohol-based hand sanitizer must be positioned at the entrance of marina.
3. If possible, use technology to allow for check-ins and other administrative tasks.
4. Ensure that the correct physical barriers (such as plexiglass) and appropriate PPE (face shields) for any area where staff must speak to the guest face to face for extended periods
5. Use markers six (6) feet apart to show guests where to stand while queuing
6. Reception and Concierge staff should have the most relevant emergency numbers including the Health Department, the Hospital, Fire and Rescue/Police/Emergency, Environmental Health and the BVI Tourist Board
7. Encourage your guests to pay without cash and ensure that your staff have written procedures that they understand for all transactions.
8. Ensure that when any items have to be returned, they are sanitised before reuse.
9. High-touch surfaces, tools and equipment (counters, desks, tables, chairs, knobs, luggage carts, ice machines, ATM Machines, Handrails, door handles, credit card machines, etc.) must be disinfected at least three times per day
10. Luggage handlers must wear appropriate PPE and sanitise before and after touching luggage.

HOUSEKEEPING, MAINTENANCE AND LAUNDRY

1. Document and ensure that housekeeping, maintenance and laundry staff are trained and that they strictly adhere to protocols.
2. Housekeeping, maintenance and laundry staff must be assigned and trained in the use of PPE that is specific to the task being undertaken. Adequate and appropriate PPEs are to provide for tasks to be undertaken (face masks, gloves, disposable aprons, disposable gowns, face shields, shoes and shoe liners).
3. Housekeeping, maintenance and laundry staff must be trained in proper hygiene techniques after removal of PPE.
4. Ensure all potentially contaminated areas are appropriately cleaned and sanitised using appropriate disinfectants according to manufacturer's instructions.
5. Ensure that housekeeping and maintenance are given SOPs and a checklist of areas to be cleaned and sanitised including the following; toilets, face basins and vanity, faucets, showers, shower heads, all furnishings, chairs, bedside tables, lamps, light switches, base boards, televisions, remotes, telephones, doors, door knobs, handrails, carpets etc.
6. Ensure that an adequate supply of cleaning agents is provided to clean and sanitise.
7. Ensure the regular cleaning and disinfecting of areas with frequent or heavy usage.
8. Ensure that rooms are adequately ventilated during cleaning.
9. Ensure that air conditioning units and filters are cleaned and disinfected regularly.
10. Ensure that window coverings can be easily cleaned and sanitised.
11. Housekeeping staff must always wear aprons and gloves and should use masks as much as possible. They should attempt to maintain social distance from each other and from guests if proximity is unavoidable.
12. Staff uniforms, linens and all other materials must be laundered with detergent and hot water of at least (58 C)

13. Cloths, mops and all other equipment should not be reused before being properly cleaned and sanitised.

14. Use disposable cleaning materials as much as possible.

STAFF HYGIENE AND BACK OF HOUSE

1. COVID-19 Officers must attend all COVID-19 related training organized by the BVI Tourist Board/HLSCC and should deliver similar training to their staff in-house.

2. Staff must have body temperature measured and recorded at least once daily.

3. Staff must sanitise or wash hands with soap and correctly wear masks before entering the hotel/accommodation establishment, before signing on and off from shifts. Shift sign-on must use social distancing for queueing

4. Staff workstations and desks should be six (6) feet apart

5. All food-handling staff must wear gloves and masks to perform assigned tasks. Reusable masks must be washed with soap before reuse.

6. Guidelines on the proper use of masks, sanitisation and personal hygiene shall be posted in staff areas and general areas.

7. Staff training must explain that high risk behaviours such as hand shaking, hugging etc), should be avoided and social etiquette should be observed if sneezing or coughing

8. If staff have shown COVID-19 related respiratory symptoms, they must remain at home until certified by a Medical Doctor to return.

9. If staff have locker room facilities or other areas where they store personal possessions, they should allow for social distancing and proper hygienic behaviour.

10. Ensure that all staff areas have adequate signage and hand sanitation facilities.

HOUSEKEEPING, MAINTENANCE AND LAUNDRY (CONT'D)

11. Staff canteens must follow same protocols as restaurants. Mealtimes should be scheduled to allow for social distancing. Staff who are considered high risk should have unique meal/break times
12. Wherever staff must queue or wait, social distancing and sanitisation should be adhered to.

ICE MACHINES

The act of bagging ice for resale should be done with PPE, a mask and disposable plastic gloves should be worn by the person actually bagging and packing into freezer storage.

DOCK CARTS

Dock carts are high touch and have surfaces that are exposed to many people. Dock carts should be cleaned thoroughly and sanitized each night and handles should be wiped down after each group or client's use throughout the day.

ASSISTING ARRIVING BOATS TO THE MARINA INTO THEIR SLIP

1. All vessels should be pre-approved to enter the marina by email, online booking, telephone and radio communication to avoid unnecessary congregation in offices to obtain personal, vessel and payment information in the office. Any document signing, payments and information taking should be set up online prior to the arrival of the boat.
2. Dock attendants should be instructed to maintain a 6ft distance whenever it is physically possible while helping customers at any stage.
3. All attendants are required to have a face-covering available (bandana, cloth mask, N95 mask, or other)
4. Provide attendants with hand sanitizer and other means to clean and disinfect their hands after handling lines and interaction with clients.

ASSISTING ARRIVING BOATS TO THE MARINA INTO THEIR SLIP *(CONT'D)*

5. Have attendants radio incoming vessels and ask if they need assistance approaching the dock (as opposed to automatically jumping in to help)
6. Encourage attendants to use mooring hooks, when applicable, rather than handling lines from the customers to the dockhand. This will help maintain social distancing.
7. All attendants should wear gloves when handling lines from arriving customers to prevent the spread of the virus.
8. Guests should remain on their vessel until the dock attendant has pointed out to the customer that their water and power supply is available in the slip.
9. Guests should then plug in their shore power and assess functionality themselves. The attendant could then return if there are problems.
10. Signage should be placed everywhere to highlight to arriving customers that they should abide by social distancing measures, wear masks and frequent hand washing and sanitising throughout the marina property.

DISPENSING AND SELLING FUEL

1. An online booking and scheduling system should be set up with 30-minute intervals between boats requesting fuel. This allows for social distancing.
2. Boats arriving should call on the VHF on approach to the fuel dock. Persons on the boat should at this moment be instructed to stay on their vessel and an attendant will come to them to provide service.
3. All boats should arrive by the methods mentioned above in section 1. Keeping to social distancing protocols mentioned.
4. Only trained marina employees should handle and operate refuelling equipment.
5. Customers should not be allowed to handle fuel pump and sanitary nozzles.

ASSISTING ARRIVING BOATS TO THE MARINA INTO THEIR SLIP *(CONT'D)*

BOAT HAULING, STORAGE AND LAUNCHING

6. Fuel dispensing nozzles should be sanitised before and after each dispensing of fuel.
7. Payment methods should at all times try to be cashless, touch card, pin only, Receipts can be emailed to customers to reduce transfer on any unnecessary paper.
8. Pump dispensing machines, keypads, payment process machines and tills should be sanitised between each sale.

1. All boats should arrive by the methods mentioned above in section 1. Keeping to social distancing protocols mentioned.
2. Plan adequate time (i.e. 2 weeks' notice) to have watercraft ready for customer pickup or drop off to avoid congestion and crowding.
3. Signage should be placed everywhere to highlight to arriving customers to abide by social distancing measures, wearing masks and frequent hand washing and sanitising throughout the marina property.
4. Establish a process that allows customers to submit online reservation bookings for launching or hauling of boats and personal watercraft
5. Allow adequate time between each launch. Tentative return arrival times can also be pre-booked.
6. Determine the type of watercraft vessel the marina is permitting to use the launching service. Restrict all others.
7. Loading of watercraft vessels should only be performed by the crew of the watercraft and not with the assistance of marina employees.
8. Signage should be posted indicating only individuals currently loading/unloading their vessel should

BOAT HAULING, STORAGE AND LAUNCHING (CONT'D)

9. Be around the launch area. Consider having an employee present to monitor the area.
10. Physical distancing (staying 2 metres away from others) requires fewer persons within an enclosed space or area or when
11. Providing customers directions, instructions, refuelling or removing waste from head/holding tanks. Establish a clear visual layout to show where the designated launch dock area is located. 'Waiting customers' should be prohibited from
12. Entering the designated launch dock area and they should be instructed to stay away from the area until their boat is launched and ready to leave the marina storage area.

SEWERAGE PUMP OUT FACILITIES

1. Establish an online booking process to pump out and by appointment only with 30-minute intervals between boats.
2. All boats should arrive by the methods mentioned above in section 1. Keeping to social distancing protocols mentioned.
3. Only trained marina employees should handle and operate pump out equipment
4. Sanitize the pump out system after each use by inserting the pump out nozzle with an open valve in a bucket with bleach solution for 15 seconds. Soak any additional pump out fittings in bleach solution for 10 minutes.
5. Bleach solution should be mixed with 1 cup of bleach to 1 gallon of water.

SHOP, WATER, AND ICE SALES

1. Boats needing to fill their on-board water tanks should approach the berth by the methods mentioned above in Section 1. Keeping to social distancing protocols mentioned.
2. Water hose ends should be sanitised before and after each sale.
3. Hand washing and sanitising stations should be placed in multiple locations around the shop especially on entry.

SHOP, WATER, AND ICE SALES (CONT'D)

4. All persons should wash or sanitise on entry to the shop.
5. Train all staff on how to keep their work surfaces, debit machines, cash registers, and equipment wiped down after each use.
6. Wash or sanitize hands after each transaction.
7. Train all staff and attendants on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them, and how they can protect themselves, including frequent hand washing or sanitizing and not touching their face.
8. Discourage, restrict or prevent customers from entering marina stores, office or attendant facilities. Limit the number of customers entering.
9. Post a phone number or use the VHF and other means of contact to allow for distanced communication between the public and the shop.
10. Have plexiglass screens installed at the paying stations to separate public and staff.
11. Place markings on the floor to ensure at least 2 meters between customer and cashier.
12. Ensure customers bag items themselves.
13. Provide a supply of goods outside to be purchased and handled by the customer (bottled water, propane, motor oil, ice etc).
14. Provide a safe place for customers to dispose of used sanitizing wipes, protective equipment and other waste in designated waste receptacles.
15. Discourage the practice of customers purchasing non-essential goods (non-fuel) to eliminate contact. If it is decided that a small supply of essential goods be provided for purchase, maintain a safe distance while handing goods and taking payment.
16. Assign staff to ensure customers are following physical distancing protocols in areas likely to be congested (for example: check-out area, only one customer at a time in facility) to minimize or eliminate handling of cash, offer contactless payment options such as tap, credit and debit

**SHOP, WATER,
AND ICE SALES**
(CONT'D)

- 17.** Limit the number of employees working in one space so that they can distance themselves from each other by: Staggering shifts and break times.
- 18.** If you utilize a third-party delivery service, ensure they are up to date with the latest COVID-19 prevention knowledge and are following safe practice.
- 19.** Reschedule unnecessary visits to the workplace to those who don't need to be there now.