

Safety Management System



Covid19 Good Practice Guidance Small Cruise



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The following guidance has been prepared to assist DMC's and suppliers with Covid 19 protocols

This is meant to supplement any local, national and international advice provided by the authorities in each country and represents 'Good Practice Guidance' as opposed to enforced governmental regulations.

These will assist in minimising as much as possible any risk of Covid19 transmission to customers and staff and ensure both have confidence in using/delivering your services.

Documented Risk Assessment/Policy/Plan

There should be a document detailing your Covid 19 protocols, encompassing all local, national and international regulations as well as good practice guidance in terms of the hygiene and safety procedures you have in place for the all stakeholders (Staff, Customers, Suppliers etc.). There should be a person nominated within the organisation for ensuring Covid19 procedures are followed and updated as necessary. The risk assessment, policy or plan needs to include the following:

1. Pre Travel:

- Advance information to your clients and passengers of any steps you are taking to minimise the risk of Covid19 transmission. Health Safety Promotion (see Appendix)
- Notification of any PPE requirements prior to travel
- Completion of a Health Declaration by passengers and crew prior to travel (see appendix)
- Notification that they should NOT travel if displaying any symptoms that correspond to Covid19.
- Advising passengers of any screening which may take place before embarkation and any specific health requirements
- Access to the cruise ship for those cruising only and any staff or sub-contractors necessary to maintain normal terminal and cruise operations.
- Advising if any non-essential on board services will be closed if they cannot comply with physical distancing requirements

2. Passenger Management:

- Guidance given to passengers on physical distancing at all times
- Use of facemasks at all time through embarkation and disembarkation. (only removed at security). Exemptions for children under 6 and anyone with medical reasons
- Make facemasks available at the port terminal or on board via vending machines in case of need.
- Promotion of good hand hygiene
- Promotion of good hygiene procedures if coughing or sneezing (use of tissue or flexed elbow)
- Advise to minimise contact touch of any surface at the port terminal and on board the ship
- Ensure social distancing regime in place for check in, security, boarding and disembarking
- Stagger embarkation and disembarkation times to reduce any congestion
- Markers on the floor where appropriate and signage advising of procedures
- Online or Self check-in wherever possible. – use of electronic boarding cards

- Screens in place at check-in, info desks, passport control, and boarding areas – with use of contactless procedures wherever possible. Screens to have openings to allow for documents to be handed over, with appropriate social distancing strips on the floor.
- Clear Audio and Visual instructions throughout the Port Terminal and on board the ship (preferably Pictorial, or in English and main language of operation) explaining Covid 19 procedures and also the consequences of not adhering to them e.g. Denied boarding, Police action if disobey Covid19 instructions during the cruise and threaten health & security of crew and its passengers
- Toilet access at terminals and on board to have strict social distancing requirements in place, with no queues allowed.
- Passenger luggage to be cleaned with disinfectant – passengers advised this will happen
- If temperature screening is in place, those conducting this should wear full PPE
- Temperature screening to take place as soon as passengers enter the port terminal
- This should be a non-invasive check – digital laser thermometer
- Those with 38c or higher temp, should have a second confirmatory check taken, if the same then they should be referred to a health professional for additional assessment
- Thermometers should be regularly calibrated
- Boarding to have physical distancing in place at all times.
- If using cruise terminal buses, then buses to only have 50% capacity to allow for physical distancing

3. On Board:

- Capacity to be adjusted on board to ensure that social distancing measures can be applied at all communal areas and avoiding overcrowding.
- No Q's allowed on board for any customer facilities unless social distancing can be maintained
- Try to keep family members together and give individuals social distancing space if possible. If not possible ensure everyone is wearing a mask and following hand hygiene procedures
- Reduce on board service to a minimum
- Limit contact between passengers and crew
- Any non-essential sales to be minimised
- Pool, gym and spa to be closed until advised safe to use
- Elevator capacities to be reduced to allow for social distancing – passenger notice to advise of this
- Self service buffets to be eliminated – recommend staff serving who are using masks and gloves or plated service to the table
- Tables to be spread out in line with social distancing requirements
- Use of disposable napkins at meal times
- Hand sanitizer to be available at the entrance to all restaurants, food outlets, coffee shops, on board shops
- Contactless payment methods only (or cleaning wipes available for card readers and credit cards)
- Muster drill to take place – with social distancing requirements in place, family groups and those in the same cabin can be close together but passengers from different cabins need to respect social distancing.

4. Shore Excursions:

- Excursion coaches to have 50% capacity to allow for social distancing - selection of tour itinerary to ensure social distancing possible at all times (so no crowding into a lift or cable car or boat trip for example).
- Checks to be made on any shore excursion provider – that their activity/excursion complies with Covid 19 protocols and they can ensure social distancing or minimal transmission requirements for those taking part.
- Passengers going on shore under their own steam – must have clear guidance provided to them regarding social distancing measures, use of public transport, local services, bars, restaurants, activities.
- Temperature screening to take place on returning to the ship, any purchased items to be sterilised before coming on-board

5. Arrival:

- Advise if thermal screening will take place on arrival
- Disembark the ship with physical distancing guidelines
- If using port terminal buses, ensure they are at 50% capacity to allow for physical distancing

6. Enhanced Hygiene & Cleaning:

- Surgical standard cleanliness of any high contact areas (touch points) around the ship - walkways, gangways, floors, all touch points: handrails, lift buttons, door handles, chair handles, table tops, surfaces, sun loungers,
- Security trays at the port terminal to be sanitised after each use, or provision of single use tray covers
- Greatly enhanced cabin cleaning - all touch points: bathrooms, removal of any disposable items pens, slippers, robes to minimise this - ensuring all linen/towels washed at high temps to eradicate any virus.
- Placing a notice at the cabin entrance stating it has been cleaned and sanitised and no-one else has entered
- Full cleaning and sanitising of all public areas at the end of the day (including appropriate sanitising of soft furnishing, carpets, curtains, leather seats etc.)
- Provision of PPE to crew and promoting of mask wearing and hand hygiene protocols to passengers as appropriate
- Hand sanitizer provided and available at entry points to the port terminal and also upon embarking the ship – promote 20 second rule
- Sanitising foot trays at entrance to the ship (in addition to hand sanitizer)
- Ensure appropriate air ventilation within the ship, minimise air re-circulation, with increased filter replacement (HEPA filters proven to be effective against viral transmission). Follow manufacturers recommendations on air re-circulation

7. Comprehensive Staff Training:

- Appropriate use of PPE for staff: Masks, gloves, face shields as appropriate and good hand hygiene promoted at all times.
- Daily cleaning of uniform, if not possible then protective covering for clothing (disposable aprons etc.)
- Staff involved in conducting any personal physical checks (e.g. security) must have full PPE including face shields to minimise risk
- Training in cleaning and sanitising procedures for the port terminal check in areas that the cruise line is responsible for and the ship facilities
- Training in social distancing instructions and any embarkation and disembarkation procedures
- Procedure for identifying symptoms of Covid19 in any person using the ship
- Procedure for dealing with any suspected cases of Covid19 on board or due to embark.
- Procedure for reporting their own illness if they display symptoms consistent with Covid 19
- Regular screening of the crew throughout the cruise
- Staff meal times to be staggered to avoid overcrowding and allow for social distancing
- Clear crew pathways to avoid mixing with passengers as much as possible
- Restriction on crew movement and shore leave to be communicated to all staff
- Consequences for non-compliance with your Covid19 risk assessment/policy/plan

8. Communication – internal & external:

- Ensure all staff understand the risk level, danger of non-compliance and also any change in governmental advise or procedures
- Provide regular written and verbal instructions to staff as a reminder of their responsibilities
- Provide written communication to any tour operators, travel agents and passengers of the Covid19 procedures you have in place.

- Ensure passengers receive specific instructions, both written and verbal, regarding their responsibility whilst travelling with you, personal hygiene (Masks, gloves, hand sanitizer), social distancing requirements and correct embarkation and disembarkation procedures
- Passengers should be advised not to travel if they display any symptoms consistent with Covid19 or have been in contact with anyone displaying symptoms or are immuno-suppressed in any way.

9. Prevention of Spread of Infection Procedures (POSI):

- What procedures to follow if someone is suspected of having Covid19 whilst on board
- Crew to ensure facemasks are worn by the passengers (provide additional masks if necessary.)
- If passenger displays difficulty breathing provide oxygen
- Isolate passenger to their cabin along with anyone else sharing the cabin (or isolation room in the on-board hospital if possible)
- Designate a crew member in full PPE to look after them and ensure they have minimal contact with other crew and passengers
- Advise destination port of the medical issue and follow their instructions
- Ensure all passengers have completed a Passenger Locator Card (PLC) with name, contact number or e-mail and cabin number (see Appendix)
- Full sterilisation of the affected cabin – including non-use for a period of 72hours
- Contact tracing of any other passengers on board so they can be told to self-isolate for 14 days. Passenger contact details to be collected at all times so they can be contacted if necessary.
- Crew to remove and disinfect uniform before meeting with anyone off the ship
- Passenger and crew to be tested for Covid 19 as appropriate
- If test is negative – Crew can continue to work on-board
- If test is positive – Crew must self-isolate for 14 days off the ship or in a designated crew cabin
- Allow 48 hours between passengers disembarking and new passengers embarking so that Full disinfection of the ship in all public areas and cabins can be completed before its next cruise

10. Monitor & Review:

- Your Covid19 risk assessment/policy/plan must be continually monitored by the designated responsible person
- All staff should be supervised to ensure they are maintaining all the control measures and understand the importance of your Covid 19 protocols
- Procedures in place to make changes to these procedures in light of any new advice, science or guidance

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Appendix 1.

Health Safety Promotion

1. General Message:

- Wear medical face masks, ensure their correct use and disposal, and replace every four hours (unless instructed otherwise)
- Observe physical distancing (min 1m or whatever current local legislation is).
- Wash hands regularly for at least 20 seconds with soap and water, or use alcohol based hand sanitizer
- Cover the mouth and nose with tissue or flexed elbow if coughing or sneezing
- Limit direct contact with people or surfaces
- Be kind to each other at all times. We need to work together to get through this

2. Before leaving for the Port:

- Complete the notification of health status from your Cruise line
- Don't travel to the ship if you have been in any of the situations specified on the notification of health status
- Only those travelling should enter the port terminal (unless requiring special assistance)
- Read the health safety promotion from your cruise line
- Check you have sufficient medical face masks and sanitising gel for your journey
- Ensure you leave enough time for your journey including any additional checks at the port

3. At the Port:

- Ask a member of staff in case you have questions or feel uneasy (they are there to help)
- Be prepared for thermal screening at the port (most cruise lines will be doing this)
- Observe physical barriers or signs indicating distancing requirements
- Minimise your use of the port facilities
- Wear a facemask, expect to be denied boarding if you do not.

4. On the ship:

- Ask the crew if you have any questions or feel uneasy (they are there to help)
- Adhere to any safety demonstration so you know what is happening on your cruise
- Read all information relating to health, safety and Covid 19 protocols for your cruise



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Appendix 2.

Notification of Health Status (Example)

This should be completed prior to boarding and one per passenger travelling

I understand that I must advise the cruise line or travel agent as soon as possible, and should no account report to the port for my cruise, if any of the following statements apply.

- I have been diagnosed with Covid19 at any time during the 14 days prior to my cruise
- I have had any Covid19 related symptoms (fever, newly developed cough, loss of taste or smell, shortness of breath) at any time in the 8 days prior to my cruise
- I have been in close contact (e.g. less than 2metres or for more than 15 mins) with a person who has Covid19 in the last 14 days prior to my cruise
- I am required by local or national regulations to be in quarantine for reasons related to Covid19 for a period that includes the date of the cruise.

I understand that any of these circumstances will result in refusal to proceed with my travel if I do not disclose this information to the cruise line before arrival at the port and my circumstance are discovered on the ship.

Name:

Date:

Signature:



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Appendix 3

Passenger Locator Card

1. Passenger Identification:

- **First Name – needed**
- **Last name – needed**
- Date of birth – optional
- Gender – optional
- Age – optional
- Passport number/expiry etc. – optional

2. Travel Details:

- **Cabin number - needed**
- Cruise details – should already be known if you are being contacted

3. Contact Details:

- **Functional contact (mobile and e-mail) – needed (incl. facebook, whats app, twitter etc.)**
- Address in destination of arrival - optional
- Address of permanent residence - optional



About Us

tranquilico.com is a health, safety and crisis management consultancy aimed specifically at the international travel & leisure industry, conference & events, sports and education sector. The organisation has been in operation since September 2008 and has already built up an impressive client list; these include companies both big and small.

Our Services:

a. Health & Safety

We deliver health and safety training, the installation of due diligence policies and procedures and supplier health & safety auditing programmes overseas. We also operate the innovative PASS 4 supplier self-assessment system, which is also operated by the likes of Kuoni, Virgin and British Airways Holidays.

b. Crisis Management

tranquilico.com also delivers crisis management advice, plans, training courses and desktop/full simulations. Tailored to suit the size and resources of your business.

tranquilico.com are also a Travel Industry Partner to the Association of British Travel Arrangers (**ABTA**), an Affiliate to the Association of Independent Tour Operators (**AITO**) a Consultant Member of The Latin America Travel Association (**LATA**) an Affiliate to the Association of Bonded Travel Organisers Trust (**ABTOT**), Consultant Advisors to the Association of British Tour Operators to Italy (**ABTOI**) and Crisis Management Advisors to the African Travel & Tourism Association (**ATTA**).

Directors **Colin McGregor** and **Mick Yates** have over 50 years of Travel Health, Safety and Crisis Management experience and qualifications between them having worked for **TUI**, **MyTravel** and **Thomas Cook**. Both are Fellows of the Institute of Travel and Tourism. (**ITT**)

Client/Supplier Responsibility

Our clients need to be able to demonstrate they have taken 'all reasonable skill and care', in that the accommodation, transport and any activities they provide to their customers as part of their 'package holiday' are as safe as possible.

It is the responsibility of the suppliers to ensure their services are delivered safely and it is expected that risk assessments are conducted to ensure that hazards are identified and control measures are put in place to prevent accidents and illness so far as is reasonably practicable.

Our advice in this document is based on internationally accepted good practice guidance and we encourage you to review the information and take action where necessary to ensure that your operations are in line with these recommendations.

We do not expect you to up-date us once changes have been made, rather, we expect that having been provided with this best-practice advice, that you would adopt the recommendations provided.

However, having received this good practice guidance our clients may well decide to require you to complete a specific **Covid19 safety self- assessment** where you can confirm all the required policies and procedures are in place for the ultimate protection of your mutual customers. This will form part of the tour operator/travel agent due diligence in addition to any normal safety self-assessments you have completed in the past.

If you require any further advice or services please contact us at safety@tranquilico.com or check out our website at www.tranquilico.com