



ICOMIA Marina Operational Guidance

May 2020

Supporting a responsible and safe COVID-19 exit plan for the marina industry

The Covid-19 pandemic has had a significant impact on the marina business and on future operations which need to be addressed as a priority. While the marine industry is preparing to promote responsible boating, as a great way to enjoy quality time with family while following the social distancing rules, marinas need to adapt and cope with the new reality.

This guidance outlines the measures that, where feasible, should to be taken by marinas to ensure boating can be practiced safely and that all Marina users are properly protected. The aim is also to restore confidence amongst authorities, customers and employees while also following the World Health Organization recommendations and local government laws and regulations.

It is also very important to stress marina's responsibilities as a port of entry to the country and therefore should adhere to country's border regulations. In cases where the borders are closed no inbound tourists from other countries should be accepted. This should be communicated accordingly with border control and the appropriate authorities. If borders are not fully closed, then tourists must pre-register their visits prior to arriving at the marina.

OPERATIONAL MEASURES

1. Communication

All sanitary measures implemented by the marina and any new procedures should be clearly communicated and applied to all marina guests and employees. It is important to list all types of guests, which should include: boat owners and their families/friends, clients of the charter businesses, service providers, transients, tenants and their staff, delivery suppliers or any other person coming into the marina premises. Consideration should be given to the following:

- Train your staff and keep them informed about latest guidance and regulations
- Create groups and online platforms where customers can find the latest information and advice, so they can stay up to date with all developments.
- Liaise with local authorities, as well as keeping them informed about your initiatives and seek their input
- Develop flyers and signs to clearly communicate and inform all your guests
- All visitors must be informed once they check in to the marina
- Put an Emergency Management System in place (with a designated

Covid-19 officer). All of the marina staff must be provided with a specific training to cover the system in place. Whenever possible it is advisable to have ISO 13687 Parts 1 to 3 and ISO 21406 in place, dealing with contingency and emergency action plan

- Have emergency phone numbers posted and on phones, including where feasible cell phones, for first responders assistance
- The implemented system should specify protocols and special behaviour of users during the restrictions, and afterwards. These will inform the future best practices/Code of Conduct

2. Reception

Consideration should be given to the following:

- Maintain a 2-meter separation between reception employees and guests
- Marinas should discourage unannounced boat arrivals
- All boat check-in coming from outside the marina - regions or countries - should receive and agree to all the sanitary and conduct information in advance, before they arrive in the marina
- For pre-booked check-ins guests should send all documents and crew information in advance so that minimum time is spent at the reception desk. Whenever possible the check-in should be done at the reception dock or using an online platform/app
- Check-in counter should have a physical barrier between the client and the receptionist to maintain distance. An adequate recommended 2-meter distance must be kept, with the relevant markings on the floor with paint or tape
- All staff should disinfect hands frequently and where feasible and appropriate gloves as well
- Ensure there is a disinfectant at reception and shops for surfaces and equipment suitable to fight viruses, not only bacteria
- Give advice to non-marina resident travellers with regards to potential quarantine requirements
- Advise clients that they must prepare themselves before coming to the marina and bring all supplies they might need but also mentally prepare to enjoy the natural social distancing of boating and to avoid the common courtesy of helping others with the lines
- Information package should include a flyer with all relevant sanitary and social distancing information.
- Guests waiting for their turn to check-in must wait outside the building or on their boats
- If the guest does not have protection equipment, the marina should have extra masks and gloves available (complimentary or for sale)
- All contact areas should be regularly disinfected. This includes: counters, pens, credit card terminal, access cards, laundry tokens, etc...
- Guests should confirm their check-out dates in advance so that the marina can prepare all procedures in advance and avoid having to go to the front desk

3. Showers, toilets, laundry and other marina enclosed areas

Consideration should be given to the following:

- Clearly inform and post the number of simultaneous users that are allowed. If the limit number is exceeded clients should be informed to wait outside. This number will depend on the local regulations and size of the premises
- In order to limit attendance to the showers, a dedicated time-slot could be given to the visitors for when to take a shower
- Laundry equipment must be sanitized after any use. The marina should supply disinfectants, tissues or any materials needed. Users should be informed on sanitizing requirements
- All areas should be cleaned and sanitized frequently by the marina. Frequency will depend on the type of the facility, number of users, location and local guidance. A detailed record of those activities should be clearly shown
- If customers have toilets on board (with appropriate holdings tanks) they should be encouraged to use on-board facilities and make periodic arrangements for pumpouts
- Ensure the availability of disinfectant for surfaces and equipment suitable to fight viruses, not only bacteria

4. Pontoons and access to boats

Consideration should be given to the following:

- Signage with hygiene information should be visible at all entrance gates
- Disinfectant delivery points should be available at every pontoon entrance
- Anyone circulating in the pontoons should respect social distancing rules
- All equipment touched on a regular base (electricity pedestals, water taps, emergency equipment, etc) should be disinfected frequently
- If the marina layout allows, create walking circulation routes with one way only. At piers and pontoons, the “right hand” rule is to be applied

5. Charter activities

Consideration should be given to the following:

- All charter companies should comply with the marina sanitary regulations and sign an agreement of confirmation
- Marinas with more than 50% charter business should formulate an operational model with minimum overlap of activities and movements
- The marina should provide a proper training scheme for charter businesses
- Embarkation and disembarkation of clients should be done on an organized manner, respecting social distancing and avoiding any crossover between customers
- Customers should be encouraged to pre-order supplies and arrange delivery to the boat or arrive with supplies
- Whenever feasible a separately located pontoon area should be used for charter companies

- Charter companies are encouraged to regularly disinfect their boats and suggest to supply disinfectants on-board

6. Fuel dock, reception pontoon and pump-out station

Consideration should be given to the following:

- Proper and visible signage must be available as close as possible to the clients
- It is recommended that clients stay on-board their boats unless it is a self-service operation in which case gloves are recommended and social distancing must be observed
- Marina staff operating these services should have all required protection equipment and maintain social distancing
- When operating on a self-service mode, the marina should supply disinfectant
- Payment areas to marina staff must have separation between the marina staff and guests to maintain social distancing. Marinas are encouraged to set up automatic or credit card payments in lieu of cash.
- All enclosed areas, visited by the marina clients, should be cleaned and disinfected frequently
- Ensure availability of disinfectant for surfaces and equipment suitable to fight viruses, not only bacteria

7. Boatyard

Consideration should be given to the following:

- Signage should be in place on all entrance areas that access the boatyard
- The marina must ensure that all staff working or visiting the yard have their own personal protection equipment
- All tenants and service companies should respect and acknowledge in writing the marina sanitary regulations
- Each tenant or shop must limit the number of persons inside their units and maintain social distancing. This number is established according to the local sanitary authorities and the size of the premises

8. Marina public spaces

Consideration should be given to the following:

- All the marina public areas should be cleaned and disinfected frequently. Frequency to be determined based on number of visitors
- The marina should list the equipment in these areas so that all are included on the regular cycles and should include: garbage bins, benches, railings, information signs, ATM machines, etc
- Proper signage should be located on all public areas of the marina

9. Marina Staff

There is already plenty of general information about staff recommendations that should be followed and implemented. In this document we are only focusing on the more relevant and Marina specific ones.

Consideration should be given to keeping teams within the marina separate (eg Red and Blue teams) so they do not cross contaminate each other work are in the event of an outbreak. This also provides a backup team for the marina if one team needs to be quarantined. All staff that can work from home should do so. They will be safer and can be seen as a further contingency for any staff shortage or in an event of Covid-19 contamination.

Consider measuring and register staff temperatures at random and when possible, using an IR device. Train your staff on regular basis to keep them updated on any new trends. Staff tend to relax after a few weeks without any incidents, continuous training is important.

Make all meetings and training online if possible.

MARINA EVENTS

Events in marinas, prior to a vaccine for Covid-19, will have to adapt. Big social gatherings may have to be switched into small, very personalized and limited events.

Examples of how events should be run in the near future:

- To boost boat sales, encourage local boat sales companies to make private boat visits (similar to the real estate market)
- Big parties and concerts should be switched into private/exclusive open space events or unplugged concerts. Concerts with online broadcast
- Exhibitions and local markets will have a more exclusive offer with less exhibitors and limited invitations for different days. A normal weekend event may now stay for one week to allow for spreading out the demand

MARINA RESPONSIBILITIES

Marinas create clusters of companies that normally work in and around the marina. They are also very important contributors to the local economies and to the employment of their region.

The social and economic impacts of the Coronavirus crises is universal to all branches of the economy and all social strata.

Marina play a very important role on the recovery of those economies and can be the 'first line' activator of all these clusters.

Social

In the new economic environment marinas should help everyone around and close to them. Together and united, everyone will come out stronger and faster. Marinas should, for example, buy as much as they can locally, hire staff from the local community and socially help the institutions they consider key elements of the social responsibility.

Environment

As we have just seen during an almost entire world on lockdown, nature is very resilient and can recover quickly. In a few weeks we have seen nature coming into towns, air pollution dropping dramatically and species, once away of their habitats, coming back. Marinas play an important role in terms of nature conservation and should take immediate actions now that it is so clear that it can be done. Also, at times like this, where the population is extremely alert to these issues, there are opportunities for the industry to make significant

changes. We encourage every marina in the world to innovate and lead needed changes to ensure a green and healthy recovery.

We have also seen what we thought was impossible when oil prices dropped to negative figures. The marinas are located in areas full of renewable sources of energy (wind, sun, waves, currents, etc). The technology is available on all those fields, therefore marinas where feasible should consider transformation of appropriate portions of their business model into renewable model. This will also keep the industry safer during events like the Covid-19 pandemic.

Digital

There is enormous potential in the digitalization of the marina industry. Advances can come from platforms that advise individuals whenever they had contact with a Covid-19 infected person (only by using Bluetooth and no georeferentiation or tracking), Apps that reduce/minimize the needs to have physical contact with others, equipment that gives a sound alert when workers are closer than they should from each other, and many more. In terms of digital transformation, the sky is the limit and the 'ocean' is gigantic.

Other useful resources:

- <https://osha.europa.eu/en/publications/covid-19-back-workplace-adapting-workplaces-and-protecting-workers/view>
- https://www.ecdc.europa.eu/sites/default/files/documents/Environmental-persistence-of-SARS_CoV_2-virus-Options-for-cleaning2020-03-26_0.pdf