



Operating Procedures for all Plymouth Boat Trip Vessels and Personnel involved Updated 16th October 2020

These procedures are compliant with the Coronavirus (COVID-19): Safer transport – guidance for operators issued on 12th May 2020, updated 16th October 2020, and Marine Information Note (MIN) 616 (M+F) Amendment 4 issued by the MCA.

The Risk Assessment and operating procedures will be kept under review based on practical experience and updated governmental advice.

Introduction

Plymouth Boat Trips (PBT) has taken steps in consultation with members of staff to determine the safest means of operating; in doing this we have considered the safety of our personnel as a priority and the safety of passengers using the services.

We have put in place alterations to our normal operating procedures for the protection of PBT personnel and members of the public. It is very important that these procedures are followed.

Local COVID Alert Levels

There is now a system of local COVID alert levels in England. The public are advised to comply with the additional restrictions which apply in areas that are part of a medium tier (tier 1), high tier (tier 2) or very high tier (tier 3) local COVID alert level.

Transport operators providing services through or within these areas should continue operating services as normal. We will review risk assessments regularly to ensure they remain relevant and appropriate.

Vessel Utilisation

PBT recognise fully the requirement to operate using the guidance provided by the UK government, in doing this, vessels have been selected for specific tasks to enable the safest possible experience for passengers and crew. This includes providing vessels with enough room to allow social distancing, options for managing passenger flow, open air space for passengers and good ventilation when using inside spaces.

Social Distancing

Passengers and people working on our vessels should keep their distance from people outside their household, recognising that this may not always be possible. From the 4th July 2020 the government advice states that as many people as possible comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

Plymouth Boat Trips will continue to keep working groups as small as possible and will ensure that all crew wear face coverings.

Skippers and Crew on the vessels should ensure that the reduced passenger carrying numbers detailed in the table below are adhered too. This is essential to allow appropriate social distancing to be practiced by passengers.

In line with the current government COVID-19 guidance; passengers will be restricted to no more than 6 people per group. This applies in all situations including group bookings, passengers will be advised that they will need to restrict their groups when on board a vessel to no more than 6 people i.e. 6 people sat in a group around 1 table.

We will ensure that passengers are sitting or standing side by side or behind other people rather than facing them, where seating arrangements allow.

Vessels in use will be restricted to passenger numbers below that permitted by the Passenger Certificate. The passenger numbers have been restricted to well below the normal maximum carrying capacity. This is to allow for social distancing in line with government advice when passengers are on board the vessel. The number of passengers permitted will be subject to change, as guided by governmental and local experience. It is essential that passengers comply with the requirements for face coverings and that crew ensure that the passenger spaces are well ventilated (See face coverings and ventilation sections)

Vessel Name	Normal Passenger No's	Reduced Numbers Permitted
Edgcumbe Belle	128	70
Plymouth Sound	191	100
Plymouth Princess	103	70
Spirit of Plymouth	143	85
Island Princess	71	45
Plymouth Venturer	241	120
Ronnoch Mor	28	16
Weston Maid	63	35

Skipper, Crew and Cremyll Office Personnel PPE

Face masks, gloves, aprons, & hand sanitiser will be provided for the Skippers, crew, & other personnel in close contact with members of the public to help in the safeguarding of both PBT personnel & passengers. Skippers, crew, & office personnel should wear gloves & face masks when in the vicinity of passengers.

Passenger Assistance

It is important that the crew and office personnel who are monitoring passenger boarding and leaving the vessel maintain social distancing where possible. This does mean that the crew will be **unable to provide the level of passenger assistance that would normally be the case**; the crew cannot offer a helping hand and cannot carry a passenger's luggage, pushchairs etc. Crew should give verbal instructions to aid passengers in safe boarding and leaving of the vessel.

The carriage of bicycles is still permitted on some of the vessels, passengers must load and unload them without assistance.

Dogs are still welcome to travel.

The crew assisting with boarding should be able to support anyone who is seen to slip or be falling to prevent injury.

Passenger Announcements

Announcement will be made once passengers are all onboard the vessel.

“Good Ladies and Gentlemen, welcome to this Plymouth Boat Trips Vessel.

May I please remind you that we are operating a one-way system on the vessel, please follow the arrows on the deck.

Please also observe social distancing to the best of your ability including when seated.

Please also leave in orderly fashion.

Face coverings must always be worn whilst onboard.

Hand gel is available for passengers to use throughout.

Thank you”

Face Coverings and Hand Sanitiser

All Passengers and crew are required to wear a face covering when using public transport with effect from 15th June 2020, including **all** Plymouth Boat Trip vessels, as set out in the government guidance. This is now further clarified within the social distancing section of the guidance which states clearly that face coverings are to be worn where social distancing is not possible.

A face covering should cover your mouth & nose while allowing you to breathe comfortably. It is important to use face coverings properly and wash your hands before putting them on and after taking it off.

Some people may not be able to wear a face covering, for example children under the age of 11, people with breathing difficulties and people whose disabilities makes it difficult for them to wear a face covering.

A face covering is not the same as the surgical masks or respirators used by healthcare & other workers as part of personal protective equipment (PPE). Face coverings are available to purchase if you do not access to your own.

Hand sanitiser will be available on the vessels & at the Cremyll Ticket Office for passengers to make use of.

Protecting Passenger Flow

When arriving at the quayside it is important that passenger movements are managed to ensure that social distancing can be observed

There will be signage on the vessel and at boarding locations advising passengers to queue well away from the boarding location and await instructions from a member of staff prior to moving towards the vessel.

To ensure that this happens, passengers will be not allowed into the boarding area until all passengers have left the vessel. When leaving the vessel, the Skipper and crew should encourage social distancing of passengers by verbal instruction.

Wherever possible PBT personnel will manage passengers who are waiting to board. They will ensure that the vessel is empty of passengers prior to allowing new passengers to enter the boarding area. The passengers will then be advised to socially distance when boarding.

The Skipper, crew and shore personnel will advise passengers to make use of the upper deck and open-air spaces where possible. They will also advise passengers to socially distance when sitting or standing on the vessel for the passage. A one-way system will be in place to ensure that social distancing can be practised.

Cleaning

Government advice for cleaning is:

Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people

Wear disposable or washing-up gloves and aprons for cleaning. These should be double bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished

Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles

If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth, and nose, as well as wearing gloves and an apron

Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning

The vessel should be thoroughly cleaned prior to the start of the daily schedule and at the end of the day. Where practical the vessel should be thoroughly cleaned in between trips.

Additionally, the vessel should be cleaned throughout the day paying attention to areas where passengers have contact with handrails, handles etc.

Ventilation

Operators have been advised to ensure that where possible there is a flow of clean fresh air through the vessel. Skippers and crew must; where it is safe to do so ensure that windows and doors are open to allow a flow of air and passengers should be encouraged to use the upper decks or other open-air spaces.

Contactless Payment

Ticket purchase arrangements will vary by vessel, however contactless payment is encouraged, all locations will have access to an appropriate machine, cash payments will also be accepted.

Emergency Incidents

The existing emergency procedures should be followed with the addition of encouraging social distancing where it is possible.

If anyone becomes unwell with the symptoms of coronavirus in a transport setting, they should be sent home and advised to follow the stay at home guidance. If they need clinical advice, they should go online to NHS 111 (or call 111 if they don't have internet access). In an emergency, call 999 if they are seriously ill or injured or their life is at risk. They should not visit a GP, pharmacy, urgent care centre or hospital.

There is currently no requirement to self-isolate if you have been in proximity with someone showing coronavirus symptoms in the workplace and have been following social distancing measures. Workers should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell. It is not necessary to close the transport setting or send any staff home.