



Operating Procedures in accordance with Government Guidelines Service resuming 4th July 2020

All procedures are compliant with the Coronavirus (COVID-19): Safer transport – guidance issued 14th June 2020. <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

Our Risk Assessment is always under review and will reflect Government Advice at all times – these operating procedures make up part of our risk assessment and are in addition to our Domestic Ship Safety Management System and Company Operational Guidelines.

Passengers and our Ferry Crew will follow normal operating guidelines with the addition of the following alterations which must be maintained at all times.

PPE

Face Masks will be available from Greenway Quay, Booking Offices and On Board Vessels. Crew and Staff will be issued with gloves and visors in addition to private hand sanitiser and stations available at Greenway Quay, Booking Offices and Onboard. Crew **should** wear visors when in close proximity to passengers – however are exempt see below.

Cleaning Vessels

Vessels will be cleaned with soapy water at the start of the day – contact surfaces i.e. handrails and touch sensitive areas and thoroughfares will be sanitised with commercial grade chemicals wearing gloves. Contact surfaces will be cleaned regularly throughout the day changing cloths or using disposable cloths. Hand washing for 20 seconds is recommended. A visor is to be worn when cleaning.

Shore Operation

Customers are asked to book online and use social media where possible for latest information. All passengers will be forwarded to the Booking Office to check in with booking office team – at this time passengers will be reminded that face coverings must be worn on the vessel and booking office staff will ask how many passengers are traveling together and record this with their surname. Passengers will then be directed to the waiting point. Booking Office Staff will be issued with Face Screens and Kiosk Screens where appropriate, which will be sanitised regularly. Contact surfaces on Booking Offices will be cleaned every 30 minutes or after use.

All passengers are to wear face coverings when on board all vessels – this can be a scarf, or home made covering – this is obligatory and UK Law. Passengers are required to wear a face covering when using public transport with effect from 15th June 2020, this includes ferry services. A face covering should cover your mouth and nose while allowing you to breathe comfortably. Children under 11 do not have to wear a face covering – and some

people are exempt <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#exemptions-face-coverings>.

Face masks will be available to purchase from the booking offices and Greenway Quay for £1.50 for those without masks and also on the boats. Passengers without a face mask or whom refuse to wear one, will not be able to travel.

Until further notice - maximum passenger numbers for Christie Belle have been reduced by 50% of our MCA Passenger Certificate to aid social distancing, lowered to 50 passengers maximum, this may change as government guidelines are updated – and may fluctuate depending on single travellers or family social bubbles. A minimum of 1m will be maintained for social distancing between passengers not in separate social bubbles, families or groups. This will be part of the seating process. Numbers will be communicated with vessel.

In Dartmouth and at Greenway Quay – In Dartmouth passengers will be sent to our Greenway Ferry sign on the embankment for queuing – and are to maintain social distancing. When Christie Belle is about to berth, a member of Booking Office Staff will walk passengers down the pontoon ramp to aid a route and the one way system – then the crew will take over boarding.

At Greenway Quay – Passengers will wait in signed area – be looked after by the Quay Staff and asked to maintain social distancing.

Vessels and Operation

Christie Belle – Dartmouth to Greenway Route (and passengers for Dittisham)

Our service timetable will operate as normal other than dropping the last service at 5pm from Greenway Quay.

Passengers will be seated on the top deck and stern wherever possible to maximise ventilation and use open air as a risk reducer to COVID-19, thus improving Social Distancing. When weather permits and it is safe to do so in accordance with MCA Operating Guidelines - Doors and windows where safe to do so are to be remained open to increase airflow.

Seats will be numbered – a multi use form will be available so as to aid seating for maintaining social distancing collecting surnames and numbers. Shore staff will notify Crew of Passenger Numbers and groups / social bubbles ie:

23 Passengers

Groups / Social Bubbles

2 Passengers – Mr Blogs

6 Passengers – Mrs Brown

4 Passengers – Mr Smith

1 Passengers – Mr Big

4 Passengers – Mr Johnson

6 Passengers – Mrs Green

The crew will then work on a plan of how to seat passengers, giving seat numbers ready for arrival. Passengers will be expected to hand sanitise and wear face coverings prior to being embarked onto the vessel.

Please be advised that boarding may take a little longer than usual – the upper deck will be loaded first, then the stern of the vessel and then the inside. At all times a minimum distance of 1m will be maintained. It is requested all passengers follow direction of crew and signage at all times.

Crew will be offering limited passenger assistance – in this we mean they will not be holding everyones hand, taking luggage, bikes etc. They will of course help you if passengers are unsteady, wearing gloves and a visor.

Skipper of Vessel will announce the standard safety brief in addition to the following:

“Your trip today has been made safe by us following government guidance making us Covid secure. Please observe social distancing when on board, staying in the seat provided to you. Please remain seated until asked to disembark by crew as we have a specific unloading system, with the saloon first, then stern of the vessel ending with the top deck. Face Coverings are to be worn onboard at all times and a hand sanitising station is available to you – toilets will remain closed during this time – however facilities are available at Greenway House. If returning from Greenway Quay – please report to the kiosk at Greenway on the Quay before joining the queue to return back”.

The same process will take place for passengers returning from Greenway, with passengers reporting to the kiosk staff, giving their name and surname and number of travellers in their group.

Dittisham Belle - Dittisham to Greenway Ferry

Due to the lack of space on the Dittisham Ferry, it is advisable to do separate trips with each separate group / social bubble. Crew and passengers not travelling together in a social bubbles must maintain a 1m social distance.

Incidents and COVID Emergency Procedures

Existing emergency procedures in accordance with the Domestic Ships Safety Management System should be followed in addition to COVID related operational changes.

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.