



BAHAMAS TOURISM READINESS & RECOVERY

Plan for Re-entry into the Tourism Market

May 2020

FOREWORD

On behalf of the members of the Tourism Readiness and Recovery Committee, we are honoured to present this draft plan¹. The year of 2020, which brought with it a highly contagious and globally lethal virus, has dealt a historic and devastating blow to our economy. The members of the Committee worked assiduously within a relatively narrow time frame to harness the expertise embodied by a vast network of representatives from all segments of the tourism industry, including and beyond Committee members.

In a matter of weeks, COVID-19 uprooted and altered the global economy like never before. However, despite the closure of businesses, the loss of livelihoods, the severe restrictions on mobility, we believe that economic recovery is inevitable. For many Small Island Developing States, including The Bahamas, economic recovery equates to reactivating the tourism industry.

We acknowledge that when we reopen our borders, we must do so with the understanding that the world is, and will be for some time, markedly different from the one that existed prior to the COVID-19 pandemic. As such, the Committee hopes that this plan will serve as a practical resource for all stakeholders who interact with the tourism sector in The Bahamas.

The plan lays out good practices, proposes new protocols, and includes key policy considerations to provide a road map for the Government, and tourism stakeholders, to use as a guide to ready themselves for the imminent reopening of our internal and external borders to local and international travel and to re-enter the tourism market in a strategic manner which considers health and safety pivotal to the sustained restoration of the Bahamian tourism economy. Recognizing that jumpstarting the tourism industry will require seamless cooperation and agreement among players in the private and public sectors, we look forward to furthering collaboration with the Government of The Bahamas in the same spirit that saw the production of this resource. In addition, the Plan aims to provide external markets with the confidence and understanding that The Bahamas is deploying an approved, comprehensive strategy.

To create this proposed plan, the TRRC (headed by the Bahamas Hotel and Tourism Association (BHTA) and The Bahamas Ministry of Tourism) worked alongside public and private sector partners including The Nassau Paradise Island Promotion Board (NPIP), Paradise Island Tourism Development Association (PITDA), Bahama Out Islands Promotion Board (BOIPB), Grand Bahama Island Tourism Board (GBITB), Nassau Airport Development Company (NAD), Nassau Cruise Ports, Association of Bahamas Marinas, Hutchison Ports Bahamas (Grand Bahama Airport Co., Freeport Harbour Co., and Freeport Container Port) and The Bahamas Ministry of Health (BMOH).

The Plan is comprised of reports from many subcommittees from the broad range of tourism sector groups and is close to completion. It will be given to the Government for it to provide support to public and private sector entities, as the country looks toward reopening this critical economic sector.

¹ Disclaimer: Information contained in this document was compiled following review and consultation of national, regional, and international resources outlining COVID-19 protocols and good practices across sectors.

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ACKNOWLEDGEMENTS

The BHTA and The Bahamas Ministry of Tourism would like to thank the core committee members, group leaders and subcommittee members, who are comprised of in excess of 100 public and private sector tourism stakeholders, for their contribution to this important body of work. The level of engagement and intensity of interest aptly showcase our ability to band together to get The Bahamas back to the business of tourism, in a healthy, safe and sustainable manner.

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ACRONYMS AND ABBREVIATIONS

ABM	Association of Bahamas Marinas
BHTA	Bahamas Hotel and Tourism Association
BMA	Bahamas Maritime Authority
BMOTA	Bahamas Ministry of Tourism and Aviation
BOH	Back of House
BOIPB	Bahamas Out Islands Promotion Board
CDC	Center for Disease Control and Prevention
FBO	Fixed-based Operators
FOH	Front of House
GBAC	Grand Bahama Airport Company
GBITB	Grand Bahama Island Tourism Board
GDP	Gross Domestic Product
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
LPIA	Lynden Pindling International Airport
MOH	Ministry of Health
NAD	Nassau Airport Development Company
NPIPB	Nassau Paradise Island Promotion Board
POS	Point of Sale
PITDA	Paradise Island Tourism Development Association
PPE	Personal protective equipment
SOP	Standard Operating Procedures
TRRC	Tourism Readiness and Recovery Committee
TSA	Transportation and Security Administration
USCBP	United States Customs and Border Protection
UNWHO	United Nations World Health Organization
UNWTO	United Nations World Tourism Organization

EXECUTIVE SUMMARY

WHAT IS THE PURPOSE OF THE PLAN?

The Tourism Recovery and Reentry Plan aims to provide a road map for the Government and other tourism industry stakeholders to use as a guide to prepare for the imminent reopening of The Bahamas' internal and external borders to local and international travel and to re-enter the tourism market in a strategic manner which considers health and safety pivotal to the sustained restoration of the Bahamian tourism economy. As a tourism dependent destination, The Bahamas' ability to propel itself to the forefront of regional and international competitors vying for the same depleted demand market is essential to the restoration of the national tourism industry. Having a plan in place is integral to the country's ability to retain the interest and engagement of our travel partners and potential visitors. This Plan also positions The Bahamas as a forerunner in regional efforts to prepare to reactivate the tourism sector immediately upon the relaxation and/or removal of COVID-19-related restrictions.

WHAT IS THE FOCUS OF THE PLAN?

The Plan focuses on best practices, new protocols, procedures, and guidelines to come into effect upon the reopening of The Bahamas for tourism-related economic activity.

WHO IS THE PLAN FOR?

The Plan is intended to be used by all who interact with the tourism industry in The Bahamas. In this respect, this plan takes into consideration the processes required to provide for external markets, i.e. demand markets; travel industry partners; airlines, tour operators and on-sellers; and internal tourism stakeholders, employees, owners and operators with the confidence and understanding that The Bahamas is deploying an approved, comprehensive strategy that is aligned with international, regional and local standards and best practices to reopen the destination in a safe and healthy manner.

HOW CAN I USE THE PLAN?

Interested stakeholders may read the plan in its entirety or they may opt to read the segments of the tourism sector most applicable to their needs. In this vein, readers can turn to one of the following sections and learn about the practices being introduced to the Bahamian tourism sector to ensure the health and safety of all internal and external stakeholders:

- Airports and Ports of Entry
- Industry Safety Measures and Best Practices
- Certification Process

- Hotel Operational Guidelines
- Property Hosting Guidelines
- Retail Guidelines
- Food and Beverage Guidelines
- Excursions/Tours/Local Attractions Guidelines
- Transportation Guidelines

WHO WAS INVOLVED IN THE CREATION OF THE PLAN?

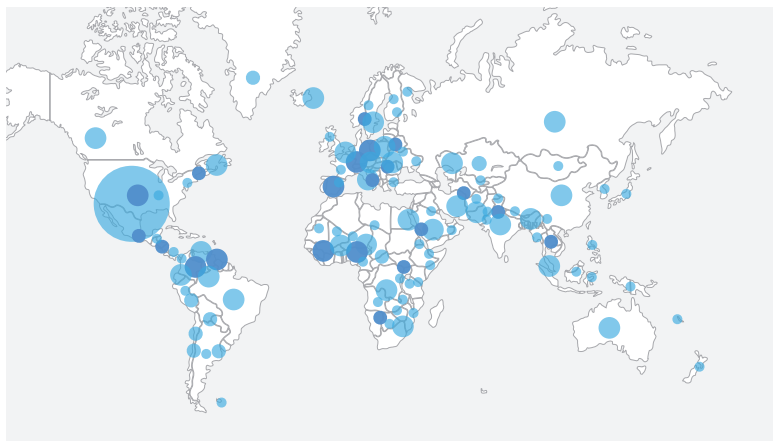
This initiative has seen the engagement of a wide cross section of stakeholders. This broad collaboration has been integral to the composition of a comprehensive plan which has incorporated feedback, acumen and insight from owners, operators, employees, government representatives and various businesses directly or indirectly linked to the tourism economy. Sectors represented include: Airlines (commercial/private), Points of Entry (Airports, FBOs, Cruise Ports, Marinas) and tourism touchpoints within the destination: Taxis, Tours, Hotels (small, mid-sized, large) Vacation Home Rentals (AirBNB), Retailers, Straw Market, Land and Sea-based Attractions, to name a few.

WHAT ROLE WILL THE GOVERNMENT OF THE BAHAMAS HAVE IN IMPLEMENTING THE PLAN?

Arguably, the largest stakeholder in the tourism sector, the Government of The Bahamas will be responsible for approving proposed practices and minimum standards to ensure a safe and healthy reopening of the country's borders to jumpstart the tourism industry. The Government also has a key role to play in subsidizing measures through incentives which are undertaken to promote public health in the tourism sector.

INTRODUCTION

Tourism is considered one of the hardest hit sectors and is expected to have a longer-lasting impact in comparison to other industries as a result of the severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) pandemic, referred to as the COVID-19 pandemic. As of May 19 2020, over 4.8 million cases of COVID-19 were identified globally, including more than 323,000 deaths². Notably, over 1.5 million of the global COVID-19 infections occurred in the United States, The Bahamas' largest tourism source market, compared to 550,000 in the rest of the Americas (including 16K in the Caribbean) and 1.9 million in Europe³.



The first three months of 2020 saw a 22% reduction in global tourism levels with the United Nations World Tourism Organization (UNWTO) estimating an annual tourism decline of between 60% - 80% as an outcome of COVID-19. Overall, this could result in the loss of up to \$1.2 trillion in revenue and up to 1.1 billion fewer international tourists, putting up to 200 million direct tourism jobs at risk. The International Monetary Fund (IMF) expects the global economy to contract by an average of 3% in 2020 (1.0% in developing countries) and to rebound in 2021 (up 5.8% on average, 6.6% in developing countries). Globally, recovery is expected to begin in the final three months of 2020, with most forecasts emphasizing recovery at the start of 2021. Domestic travel is expected to recover first, followed by regional and then international travel.

Small Island Developing States such as The Bahamas have been significantly impacted by the pandemic due to the heavy dependence on tourism, particularly, on gross domestic product (GDP) and employment, and the limited alternative sources of foreign exchange revenues to service external debt and pay for imports. In The Bahamas, the immediate impact of the COVID-19 pandemic has already been felt through a complete cessation of visitors, and the resulting impacts on airplane groundings, hotel closures, suspension of cruise line trips and other such actions. This is deeply concerning because tourism accounts for roughly 50% of the country's GDP and nearly 70% of all persons in The Bahamas are directly or indirectly employed in the tourism sector. As of May 10, 2020, more than 25,000 Bahamians were estimated to have been laid off or lost their income due to the crisis, with unemployment in the near term estimated to exceed 30%. The Government's COVID-19 response has cost more than \$120 million, to date, despite a 50% reduction in tax revenues in April 2020, and post-Hurricane Dorian recovery efforts still continue. The local economy is estimated to shrink by as much as 14% to 20% overall in 2020. In addition, The Bahamas has been under curfew or lockdown since March 24, 2020, shortly after the first local COVID-19 cases were diagnosed. On April 27, 2020, a plan for the phased reopening of the Bahamian economy (see **Annex A**) was outlined by the Government once the number of COVID-19 cases began levelling off after a sharp increase in March.

Given the negative impact of COVID-19 on the Bahamian economy, including the unprecedented interruption of economic activity in the tourism industry; the Tourism Readiness and Recovery Committee was tasked with developing a comprehensive plan outlining proposed changes to protocols and procedures to facilitate a seamless transition into an augmented, highly sanitary post-COVID-19 travel and tourism industry. Led by

The Bahamas Hotel and Tourism Association (BHTA) and The Bahamas Ministry of Tourism and Aviation (BMOTA), the TRRC is working alongside public and private sector partners including The Nassau Paradise Island Promotion Board (NPIP), Paradise Island Tourism Development Association (PITDA), Bahamas Out Islands Promotion Board (BOIPB), Grand Bahama Island Tourism Board (GBITB), Nassau Airport Development Company (NAD), Nassau Cruise Ports, Association of Bahamas Marinas, Hutchison Ports Bahamas (Grand Bahama Airport Co., Freeport Harbour Co., and Freeport Container Port) and The Bahamas Ministry of Health (BMOH) to create and propose a “Bahamas Tourism Readiness and Recovery Plan for Re-entry into the Tourism Market”.

The deployment of a Tourism Recovery and Re-entry Plan which provides guidelines for health and safety protocols not only allows tourism businesses to deploy approved health and safety standards which will, as best as possible, keep employees and guests safe; it provides target markets with a comfort level that The Bahamas is a safe and healthy destination. This is a baseline requirement for travel consideration post-COVID-19. The Tourism Recovery and Reentry plan aims:

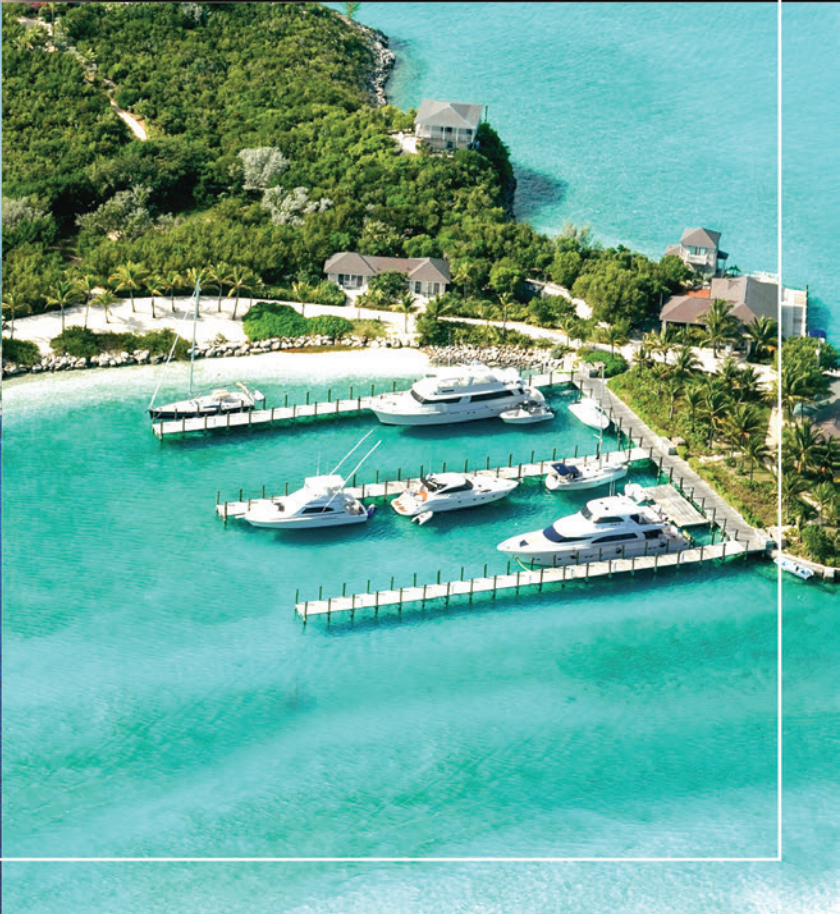
- To provide a road map for the Government and tourism stakeholders to use as a guide to ready themselves for the imminent reopening of The Bahamas’ internal and external borders to local and international travel and to re-enter the tourism market in a strategic manner which considers health and safety pivotal to the sustained restoration of the Bahamian tourism economy. Having a plan in place is integral to our ability to retain the interest and engagement of our travel partners and potential visitors. As a tourism dependent destination, our ability to propel ourselves to “top of mind” amidst a cacophony of competitors (regional and international), each vying for the same depleted demand market, is essential to the restoration of our tourism industry. Other regional tourism destinations are initiating their own tourism recovery plans; The Bahamas must be a forerunner in this effort.
- To provide external markets, i.e. demand markets; travel industry partners; airlines, tour operators and on-sellers; and our internal tourism stakeholders, employees, owners and operators with the confidence and understanding that The Bahamas is deploying an approved, comprehensive strategy, aligned with international, regional and local standards and best practices, to reopen the destination, in a safe and healthy manner. Being visible and accessible while opening our economy in a safe and healthy manner is key to our ability to recover economically as a tourism destination. In addition, as varying tourism engines have been forced to “idle” when our borders were closed due to the COVID-19 threat, advance planning is necessary to allow external and internal industry partners the opportunity to plan for reopening their businesses, from an operational perspective, as well as a sales, marketing and promotion perspective.

²<https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

³<https://covid19.who.int/>

⁴Prime Minister’s National Address, 10th May 2020

AIRPORT & SEAPORTS OF ENTRY



AIRPORTS & SEAPORTS

LYNDEN PINDLING INTERNATIONAL AIRPORT

Introduction

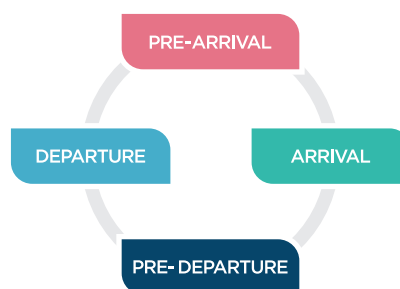
Never has the aviation industry faced such a rapid upheaval as the one it is currently facing. The COVID-19 crisis brought travel demand to an abrupt, global halt which led to airlines scrambling to adjust to the depressed demand and slash capacity. At the writing of this document, approximately 16,000 aircraft (representing two thirds of the entire global fleet) are parked, representing logistical nightmares at some airports for which runways and taxiways have been closed to accommodate the grounded aircraft. With demand not expected to return to pre-COVID-19 levels until 2022 or beyond, some airlines have even accelerated the retirement of certain aircraft from their fleets entirely to reduce costs.

With little to no flights and no passengers transiting through terminals, airports' budgets have been obliterated and they, too, are undertaking cost-saving measures. At the Lynden Pindling International Airport (LPIA), there was a 34% reduction in aircraft movements in March 2020, with even greater decreases in passenger and aircraft movements in the subsequent months.

While there is some uncertainty as to when operations may resume, The Nassau Airport Development Company as the LPIA operator, the Grand Bahama Airport Company (GBAC), and Family Island airport operators have developed a robust but flexible approach to business resumption to ensure the safety of the travelling public and all airport users. The preparedness and response plan will also help to strengthen the facilitation objective of the airport in its accommodation of flights coming from countries or regions that are considered to be 'hot spots' for the virus and refine the prevention and control measures to ensure the safety and security of the flying public. Lastly, this plan will act as a way to share information with key stakeholders and to ensure that all employees, agencies and tenants are aware of all the GBIA management's efforts to keep the travelling public safe.

With new information becoming available from the Ministry of Health, the Office of the Prime Minister, the Vantage Airport Group, aviation regulatory bodies (such as the International Civil Aviation Organization [ICAO], International Air Transport Association [IATA], etc.) and our partners, this information will be updated to reflect any new mandatory requirements and best practices. Additionally, as operations resume, they will be monitored continuously to measure the effectiveness of all good practices implemented and make changes, as necessary.

As such, this chapter outlines all of the initiatives being undertaken by all airport stakeholders along the passenger journey to reassure the travelling public and airport users that all feasible measures are being taken to stop the transmission of COVID-19 and other viruses. Specifically, the reader will be taken through the passenger journey, using the incoming traveller's journey as a starting point to map new, proposed, and evolving standard operating procedures.



Pre-Arrival

This segment focuses on the proactive measures to be undertaken by all airport stakeholders prior to the passenger journey. These measures are focused on communication to ensure that **prior to** the passenger journey, the passenger is aware of all travel requirements that must be met upon arrival and transiting through the airport. To this end, the following notice will be posted on all official, travel-related notices.

To facilitate a seamless passenger journey, NAD and other airport operators will engage in the following activities:

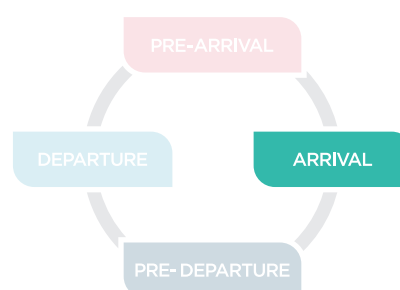
- Promulgate pre-arrival information on NAD's website and social media posts.
 - This information will include requiring all passengers to wear masks when transiting terminals, travelling with medical certificates indicating good health, information on enhanced screening methods, and other prescreening measures.
 - Also to be included is a strong message encouraging all arrivals to share their contact information with airlines - in an effort to facilitate contact tracing, should the need arise.
- Promulgate general information regarding airline contact information, links to partners' websites, and other essential information so that all necessary travel information is in one central location.
- Promote Healthy Traveller Campaign, requiring passengers and airport workers to engage in good hygiene practices (such as frequent hand washing, use of hand sanitizers, wearing masks when transiting terminals, etc.).

Arrival

Upon arrival to LPIA, **ALL passengers** must comply with measures implemented by every airport stakeholder. Travellers should be mindful of the fact that airports in the Family Islands are all unique in terms of size and scope - i.e. some receive international direct flights, others are domestic-only airports.

NAD will:

- Ramp up cleaning efforts in all terminals with increased focus on frequently touched areas inclusive of handrails, counters, and large equipment such as baggage claim devices.
- Strategically place hand sanitizer stations throughout the terminal.
- Maintain an inventory of temperature screening equipment to assist with measuring the temperature of all incoming passengers.



Bahamas Immigration Hall

Bahamas Immigration officials will, inter alia:

- Require placement of markers on the terminal floor to indicate where passengers should step to abide by physical distancing measures.
- Install Plexiglass partitions to act as a barrier between Bahamas Immigration Officers and passengers.
- Wear masks and gloves.

- Be responsible for implementing enhanced screening methods which will include the following:
 - Review of travel history
 - Validation of health certificates
 - Maintenance of a database of traveller contact information (phone, electronic, and/or physical)
 - Management of passengers' plans for self-isolation for a period of 14 days

Department of Public Health officials or other officials designated to serve in such capacity will conduct:

- Advanced screening of passengers, including temperature screening.
- Removal of passengers, who show symptoms of COVID-19, to the on-site quarantine area away from other passengers for further testing and evaluation.

Baggage Claim

NAD will ensure:

- Placement of **physical distance markers** around baggage claim devices to ensure proper separation between passengers.
- Maximum **separation of passengers** when collecting luggage by using the two most distant baggage carousels – i.e. where operationally feasible and based on the flight schedule (for example, should American Airlines and Bahamasair have similar arrival times, one flight will utilize BCD 1 and the other will use BCD 3).

Bahamas Customs

Bahamas Customs officers will:

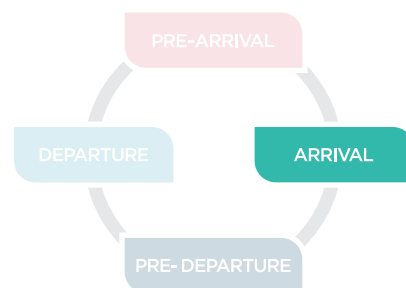
- Ensure that physical distance markers are placed on the floor advising passengers where they should stand while waiting to be processed.
- Be required to wear masks and gloves.
- Ensure that partitions are installed to reduce contact between Customs officers and passengers.
- When a passenger's bag must be checked, allow the passenger to open the bag and move items as necessary to limit contact.

Curbside/Rental Car Facility

NAD will require that:

- All staff (landside operations, Road Traffic etc.) wear masks and gloves when interacting with passengers.
- Physical distance markers be placed on the ground where passengers queue for taxis.
- Physical distance markers be placed on the ground in the rental car facilities to ensure adequate spacing while waiting to be assisted.
- Plexiglass partitions will be installed in the rental car facility to act as a barrier between staff and passengers.

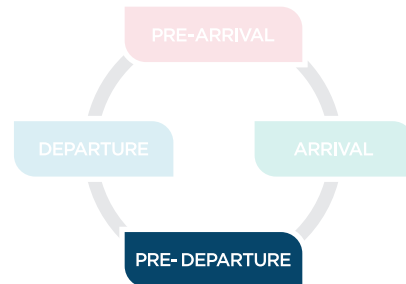
Pre - Departure



This segment focuses on the proactive measures that will be enacted by NAD and its partners prior to passengers arriving at the terminal for departure. These measures have been put in place to ensure the safety of the travelling public and all airport users.

NAD and other airport operators will engage in the following activities:

- Promulgate information in the same manner and via the same avenues described in the **pre-arrival process**.
- NAD will also promulgate general information regarding airline contact information, links to our partners’ websites, etc., so that all necessary travel information is in one central location.
- Promote Healthy Traveller Campaign, encouraging passengers to engage in good hygiene practices (such as frequent hand washing, use of hand sanitizer, etc.). Also, encouraging persons to alter their travel plans if they feel ill.
- Promote the importance of passengers providing airlines with the necessary contact information in the event that they have to be contacted after their journey (helpful for contact tracing should the need arise).
- Additionally, if passengers are able, NAD will encourage passengers to check in online in an effort to limit interaction with fellow passengers and airport staff.



Departure

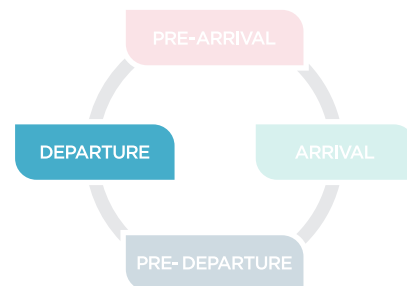
This segment focuses on the passenger’s journey throughout the terminal and the various interactions he/she may have with the various airport stakeholders and the measures that have been put in place to ensure not only their safety, but the safety of all airport staff.

Check - In Hall

NAD, the Grand Bahama Airport Company, and other applicable airport operators must carry out the following:

- Enhance cleaning efforts in all terminals with increased focus on frequently touched areas inclusive of handrails, counters, restrooms, and others.
- Install hand sanitizer stations strategically throughout the terminal.
- Implement temperature screening equipment to assist with measuring the temperature of all incoming passengers.
- Place sanitizing mats at the entrance to all terminals.
- Play messages on the intercom system every 10 minutes reminding passengers to engage in good hygiene (washing of hands, coughing into the pit of the elbow, etc.) and maintain physical distancing.
- Install, in all washrooms, good hygiene signage reminding persons to practice good hygiene (washing of hands, coughing into the pit of the elbow, etc.).
- Limit the terminal facilities to passengers and essential airport workers only.

As part of the check-in process, **airlines** will have:



- Physical distance markers placed on the ground at all airline check-in counters.
- Plexiglass partitions installed to act as a barrier between staff and passengers.
- Enhanced cleaning of check-in counters.
- Enhanced cleaning protocols for self-service kiosks or elimination of the use of self-service kiosks – The airlines’ websites should be monitored for any changes in protocols.
- Agents who are required to wear masks and gloves – the latter requirement is at the discretion of the carrier.

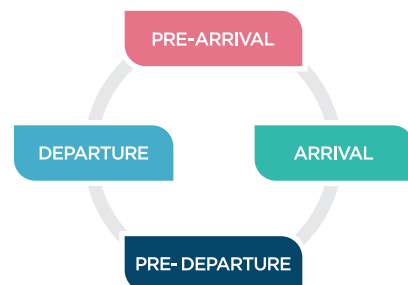
Airport Authority Security

- Physical distance markers will be placed on the ground in the pre-board screening area.
- Enhanced cleaning measures, inclusive of frequent sanitization of bins and x-ray equipment, will be implemented.
- All Airport Authority staff should be provided with the necessary PPE (gloves, masks, and other equipment deemed necessary).
- All front-line staff will be required to wear PPE when interacting with passengers.
- All airport employees will utilize non-passenger screening checkpoints, if available.
- Separate shift schedules to isolate staff shifts will be implemented to limit contact tracing.
NOTE: Staff should also work in the same areas or checkpoints.
- Establish online/computer-based training and security briefings.
- Resolve alarms by opting to utilize Explosive Trace Detection (ETD) equipment in favor of physical pat downs and changing ETD swabs on a frequent basis.
- Require passengers to hold their own documents and scan their own boarding passes or mobile devices to limit interaction.
- In accordance with TSA regulations, allow one liquid hand sanitizer container up to 12 ounces per passenger in carry-on bags until further notice. These items must be screened separately. All other liquids, gels and aerosols must continue to be limited to the 3.4-ounce limit.
- Implement an appointment only program as it relates to the renewal of ID badges to limit the number of persons in the ID room.
- Implement separate shifts for CCTV Operations to limit interaction and maintain physical distancing requirements.
- Provide PPE and hand sanitizer to all CCTV personnel.
- Conduct audits of the Airport ID system to ensure the integrity of the system. Notification will be provided to all entities to advise on the status of employees and those no longer employed with the company (terminated, resigned, deceased etc.) to facilitate rapid deactivation of former employee access.

United States Customs and Border Protection

USCBP will engage in the following activities:

- Physical distance markers will be placed on the ground in the USCBP screening area.
- Enhanced cleaning measures will be implemented in this area to ensure that kiosks are cleaned on a frequent basis.
- USCBP Officers will wear masks and gloves when interacting with passengers.



Food Courts & Commercial Areas/Tenants

NAD has undertaken the following activities:

- Adjusted the seating in the food court areas to encourage physical distancing.
- Advised all commercial food tenants to require employees to wear masks and gloves in line with ACI Best Practices.
- Encouraged all commercial food tenants to provide utensils with all meals to discourage eating with hands.

Hold Rooms

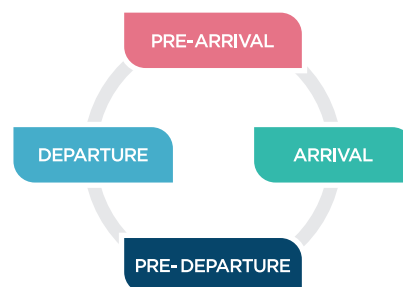
NAD has made, and other airport operators will make, the following changes in hold rooms:

- Adjustment of seating areas in the various hold rooms to encourage physical distancing.
- Placement of markers advising passengers where to sit to encourage physical distancing.
- Enhanced cleaning efforts in all terminals with increased focus on frequently touched areas inclusive of handrails, counters, etc.
- Installation of Plexiglass barriers at boarding gates.

Gating

NAD has engaged in, and will undertake, the following activities:

- Created a standard operating procedure to maximize physical distancing at gates when operationally feasible. Specifically, based on flight schedule, flights will be scheduled to every other gate to provide as much distance between flights, as possible – e.g. Bahamasair at Gate C40, American at Gate C42, Delta at C44 etc.
- Playing messages on the intercom system every 10 minutes reminding passengers to engage in good hygiene (washing of hands, coughing into the pit of the elbow, etc.) as well as to engage in physical distancing practices.
- Enhanced cleaning efforts in all terminals with increased focus on frequently touched areas inclusive of handrails, counters etc.
- Posting of signage in the waiting area to encourage physical distancing between departing passengers and on seating.



Boarding Process

Airlines will engage in the following activities:

- Modify their boarding practices to ensure that physical distancing can be maintained through the boarding process.
- Require airline agents to wear gloves and masks.
- Require passengers to hold their own boarding ticket and passport when presenting to the agent to limit interaction.
- Provide for greater time when boarding to ensure that physical distancing can be maintained.

On Board the Aircraft

Airlines have engaged in enhanced cleaning programs and other measures to curb the transmission of

COVID-19 and other viruses. Some measures are included below – for examples of airline specific measures, please refer to **Annex B**. Please note that measures undertaken by airlines are subject to change and, as such, passengers are advised to monitor airline websites, accordingly.

Airlines are engaged in the following:

- Flight attendants on board the aircraft will wear masks and gloves.
- Airline cabins are being cleaned with EPA approved, hospital grade disinfectant with special focus placed on frequently touched items such as seatbelts, windows/shades, tray tables, armrests, etc. prior to each departure.
- Airlines are equipped with High Efficiency Particulate Air (HEPA) filters (which are also utilized in hospitals) to filter out airborne particles, and all of the air in the cabin is completely changed on average every three minutes.
- Airlines are limiting the number of seats on sale and are proactively reviewing seat assignments and relocating passengers as necessary to provide as much distance between passengers as possible when on board the aircraft.
- Airlines have completely stopped or modified their snack/beverage service on board the aircraft to limit contact.
- Some airlines may require passengers to wear masks when onboard the aircraft (to date Canadian airlines such as WestJet and Air Canada). It should also be noted that JetBlue has become the first U.S. carrier to require passengers on board their flights to wear face masks.

Fixed Based Operators (FBOs)

This segment of the passenger journey looks at the measures being implemented by Fixed Based Operators at LPIA which are engaged in the following activities:

- Enhanced cleaning measures implemented to ensure frequently touched areas are disinfected (doorknobs, handrails etc.)
- Staff required to wear masks and gloves.
- Limiting the lobby areas to passengers and essential workers only.
- Enhanced Operating Procedures to reduce the number of persons in the FBOs inclusive of:
 - Increased transfers from the aircraft directly to the vehicle transportation to reduce the need for persons to access the lobby.
 - Encouraging passengers to arrive shortly before their flight departs.
 - Trial use of new measures such as Bahamian pre-clearance facilities at select FBOs in South Florida which limits the time spent in the FBOs on arrival to LPIA.

FAMILY ISLAND AIRPORTS

The airports in the Family Islands are all unique in terms of size and scope – some receive international direct flights, others are domestic-only airports. Given the differences in terminal designs/layout on each island and the variation in resources available, not all measures below may be implemented however, **there are some basic measures that can be implemented** such as the following:

- Mandatory use of masks by all passengers and airport workers.
- Limit the airport terminals to passengers and airport workers only.
- Establishment of enhanced cleaning programs of high-touch areas (doorknobs, handrails, etc.) using hospital grade disinfectants.
- Placement of hand sanitizer stations throughout the facility.

- Enforcement of physical distancing where able throughout the terminal facility.

Pre-Arrival

This segment focuses on the proactive measures that can be undertaken by all airport stakeholders prior to the passenger journey beginning. These measures are focused on communication to ensure that prior to the passenger journey, the passenger is aware of all travel requirements that must be met upon arrival and transiting through the airport.

The Airport Operator will focus on the following activities:

- In concert with the airlines ensure that the passenger provides accurate contact information if they have to be contacted (helpful for contact tracing should the need arise).
- Promote (via airport website/social media) good hygiene practices and increase good hygiene signage throughout the airport facility.
- Promote that all passengers/airport workers must wear masks when transiting terminals.

Arrival

The Airport Operator will focus on the following activities:

- Enhancement of cleaning efforts in the terminal areas with increased focus on frequently touched areas (handrails, counters, etc.).
- Placement of hand sanitizer stations strategically throughout the terminal.

Bahamas Immigration will engage in the following activities:

- Bahamas Immigration should have an adequate number of persons on staff to ensure quick processing of passengers to reduce the chances of a queue building.
- Installation of plexiglass partitions to act as a barrier where possible.
- Immigration officers should wear masks and gloves.
- Additionally, based on recommendations from the Ministry of Health, Bahamas Immigration may also implement enhanced screening methods which may include the following:
 - Review of travel history.
 - Validation of health certificates.
 - Maintenance of a database of traveler contact information (phone, electronic, and/or physical).
 - Based on the results, if there is doubt, the passenger should be evaluated further by the Department of Public Health, on-island clinics etc.

Baggage Claim

The airline will engage in the following activity:

- Ensure that the airline provides baggage as quickly as possible to ensure that passengers are not waiting for excessive periods of time.

Bahamas Customs officers will:

- Wear masks and gloves, as necessary.

- Ensure that an adequate number of staff are on to ensure that lines do not develop when physical distancing measures cannot be implemented.
- When a passenger's bag must be checked, allow the passenger to open the bag and move items as necessary to limit contact.

Pre - Departure

These measures reflect an effort to ensure the safety of the travelling public and all airport users. The Airport Operator should engage in the following:

- Promote Healthy Traveler Campaign, encouraging passengers to engage in good hygiene practices (such as frequent hand washing, use of hand sanitizer, etc.). Also, encouraging persons to alter their travel plans if they feel ill.
- Promote the importance of passengers providing airlines with the necessary contact information if they must be contacted after their journey (helpful for contact tracing should the need arise).

Departure

This segment focuses on the passenger's journey throughout the terminal and the various interactions he/she may have with the various airport stakeholders and the measures that have been put in place to ensure not only their safety, but the safety of all airport staff.

Check-in Hall

The Airport Operator should engage in the following activities:

- Enhance cleaning efforts in all terminals with increased focus on frequently touched areas inclusive of handrails, counters, restrooms, and others.
- Install hand sanitizer stations strategically throughout the terminal.
- Install signage throughout the facilities focused on good hygiene.
- Install plexiglass partitions to act as a barrier between staff and passengers.
- Prevent passengers without masks from entering the terminal.
- Place physical distancing markers on the ground where feasible given the small footprint of some facilities.
- Limit the terminal facilities to passengers and essential airport workers only.

The airlines should engage in the following activities:

- Require that all agents wear masks.
- Ensure that there is an adequate number of airline agents on to process passengers to limit queues from developing.
- Ensure that they have adequate contact information for passengers.

Passenger Screening

Airport Authority Security

- Physical distance markers will be placed on the ground in the pre-board screening area.
- Enhanced cleaning measures, inclusive of frequent sanitization of bins and x-ray equipment, will be implemented.
- All Airport Authority staff should be provided with the necessary PPE (gloves, masks, and other equipment deemed necessary).
- All front-line staff will be required to wear PPE when interacting with passengers.

- Discourage employees from utilizing passenger screening checkpoints. All airport employees should utilize non-passenger screening checkpoints if possible/available.
- Consideration should be given to implementing separate shift schedules to isolate staff shifts to limit contact tracing. They should also work in the same areas or checkpoints.
- Allow passengers to hold their own documents and scan their own boarding passes or mobile devices to limit interaction.

Commercial Tenants

- All commercial food tenants must require employees to wear masks and gloves.
- All commercial food tenants will be encouraged to provide utensils with all meals to discourage eating with hands.

Hold Rooms

The airport operator will engage in the following activities:

- If able, adjust seating as necessary to provide social distancing in terminals.
- Install Plexiglass at boarding gates if able.
- Engage in enhanced cleaning efforts in all terminals with increased focus on frequently touched areas inclusive of handrails, counters etc.

Boarding Process

The airlines should engage in the following activities:

- Require airline agents to continue to wear gloves and masks.
- Require passengers to hold their own boarding ticket/passport when presenting to the agent to limit interaction.
- Provide for greater time when boarding to ensure that social distancing can be maintained.

GRAND BAHAMA AIRPORT COMPANY

Public Communication

- GBAC will place posters that encourage staying home when sick, cough and sneeze etiquette, and good hand hygiene in highly visible areas throughout the terminal. These messages may include information regarding:
 - Staying home if you are sick or do not feel well, and what to do if you're sick or feel ill.
 - Using social distancing and maintaining at least six feet between individuals in all areas of the airport.
 - Covering coughs and sneezes with a tissue, then throwing the tissue in the trash.
 - Washing hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
 - Using hand sanitizer that contains at least 60% alcohol if soap and water are not available.
 - Avoiding touching eyes, nose, and mouth with unwashed hands.
 - Discouraging groups from gathering in larger numbers than are currently recommended or allowed.
 - Encourage visitors to travel with personal hygiene products where feasible.

The following arrival processes will be implemented by the respective agencies and stakeholders below to mitigate against the transmission of COVID -19 at the airport:

Arrival

Ministry of Health – airside screening

- Based on local and international requirements/best practices, the Department of Public Health may be engaged in advanced screening of passengers which may include temperature screening.
- If a passenger shows symptoms of COVID-19, they will be immediately moved to the quarantine area away from other passengers for further testing and evaluation.
- Passengers will be deplaned by zones to maintain social distancing and directed by the airlines to the MOH additional screening tent, which is setup airside, if required.
- All arriving passengers will be required to wear appropriate PPE (mask), which should be enforced by the airlines while onboard.

Baggage Claim

The following process will be enacted at baggage claim:

- All baggage will be deplaned by ground handling prior to passengers deplaning.
- Control of deplaning processes by airlines such as zone deplaning will be required to maintain the social distance requirement.
- A maximum of 10 passengers is recommended to be disembarked at a time.
- Distance markers will be placed on the crossway that leads into immigration.

Bahamas Immigration Hall

Bahamas Immigration will engage in the following activities:

- Social Distancing to be enforced in the Immigration Hall, with floor markers to be placed to indicate where passengers should stand.
- Installation of Plexiglass partitions to act as a barrier between Bahamas Immigration Officers and passengers.
- Based on recommendations from various sources (governments, regulatory bodies, local and international health bodies) Immigration officers may also be asked to wear masks and gloves.
- Additionally, based on recommendations from the Ministry of Health, Bahamas Immigration may also implement enhanced screening methods which may include the following:
 - Review of travel history
 - Validation of health certificates
 - Maintenance of a database of traveller contact information (phone, electronic, and/or physical)
 - Passenger may have to present plans for self-isolation for a period of 14 days
 - Based on the results, if there is doubt, the passenger should be evaluated further by the Department of Public Health

Bahamas Customs

Bahamas Customs will engage in the following activities:

- Social Distance markers will be placed on the floor advising passengers where they should stand while waiting to be processed.
- Based on recommendations set forth by local and international government and health agencies, Customs officers may wear masks and gloves.
- Partitions may be installed, where practical, to further limit contact between Customs officers and passengers. Otherwise, face masks with shields are recommended for officers' use.

Departure

The following departure process will be implemented by the airport company to mitigate the transmission of COVID -19 at the airport.

Check - In Hall

GBAC will engage in the following activities:

- Engage in enhanced cleaning efforts in the terminal with increased focus on frequently touched areas inclusive of handrails, counters etc.
- Hand Sanitizer stations to be placed strategically throughout the terminal.
- Implement temperature screening equipment curbside to assist with measuring the temperature of all incoming passengers.
- GBAC will place sanitizing mats at the entrance to all terminals.
- GBAC radio will play messages on the intercom system every 10 minutes reminding passengers to engage in good hygiene (washing of hands, coughing into the pit of the elbow, etc.) as well as to engage in social distancing practices.
- GBAC will install, in all washrooms, highly visible hygiene signage reminding persons to practice good hygiene (washing of hands, coughing into the pit of the elbow, etc.).

Airlines will engage in the following activities:

- Social distance markers will be placed on the ground at all airline check-in counters.
- Plexiglass partitions to be installed at the ticket counters and gates.
- Enhanced cleaning of check-in counters.
- All airline agents will wear masks. Gloves are optional for some carriers and mandatory for others.

Airport Security Screening

- Social distance markers to be placed on the ground in the pre-screening area.
- Enhanced cleaning measures will be implemented inclusive of frequent sanitization of bins and x-ray equipment.
- All security staff will wear masks and gloves.
- Based on recommendations from ICAO and Airport Council International, resolve alarms by opting to utilize Explosive Trace Detection equipment in favour of physical pat-downs. The ETD swabs should also be changed on a frequent basis.
- Security personnel will wear gloves when handling passengers boarding passes and personal identifications.

Departure Gates & Lounge

- Signage will be posted in the waiting area to encourage social distancing between departing passengers. Additionally, markers to be placed on seating.
- Engage in enhanced cleaning efforts in all terminals with increased focus on frequently touched areas inclusive of handrails, counters, etc.
- All passengers in the waiting area must always wear masks.
- Passengers will be boarded by zones at the gates.
- Plexiglass barriers will be installed at the gates to protect the agents during boarding.
- Airline agents will continue to wear gloves and masks.

Onboard

Airlines are engaged in the following:

- Flight attendants onboard the aircraft will wear masks and gloves.
- Airline cabins are being cleaned with EPA approved, hospital grade disinfectant with special focus placed on frequently touched items such as seatbelts, windows/shades, tray tables, armrests, etc. prior to each departure.
- Airlines are equipped with High Efficiency Particulate Air (HEPA) filters (which are also utilized in hospitals) to filter out airborne particles and all of the air in the cabin is completely changed on average every three minutes.
- Airlines are limiting the number of seats on sale and are proactively reviewing seat assignments and relocating passengers as necessary to provide as much distance between passengers as possible when onboard the aircraft.
- Airlines have completely stopped or modified their snack/beverage service onboard the aircraft to limit contact.

SEAPORTS

Introduction

As is the case with airports, seaports have been tasked with generating protocols that reflect that the following terminal operations procedures provide a 'checklist' of shared practices for guidance to cruise passengers and container terminals. These practices are aimed to protect and sustain the following (please note that the Cruise Lines International Association [CLIA]) has developed a fact sheet in accordance with WHO and CDC guidelines – see **Annex C**) :

Cruise Terminal

- Passenger and worker health and well-being
- Quayside and terminal operations continuity with minimal interruptions

Container Terminal

- Visitor and worker health and well-being
- Quayside and terminal operations continuity with minimal interruptions

The following guidelines are presented for further review by cruise and container port operators and for consideration and comment by the designated authority.

These procedures are sorted by category with specific guidance that each terminal operator can integrate with their existing terminal operations procedures. Each category provides guidance on the requirements for pre-screening when assisting passengers and crew, handling luggage, cargo and goods, coming to work, PPE, cleaning and disinfecting, physical distancing practices, response to positive or suspect cases, education and training.

These procedures should consider the input of Freeport Harbour Company, Arawak Port Development, and Nassau Cruise Port and take into account the provisions of various International Maritime Organization (IMO) published guidance circulars, discussions with cruise lines and taxi operators since the onset of the pandemic as well as other industrial and OHS legislation. From time to time these procedures will be amended in accordance with policy and regulatory orders issued by the Government of The Bahamas, continued review by port operators, changes in operational demand, amendments to existing and or the publication of new IMO and health and safety guidelines.

Communication will be critical to assist management, workers, cruise lines, cargo lines and their agents to understand the complexity of the current environment, and how the terminal operators will respond, by implementing policies and programs to address the post-COVID-19 realities.

Administrative Requirements

Requirements include establishing an Emergency Management Team (EMT) and a response plan that involves key members from the Operations, Security, Safety and Administration departments. Instructions identify key response plans that must be created and procedures that must be reviewed and updated. Each terminal will identify a chairperson to lead the EMT. The EMT may consist of representatives from the respective port community to consider each aspect of the terminal operation. It is advised that, where possible, the PFSO, a medical, and a health & safety professional should be part of the EMT.

Key Tasks of the EMT

- Identification of essential and critical work
- Review of medical and response plans
- Review and update of cleaning and sanitization procedures
- Ensuring that communication plans are implemented for employees, regular workers and stakeholders
- Establishing guidelines to implement remote work where possible
- Establishing key weekly reporting tracking and metrics
- Establishing restrictions for passengers, crew, visitors and suppliers.
- **NOTE: Consideration to be given to develop Health Risk levels like United States Coast Guard's MARSEC levels 1, 2, and 3.**
 - **MARSEC Level 1** means the level for which minimum appropriate security measures shall be maintained at all times.
 - **MARSEC Level 2** means the level for which appropriate additional protective security measures shall be maintained for a period of time as a result of heightened risk of a transportation security incident.
 - **MARSEC Level 3** means the level for which further specific protective security measures shall be maintained for a limited period of time when a transportation security incident is probable, imminent, or has occurred, although it may not be possible to identify the specific target.

Communication, Education, & Training

Development of communication, education, and training plan to ensure employees and other workers with a regular presence in the terminals have an increased awareness of expectations and are reminded of behavioral changes. Agents and subcontractors are to provide proof of attendance in a training program when applying for their annual terminal permit.

Key Points of the Education & Training Program

- Who should symptoms or close contacts be reported to?
- Communicate what the terminal operator is doing
- What additional controls have been put into place?
- Frequency of training
- Pre-Shift planning meetings

Key Documents Consulted for the Education & Training Program

- Health and Safety Procedures

- Applicable Legislation
- Terminal Operations Procedures
- Port Facility Security Plan (non-confidential elements)
- Training Material
- What to Expect for Return Post COVID-19
- Signage Map & Posters
- NOTE: **Consideration should be given to establish a Bahamas Port Association to facilitate Bahamas Government consultation with seaport operators.**

Pre-screening

To help reduce potential risk of infection posed by passengers, crew, workers, contractors & visitors to our facilities, proactive screening protocols will be in use.

The key elements of the pre-screening protocols are:

- Limiting entry points to help ensure only screened and authorized personnel, passengers and crew enter the terminal or the workplace.
- Facilitating access to the facilities, quays, and terminals by private car or public means – which will be subject to prior authorization submitted by the port agents and the subcontractors. Any attempt to circumvent this regulation may lead to the suspension of the annual terminal permit.
- Posing key questions prior to entry for every shift (workers who have travelled in past 14 days, are feeling ill, etc. may be asked to stay home).
- Ensuring that workers who have been ill return to work when it is safe for others and appropriate.
- Monitoring employees – i.e. if an employee, subcontractor or passenger is found to be running a temperature of more than 100.4°F, the person will not be allowed in the terminal. In the case of employees or subcontractors (including agents), the person's terminal or port ID will be withdrawn for at least 14 days and until the presentation of a medical certificate attesting to the person's ability to return to work. The permit is to be retained by terminal security. Persons in close contact will also be checked.
- Limiting or prohibiting non-essential visitors.
- Isolating or limiting entry subject exclusively to ships and terminal requirements of daily truck drivers, delivery person, other suppliers, contractors, etc. Entry to the terminal is at the discretion of the Port Manager and PFSO. Terminal or Port IDs must be worn at all times.
- Workers accessing the terminal must wear PPE such as masks, gloves, hard hats and steel toed boots in designated areas.

Physical distancing

To mitigate the transmission of COVID-19, physical distancing rules are in place on the quays and in the facilities and terminals. The rules will apply for passengers, crew and workers. Physical distancing involves taking steps to limit the number of people you come into close contact with, reducing the risk of transmitting the virus.

Key elements to ensure minimum physical distancing measures

- Review of terminal layouts and operations procedures from time to time to follow physical distancing.

- Cargo and cruise lines and their agents will be informed of any updates, prior to them coming into effect.
- Utilization of barriers and layout modification where possible.
 - Implementation of visual reminders such as signage and floor markings (Refer to **Annex H – Sample signage**).
 - Adjustment of check-in, luggage handling, passenger and visitor queueing (inside and outside the terminal), passenger screening work, provision handling, ship work and break schedules to reduce crowding.
 - Review of shift structures to minimize potential overlaps of workers and unnecessary attendance.
 - Review of meeting requirements and replacement thereof with virtual methods to limit face to face.
 - Respect of physical distance rules throughout the facilities and terminals. Physical distancing markers will be in place on check-in counters and waiting areas.
 - Ensuring that agents make full use of the luggage halls to spread out the luggage to avoid crowding during luggage collection. Preferably, the disembarkation of passengers to be synchronized to reduce over-crowding.
 - Ensuring that unauthorized persons not shift or remove any signage or terminal equipment without the authorization of the terminal personnel.
 - Requiring synchronization of the disembarkation of transit passengers to avoid overcrowding in the tour bus and taxi waiting area.
 - Limiting the number of vehicles, buses and taxis present on the terminal control to limit over-crowding in the waiting areas. Efforts will be made to liaise with the public to mitigate any inconvenience caused.
 - Requiring agents to inform the port or terminal designated persons regarding the arrival time of buses and taxis, preferably at least twenty-four hours before a ship call. This will enable the facility personnel to plan the entry of vehicles. The same applies for trucks, cranes and other means of transport and/or equipment detailed for work on the quays. The designated port or terminal representative must communicate with all relevant departments and personnel to ensure a safe and efficient operation.
 - Limiting visits to the terminal as much as possible.

Cleaning, Disinfecting, and PPE

There are three key controls in the workplace that help reduce the spread of COVID-19:

- Hand washing for a minimum of 20 seconds using soap
- Cleaning and decontamination
- Wearing personal protective equipment (PPE)

Measures to ensure regular cleaning, disinfection, and the wearing of PPE include:

- Establish regular periods for the daily cleaning of high touch & common surfaces.
- Establish inventory requirements for PPE and cleaning supplies.
- Addition of pre- and post-shift cleaning to daily routine.
- Collection and cleaning of reusable PPE such as coveralls, leather gloves, etc.
- Placement of adequate hand washing/sanitizer stations in the terminals, employee lunch areas, restrooms, waiting areas, Bahamas Customs & Immigration service areas, Cashier counters and passenger and crew gangways.
- Adjustment of air circulation (HVAC maintenance / Filter Replacement schedules-high efficiency filter use) where appropriate and possible in order to increase air flow. Ultraviolet light to be incorporated to kill bacteria and viruses passing through the system.
- Ensure ventilation rates are adequate.
- Increase the percentage of outside air that circulates into the system.
- Implement regular cleaning of the passenger and employee safety and security screening equipment

and materials (such as baskets).

- Require terminal personnel (Security and Operations) to ensure that any persons present in the terminal and quays are wearing the appropriate PPE.
- Tagging of all port and terminal vehicles to indicate the last time the vehicle was sanitized. Port and terminal vehicles must be thoroughly sanitized daily.
- Use of public address systems to remind passengers, crew, and workers of their obligation to wear PPE, respect physical distancing and follow basic cleaning and disinfection rules.
- Handwashing/Sanitization Posters to be placed in key areas of the terminal.
- Discontinue using rags and cotton mops which may harbour bacteria and virus.
- Remove magazines and paper periodicals from waiting and lunch areas.

Terminal Cleaning Procedure (Pre- and Post-Ship Call)

Before the Arrival of the Ship

- Before the call, the cleaning assistants clean the terminal using a variety of products and technologies, which may include but are not limited to, handheld disinfectant sprayers, ultraviolet technologies, foggers, and other appropriate means.
- The disinfectant to be used is under consideration.
- The container, cruise facilities and terminals are cleaned pre, during and post vessel calls, thus ensuring that the terminal and facilities are clean. Employees, visitors, tenants, and stakeholders may alert H&S personnel that sanitizing and/or cleaning efforts are required, and terminal personnel will respond.
- Any extra disinfection service requested by ships and/or tenants, can be provided for a charge.
- Only operations, security personnel and cleaning assistants will be allowed in the terminal when conducting a complete cleaning of a terminal. With special permission, agents may also be allowed during this period.

During the operations:

- During the operations, cleaning personnel will be in the terminals and facilities to ensure that the relevant areas are kept clean and routinely sanitized.
- Cleaning personnel are to use handheld disinfectant sprayers. Handheld sprayers are not to be used in proximity of passengers, employees and workers.
- Luggage cleaning is also provided, at a charge, if requested by the cruise line. Various machinery is used for the cleaning of the terminals' internal and external areas including rotary floor cleaning and polishing equipment. Particular attention is given to the common areas, such as the luggage hall, the foyer, Customs and Immigration areas and control areas, the check-in and waiting area and the bars and terrace.
- Visitors to the port or terminal will be restricted to specific areas, in part to limit the possible interface between the public and port and terminal employees and tenants.

In addition to the above duties, cleaning personnel will also be engaged in the following activities:

- Emptying bins.
- Cleaning of external pavements and areas.
- Regular cleaning of lavatories (water closets, wash basins and floors), replacing of soap in dispensers and other material.
- Cleaning of restricted areas, such as interview rooms, examination rooms, and other similar areas.
- Cleaning of the terminal and port roof areas.
- Any activity will respect the OHS procedures and the instructions issued from time to time by the designated authority and/or port operator.

- Passengers, crew, employees, tenants and agents are not to obstruct cleaning personnel in the execution of their work and are to abide by their instructions.

After the Call

At the end of the call, the cleaning personnel will clean the terminal, facilities and port's external and internal areas and prepare the areas for the next vessel call.

The activities also include:

- Cleaning of all internal and external areas.
- Emptying bins.
- Cleaning of external pavements and areas.
- Regular cleaning of lavatories (water closets, wash basins and floors), replacing of soap in dispensers and other material.
- Cleaning of restricted areas, such as interview rooms, examination rooms, and other similar areas.
- Very high traffic areas will be thoroughly cleaned during times the terminal and port do not have cargo and/or passenger traffic.
- The port, facilities and terminal can provide a list of the cleaning material and products suitable for use.
- Extra cleaning services provided at an additional cost.

Embarkation Procedure

This procedure involves four steps:

- Arrival at the terminal
- Waiting prior to check-in
- Check-in procedure
- Embarkation

Arrival at the Terminal

Please note that The Bahamas does not receive many passengers embarking a vessel to depart The Bahamas. It is anticipated that thermal temperature scanners will be utilized within passenger terminals and areas of high pedestrian traffic. It should be noted that thermal temperature scanners read the skin's surface temperature and should be used within a temperature-controlled environment where the individual has remained within the controlled environment for at least 5 minutes. If it is not possible to hold the individual within the temperature-controlled environment for the 5 minutes, other screening methods may be employed to include handheld temperature readers. Disinfectant booths may be located at the entrance of each terminal with automated mist spray of disinfectant whilst persons walk through. The luggage may also be disinfected prior to terminal entry. Passengers waiting to be scanned will be requested to maintain a distance of at least 3ft apart. Agency representatives are to ensure that physical distancing rules are respected. Families may cluster while waiting to be screened. The terminal or port will provide stations and other signage to ensure physical distancing. Only cleared passengers or crew will be allowed to proceed to ships for embarkation.

When necessary, equipment (i.e. laptops) brought into offices and terminal buildings should be disinfected prior to being brought into the terminal. Any equipment brought into the terminal is also to be disinfected and handled using the appropriate PPE. Management of the terminal may request a confirmation to this effect in writing. In

order to limit the number of persons queuing to be screened, agents may be required to time the schedule of arrival of the buses and vehicles. Passengers, crew, and visitors may be asked to wait in their vehicles, subject to terminal requirements.

Once operations commence, terminal security will limit the entry and exit of personnel working in the terminal. Port workers, Government employees, and agents may be required to designate persons for duty inside or outside of the terminal. Any persons entering the terminal and irrespective of the number of times such persons enter a terminal, must be scanned. Once in the terminal, passengers are to wear a mask. The mask can only be removed when requested by the terminal security for control purposes.

Check-In Area Procedure

Once in the check-in area, passengers will be required to wait for their turn to check-in. They must wait in designated areas. Passengers are expected to respect physical distancing rules. Passengers are to abide by the instructions provided by Government and Port authorities, and ship and agency personnel. Masks must be worn at all times but may be removed if requested by the check-in personnel (for example for identification purposes). Agency and terminal personnel are to ensure that these rules are adhered to.

At the check-in counter, passengers as well as check-in personnel must respect physical distancing. Plexiglass may be installed to limit personal contact. Check-in personnel are to wear gloves and masks, if required by local legislation or if requested by the ship. Microphones and other equipment are to be cleaned regularly throughout the day. The cleaning of the check-in counters will be coordinated. No food or drinks will be allowed at the check-in counter.

- Check-in personnel must maintain a distance of at least three feet. The number of persons present on the counter should be limited and according to requirements.
- Once checked-in, passengers are to proceed immediately to the ship. Agency and port security personnel are to ensure that no bottlenecks ensue and that boarding proceeds smoothly and efficiently.
- Discussions will be held with the cruise lines and cargo lines to share technology in support of a contactless embarkation and disembarkation process.
- Vending and drinking stations need to follow physical distancing rules. The terminal and port will work with the ship and agency to this effect.

Check-In Personnel: Use of Offices, Lunch/Break and Locker Rooms

The following rules are applicable to check-in personnel for the proper use of their offices, Lunch/Break and Locker room:

- Communicate strict adherence to prevent gathering in the changing rooms.
- Rearrange or move lockers to maintain physical distancing, where possible.
- Limit the number of workers in changing/locker rooms at one time (implement schedule), consider monitoring.
- Establish strict disinfecting practices and timelines.
- De-activate hand dryers/blowers; where possible, replace with disposable paper towels.
- Post cleaning schedules and confirmation of cleaning times.
- Port and Terminal management are to enforce the rules.

Disembarkation Procedures

In a post COVID-19 situation, the disembarkation of passengers and crew requires careful planning to avoid

overcrowding in all terminal and facility areas.

It is contemplated that the ships will install thermal temperature screening or utilize a hand-held temperature device in immediate proximity to the disembarkation gangway. While a ship is in port the ship will employ a Government of The Bahamas health officer to monitor and observe the temperature screening process.

The vessel is required to submit the Declaration of Health to the Port Health Control Officer or other designated Government officer in advance of the vessel's arrival in The Bahamas. If upon the arrival of the cruise ship, the agent is informed of the presence of a passenger or crew member with COVID-19 symptoms, the agent is to immediately inform the Port Health Control Officer and the terminal operator. No disembarkation can take place and no Ship Passenger Boarding Bridge will be attached to the ship, until the ship is given the all clear by Port Health Control Officer or other designated Government officer.

If a passenger or crew member with COVID-19 symptoms is allowed to disembark, the port or terminal is to be immediately informed. The Port and or Terminal Operator must receive emailed confirmation from the Bahamas Government's representative prior to the gangway being lowered. The terminal operator will follow the instructions of the Port Health Control Officer or other designated Government officer.

The terminal, Ship Passenger Boarding Bridges and all accesses and gangways, where a person with COVID-19 symptoms has been present, will be disinfected prior to their use. PPE is to be worn at all times during disembarkation.

Once approvals are provided and the ship has been cleared, the ship can proceed with the unloading of cargo or luggage. Each port or terminal will document its standard operating procedures relating to the discharge of cargo and luggage. These procedures will be available for port and Government representatives to review. The luggage cages and any equipment used for the unloading of luggage are to be regularly cleaned and disinfected. Luggage handlers and porters must wear masks and gloves at all times during the operation. Limit overcrowding during luggage retrieval. The luggage hall is cleaned regularly, and a luggage cleaning service can also be provided.

The ship will be encouraged to use more than one gangway and/or Ship Passenger Boarding Bridge in support of physical distancing.

Passenger disembarkation may be staggered, or multiple egress routes will be employed in support of physical distancing. Passengers and crew are to wear masks when disembarking, inside the arrivals terminal and whilst waiting for their transport. Throughout the disembarkation process, passengers are to respect the minimum distance requirement of 3ft. Port security, agents and crew are to assist passengers in this regard. Public announcements are to be made to remind passengers of the rules.

Discussions will be held with Government agencies with the purpose of eliminating paper certificates and replacing with smart/electronic ones.

Once outside the terminal, passengers are to respect the queueing system in place. They are to continue wearing masks and respect the minimum physical distancing levels. They are to continue wearing masks and respect the minimum distance levels. Port and terminal representatives will assist passengers with local transport and will liaise with local authorities and taxi and tour agencies to ensure that national COVID-19 regulations relating to transport are followed.

With regards to the **shuttle buses ordered by the ship agent or other**, the following rules will apply:

- Buses must be sanitized prior to the boarding of any persons. The bus must display a decal or some

other indication that the bus has been recently sanitized and has not been used prior to the loading of passengers.

- Passengers and crew must wait in the designated waiting area and to follow the instructions of the agents, terminal personnel, or bus company representatives.
- Passengers must wear masks at all times.
- Passengers must respect the minimum physical distancing levels and not jump the queue.
- Once on the bus, passengers must sit down respecting the minimum distances as indicated by the agency, terminal and bus company personnel.
- The first row of the bus immediately behind the driver cannot be occupied.
- The bus company representative to check that the bus driver will be wearing the appropriate PPE.
- Crew or passengers cannot approach the driver when the bus is in motion.
- Passenger and crew must remain seated for the duration of the trip.

Case Response & Management

In the event that an individual (passenger, crew or employee) who reports symptoms at the terminal/quay, or when a person has declared close contact with a positive case, or a person presumed to have the virus, the following immediate steps are to be implemented by the port and/or terminal personnel present in the terminal/quay:

- Inform port, terminal, Government representatives, or agent and request that the agent informs the Port Health Control Officer or other designated Government officer.
- Inform Management.
- Self-isolate.
- Abide by the instructions of the Port Health Control Officer or other designated Government officer.
- Inform other authorities if one is terminal personnel (security).
- Arrange transport for crew member or passenger, following approval by the Port Health Control Officer or other designated Government officer.
- Ask employees (terminal operator, agency subcontractors) to leave the terminal and to surrender terminal or Port ID. Terminal or Port ID may be retrieved by employee upon presentation of medical certificate and pre-screening.
- Require agent to conduct contact tracing, if passenger and/or crew.
- Require terminal staff to conduct contact tracing if colleague or subcontractor employee.
- Mandate that cleaning personnel present in terminal clean and disinfect area, once individual is no longer on site.
- Do not permit persons who are not involved in operations in the area, unless authorized by the Health & Safety Officer.
- Require terminal personnel (security and operations) present to submit report to Health & Safety Manager before the end of the shift.

Payments and Documentation

Efforts are to be made to limit and preferably remove the use of cash as a form of payment. Port, Tenant, and Government agencies are to have contactless forms of payment to facilitate this objective. Government and Port administration is to review current documentation requirements and transition to electronic forms, submissions, and approvals. (Refer to **Annex G** Central Bank of The Bahamas Health and Safety Directives for Cash Handling and Point of Sales Payments).

Harbour Pilots

Pilot boat operations:

- Only essential persons will be allowed the pilot boat and inside the wheelhouse, the total number of persons is not to exceed four persons at one time (spaced at least 3-6 feet apart).
- Pilot boat crew are to conduct disinfecting of all frequently touched surfaces both inside and outside of the wheelhouse after each pilot movement, this involves wiping down using bleach and water solution or other alcohol-based solution. Where wet wipes are used, they are to be disposed after single use.
- The Pilot boat coxswain is not to permit anyone on board or inside the wheelhouse unless they are wearing protective face covering.
- Where practical and feasible, the pilot boat coxswain may require that the doors of the wheelhouse be opened to allow for fresh air to flow through.

Pilot operations and vessels requiring pilot(s) to board:

- Only essential persons will be allowed on the bridge while pilot is aboard.
- In the hour prior to the pilot boarding, wipe down all bridge equipment with a solution of 5% bleach-water, including ECDIS and RADAR controls, VHF radios, helm and machinery controls and any other surface that the pilot can reasonably be expected to touch.
- With 5% bleach solution, wipe down elevators, handrails and stair way that pilots are reasonably expected to use.
- Anyone entering the bridge while the pilot is present must immediately wash their hands prior to entry to the bridge and again if they touch their face. Soap and hand towel must be on the bridge for this purpose.
- Everyone must always maintain a minimum of 2 meters safety zone around the pilots.
- A one-person escort is to accompany the pilot to and from the bridge following a path of minimum exposure. Additionally, only the one-person escort and the pilot shall travel in the elevator to and from the bridge.
- All crew members are to be notified prior to the pilot's arrival on board and are to maintain a 2 meter (6 ft) distance from the pilot if they encounter the pilot in the passageway.
- If the vessel is capable to do so, the pilot may require that the doors at the bridge wing be opened to allow for fresh air to flow through.
- Pilots **must** wear protective equipment, including masks and gloves, and if considered necessary, disposable overalls.

The passenger screening procedures presently in place remain unchanged. Passengers will be requested to sanitize their hands before proceeding to the screening area. In the terminal and whilst waiting to the screened passengers are to respect the 3ft distance.

Once screened, passengers are not to congregate in the atrium but are to proceed immediately to the check-in and waiting area. Agency personnel will be at hand to provide assistance. Preferably, cruise lines are to remind their passengers, prior to their arrival in the terminal, about their respective non-alcohol and (if applicable) no liquids policy. This measure can help reduce crowding in the liquids/alcohol deposit designated area.

MARINAS

Introduction

The Association of Bahamas Marinas (ABM) has received deep interest and reassurance from the boating

















community expressing its readiness to resume activities upon the relaxation of COVID-19-related restrictions. While this is positive, the ABM is aware that several states' destination promotion agencies, visitors and convention bureaus are seeking federal funding for tourism promotion. This could produce domestic competition for travel out of country. Gas prices are at all time low globally – however, these decreases are not reflected in fuel prices in The Bahamas. As such, it is recommended that the government provide a re-opening incentive/goodwill gesture by waiving the cruising permit fees for a period of time.

Boaters:

- Two options for consideration regarding clearance procedures:
 - Have boaters pre-clear in Ft Lauderdale, requiring no further clearance procedure on arrival.
 - Add COVID-19 testing to existing clearance procedures and provide a sterile area at local ports of entry. Testing standards should conform to standards in the US.
- * Provide a pre-clearance on-line checklist for completion before departure.
- In either case, boaters must complete the Maritime Declaration of Health (See **Annex C**)
- Note:** This Health Declaration Form should be available on-line.
- On arrival (having cleared at local ports of entry), anyone disembarking at a marina must be subject to any other test mandated by Ministry of Health.
- Marinas must be informed **at least 48 hours prior to vessel's arrival.**
- While in port:
 - Crew and passengers are required to wear a mask, covering the nose and mouth
 - NEVER shake used or unused clothing, sheets, or cloth items.
- During Phase Four of the five-stage re-opening process, the ABM will observe the guidelines now in place in Miami-Dade County, Florida. It is expected that boaters from Florida will be familiar, and comfortable with, similar arrangements. As time goes on, these could be relaxed after review under Ministry of Health supervision.

The Destination:

- Uniformity between protocols and regulations of The Bahamas and relevant ports in the United States of America.

ALLOWED		NOT ALLOWED	
Boating <small>(Boats, kayaks and canoes must remain 50 feet apart at all times)</small>		Tying Up	
Charter Vessels <small>(Six-Pack vessels shall have no more than four guests per vessel. Drift Fishing Vessels shall provide for social distancing, which shall include delineating safe social distancing positions, including, but not limited to, tape or markings for patrons on seats, vessel railings and the deck. All persons fishing shall have his/her own fishing poles and tackle. Equipment rental is prohibited)</small>		Rafting	
Passengers <small>(Must board the vessel once it is launched)</small>		Beaching	
Single Boat Launches Only <small>(Vessels must be prepared in advance, one per ramp)</small>		Landings	
Bait & Tackle, Fuel Docks Open		Gatherings	
Jet Ski Rental <small>(Single Riders Only)</small>			
Fish Cleaning Station <small>(1 person per station at a time)</small>			
Fishing Piers <small>(A minimum of 10 feet between persons fishing shall be maintained, with the exception of family members)</small>			
Restroom Use			
Wear facial coverings			
Social Distancing			

⁶ <https://www.miamidade.gov/resources/images/initiatives/coronavirus/new-normal-marinas.pdf>

- Develop a “good housekeeping” seal of approval for marinas.
- Make tender boats, water taxis, etc. subject to the same protocol regimen and monitoring as applied to public transportation.

Marina Personnel:

- All marina personnel must wear masks, covering the mouth and nose, and gloves at all time. Change mask and gloves twice per day.
- Marina personnel must be **tested fortnightly** at an approved health facility.
- Fuel Attendants should wear masks, gloves, hats, and glasses and may hand customers the fuel dispenser nozzle but should remain ashore. Customers are to remain onboard the vessel.
- Office personnel must always wear masks and observe regular hand washing regimen.
- Staff must maintain at least two metres /six feet distance between each other and guests.
- Isolate anyone who is coughing or sneezing until appropriate tests can be performed.
- Masks and gloves must be worn at time spent off the vessel by crew and guests.

Marina Facilities:

- A hand sanitising dispenser must be placed in restrooms and at an easily accessible location in the office area.
- Frequently touched surfaces (e.g. doorknobs, handles, etc.) in offices and common areas must be wiped with a disinfecting agent at the start of the workday and in the afternoon.
- Main office doors are to be kept locked and managed to admit only those wearing masks and gloves.
- Amenities like gym and exercise rooms, dining areas, laundry rooms, pool areas and other facilities must operate under strict observance of the Government’s guidelines for publicly occupied spaces.
- Provisioning – each marina will provide boaters with list of stores and restaurants that will deliver to the marina.
 - Deliveries must be left at the gate or at base of dock and then picked up. Same controls apply to concierge arrangements for provisioning by restaurants.
- NEVER shake used or unused clothing, sheets, or cloth items.

Guest Considerations:

- Boaters must complete the Maritime Declaration of Health.
 - Note:** This Health Declaration Form should be available online.
- On arrival (having cleared at local ports of entry), anyone disembarking at a marina must be subject to any other test mandated by Ministry of Health.
- Must inform the marina at least **48 hours prior to vessel’s arrival.**
- Crew and passengers required to wear mask, covering the nose and mouth while on the marina’s premises.
- NEVER shake used or unused clothing, sheets, or cloth items.
- Boats are always required to remain 50 feet apart.
- No “rafting” (tying boats together).
- No “beaching” (running boats ashore in shallow water to disembark)
- At least two metres/six feet distance between each other.
- Anyone coughing, sneezing or displaying signs of illness to be isolated until appropriate tests can be performed.

Marketing Plan:

The Association of Bahamas Marinas (ABM) will employ its large network of Bahamas-friendly marinas in South Florida, yacht owners, boaters, charter management companies, yacht brokers and boating and yachting magazines to announce the re-opening of our country to boating traffic. The ABM is capable of reaching the majority of boaters interested in traveling to The Bahamas and will work in partnership with the Ministry of Tourism to get the word out and to promote boating arrivals. As part of its public relations and marketing strategy, the ABM will rely heavily on social media and magazine editorial, through which media we are effectively able to reach the targeted consumer. The boating community regards the ABM as the official voice of the boating industry in The Bahamas and our press releases, eblasts and social media posts consistently achieve good pick-up and reposting by influential Facebook boating groups and media.

The Bahamas Maritime Authority (ABM) will complement the Ministry of Tourism's efforts to increase the boating message through its digital messaging channels. Given the quick response capability of the sub-sector, we urge giving boating front page positioning on www.bahamas.com. The organization will also work in cooperation with the Bahamas Tourism Offices (BTO's) in developing and distributing a boating dedicated e-newsletter, dedicated boating posts on social media using #BahamasBoating and #ItsBetterinBahamianWaters. The ABM will collaborate with the BTO's management team to leverage the BTO's web-assets to improve positioning of the boating assets of the destination.

Charter operators:

- SANAA VOHRA, Yacht Charter and Sales Broker, Worldwide Boat, O 305.396.6996, M 954.646.4444, Sanaa@worldwideboat.com , www.worldwideboat.com
- ONNO EBBENS, Director & Owner, ACrew Charter Brokers, +31 (0)621227169, Onno@acrew.com, Skype: [onno_ebbens](https://www.skype.com/user/Onno_Ebbens), www.acrew.com
- ANN LANDRY, Senior Charter Broker, Northrop & Johnson, Mobile 1 954 600 5026, Office +1 954 522 3344, 2015 SW 20th Street, Suite 200, Fort Lauderdale, FL 33315, USA, www.northropandjohnson.com
- JENNIFER M. SALA, > President/Charter Specialist, > B&B Yacht Charters, Inc., 304 Thames Street, Suite 2-A, Newport, Rhode Island 02840, Cellular: 954-801-4950, Office: 401-619-1210, Fax: 401-619-1228, www.bnbyachtcharters.com, jennifer@bnbyachtcharters.com

CERTIFICATION,

Industry Safety Measures
and Best Practices



CERTIFICATION, INDUSTRY HEALTH AND SAFETY MEASURES AND BEST PRACTICES – COVID COMPLIANT

The Certification Agency will work collaboratively with the Ministry of Tourism (MoT), Ministry of Health (MoH), and other regulatory agencies to ensure applicable tourism related entities, self-employed individuals, hotels, restaurants and other tourism touchpoints have in place and adhere to on an ongoing basis, the Government approved comprehensive health and safety guidelines, practices and protocols. The proposed Health and Safety Standards are outlined in this document.

The certification process is a component of the “Clean & Pristine, Responding to COVID-19” programme aimed to cover all tourism related customer-facing entities in The Bahamas. The certification of entities and establishments in a post-COVID-19 lockdown context is essential for several reasons:

- Certification ensures that entities and establishments are operating in compliance with new measures to prevent a resurgence of infections.
- Certification communicates an entity’s or establishment’s level of compliance to enhance the decision-making capacity of potential patrons.

As it pertains to the tourism sector, certification will affect the following tourism touchpoints as follows:

- The Certification Agency will use the approved health and safety standards as outlined in this document, as the measure to review and, once verification steps are undertaken, certify that the applicant meets or exceeds Government approved Industry Health and Safety protocols and procedure. The size, scale, and uniqueness of business operations will be taken into consideration, i.e. small hotels vs large hotels.
- The Certification Agency will receive, and review submitted Health and Safety Processes, in collaboration with underlying enforcement authorities.
- The certification, audit, and enforcement process will be incorporated into existing licensing procedures, audits and inspections by established agencies and authorities, augmenting ongoing regulation and enforcement.

Proposed Checklist for “Clean & Pristine, Responding to COVID-19”

Example: Bahamas Licensed Hotels and Restaurants

The following checklist applies to all licensed hotels and restaurants in The Bahamas. It is expected that it be used as a guideline to ensure that this component of the hospitality industry implements recommended practices to prevent and contain the spread of COVID-19:

- Appoint a “Clean & Pristine” Manager or a designate responsible for oversight of the Health and Safety Program. This person will ensure adherence to the required government approved minimum standards.
- This person will liaise with certification authority and will ensure measures are implemented and compliance is maintained.
- Have Staff Access and Operational Health and Safety Procedures in place that meet or exceed Government approved Health and Safety Protocols (in accordance with relevant Health and Safety Protocols section in this document).
- Have Guest Health and Safety Procedures in place that meet or exceed Government Approved Health and Safety Protocols (in accordance with relevant Health and Safety Protocols section in this document).
- Have Guest and Staff Procedures in place to detect and respond to health and safety issues arising that may or may not be COVID related, for onsite staff and guests, that meet or exceed Government approved health and safety guidelines (in accordance with relevant Health and Safety Protocols section in this document.)
- Ensure staff who are under an active Stay-Home/Shelter-in-Place Notice (SHN) or Quarantine Order (QO) are not at the hotel.
- Where COVID related border restrictions are in place, ensure staff have not visited the restricted country in keeping with government issued orders.
- Ensure there are documents and records of all preventive measures.
- Ensure there are measures in place to adequately train employees, on an ongoing basis, re Health and Safety Practices.
- Ensure record keeping, staff schedules, compliance check lists and reporting procedures are in place to facilitate and support inspection requirements. This will assist with any requirement for contact tracing, and complies with audit processes in accordance with licensing requirements and ongoing certification compliance.
- Ensure there are processes in place to receive and respond to queries regarding Government Issued Emergency Orders.
- Ensure there are processes in place to incorporate and inform guests and visitors of Government Issued Emergency Orders which may affect hotel operations, employees and guests accessing or staying at the facility respectively.
- Ensure ongoing compliance to government orders, guidelines and health advisories on the COVID-19.
- Ensure that there is prominently placed signage throughout the business – guest facing and heart of the house areas – that speaks to the health & hygiene and physical distancing protocols as outlined by MOH, CDC and WHO.

An entity’s checklist for “Clean & Pristine, Responding to COVID-19” certification may include the following elements:

- Management Commitment
- Clean & Pristine Manager or Designated Representative
- Communications Plan for Internal and External Stakeholders
- Employee Wellness Checks
- Physical Distancing Protocols
- Temperature Checks, with protocol in place for reporting of any acute febrile respiratory illness or gastrointestinal illness either directly to the Surveillance Unit MOH or through a contracted Healthcare Provider to do so for the entity
- Display of Updated Health Advisories
- Disinfection of Facilities and Equipment
- Procedures for COVID-19 Case Management

EXCURSIONS, TOURS, & LOCAL ATTRACTIONS: SAFETY MEASURES AND BEST PRACTICES

The outbreak of the COVID-19 pandemic is unprecedented for the global attractions industry as the majority of attractions around the world have been forced to close. Each individual excursion, tour and attraction must create and implement individual best practices and safety guidelines. Excursions, tours and local attractions will periodically adopt, review, and modify guidelines to reflect MOH or CDC changes or lessening of protocols. Phased reopening of attractions and tours have become common practice with priority openings for those that are able to apply all of the necessary measures. This section outlines the safety measures and best practices required for excursions, tours and local attractions in The Bahamas post-COVID-19.

Overall Guidelines

- Attractions and venues must establish a maximum number of guests and duration of guest visit to practice physical distancing.
- If excursion has different tours, several activities will run at the same time to avoid having a concentration of guests in one location.
- Encourage and allow guests to use personal gear (such as snorkeling gear) and have items available for purchase.
- Encourage guests to put on equipment themselves.
- Process cashless sales only where possible.
- Allow guests to not touch products, only when purchasing.
- Discontinue buffets until further notice. Prepare single meals and prepackaged meals.
- All staff to wear gloves except bartenders who are to wash hands between making every drink.
- Beach chairs must be arranged to allow 6ft. physical distancing between family units.
- Utilize disposable menus or offer on monitors or chalkboards.
- Clearly define markers on walkways or entrances 6ft. apart to allow physical distancing. Indicate one-way pedestrian traffic flow walkways with signage to avoid congestion or bottlenecking where possible.

Cleaning and Sanitizing

- Staff must wear PPE (disposable mask and gloves).
- Disinfect vehicles/vessels frequently throughout the day/tour with steam vapor or approved EPA products on high-touch surfaces. Utilize environmentally safe cleaning products only.
- Cleaning timetable / checklist must be established, reviewed, and maintained.
- Disinfect vehicles/vessels before and after each use (i.e. steering wheel, gear shift, window controls, entry/exit door handles, seats/benches, handrails will be necessary).

Check-In/Beginning of Tour

Staff Standard Operating Procedures (SOP)

The standard operating procedures for staff during check in or at the beginning of a tour are as follows:

- Temperature checks for staff will be mandatory prior to the start of a shift. Staff with temperatures exceeding 100.4°F will not be allowed to enter the premises. (Subject to Ministry of Health recommendations and Bahamian labour law.). Staff exhibiting signs of sickness will not be allowed to report for work.
- Safety measures must be emailed to guests prior to arrival.
- Staff must be trained and knowledgeable in proper glove, mask and other PPE use and disposal.
- Staff must practice good hand hygiene, wash hands thoroughly and often using soap and water for a minimum of 20 seconds.

- Staff must practice safe coughing techniques.
- Guests must be briefed with vital safety procedures of the excursion as they check-in so they are aware of what is to be expected pre-tour.
- Regular announcements (in several languages if possible) must be made while guests are waiting to reiterate the safety guidelines.
- Guests must be provided with a designated time to eat, take a tour, be on board etc. to allow for physical distancing.
- If handwashing is not available in the field, staff must use hand sanitizer with an alcohol base of 70% or higher and must wash hands thoroughly with soap and water when available on return.
- Staff must attend daily COVID 19 briefings to stay informed.
- The sole use of cashless transactions is strongly recommended (if possible).
- Staff must maintain 6ft. distance with guests and other staff during check-in.
- In Phase 1 and 2 of reopening, encourage staff aged 65 and older to stay home.

Staff Personal Protective Equipment (PPE) and Check-in Safeguards

- Wear disposable gloves during all transactions with guests, hand sanitizer on counters for staff to use with gloves between guests.
- Wear approved face mask and face shield during all interactions with guests and staff.
- Ensure an adequate supply of PPE (masks and gloves) are available for employees.
- Install a protective plexiglass sneeze guard barrier between staff and guests for check-in..
- Provide check-in staff with Plastic PPF splash guard face shield if barrier not possible.
- Dispose of all PPE at the end of shift in designated waste/biohazard container.

Guest Standard Operating Procedures (SOP)

The standard operating procedures for guests during check-in or at the beginning of a tour are as follows:

- Provide clearly marked, 6ft. apart spaces for guests to stand when lining up to enter or board
- Guests must sanitize hands before entering/boarding
- No more than 10 people are to enter a building, room, or enclosed area to check in (staff included)
- Ensure guests understand safety procedures given and time/s given for tours, eating etc

Guest Personal Protective Equipment (PPE) and Check-in Safeguards

The necessary precautions for guests to ensure safety and wellbeing are as follows:

- Guests must wear masks in an outdoor space with enough physical distancing.
- Operators must have touchless hand sanitizers available during excursion and/or at attraction.
- Operators must have handwashing stations and/or bathrooms available with soap for proper handwashing.
- Businesses must provide foot and/or arm door pulls to avoid hand touching to open doors.
- Businesses must provide a waste/biohazard container for guests to dispose of masks and gloves.
- Businesses must provide personal hand sanitizers for guests to have and keep during tour.
- Businesses must ensure that personal hand sanitizers are available for sale.

During a Tour/Visit to an Attraction

Staff Standard Operating Procedures (SOP)

- Staff must be knowledgeable in proper glove, mask and other PPE use and disposal.
- Staff must practice good hand hygiene, wash hands thoroughly and often using soap and water for a minimum of 20 seconds.
- Staff must use hand sanitizer with an alcohol base of 70% or higher if handwashing is not available in the field and must wash hands thoroughly with soap and water when available on return.
- Staff must attend daily COVID 19 briefings to stay informed (no more than 10 people at a time, practicing physical distancing of no less than 6ft. apart).
- The sole use of cashless transactions is strongly recommended (if possible).
- Maintain 6ft. distance with guests and other staff.
- Limits must be placed on staff to operate tour based on number of guests and ability to physical distance.
- Limits must be placed on staff on the different modes of transportation used during tours to allow for physical distancing.
- Reimagine tours to allow for physical distancing and safety.
- Staff must remind guests of safety procedures (in several languages) and indicate where hand sanitizer/ washroom stations are located.
- Staff to carry (if needed) portable mic and speakers to speak and direct guests - mic to be used by one staff member and sanitized between each use.
- Continuous/Frequent disinfecting/cleaning of equipment must be done during and after each tour/activity.

Safety Measures

- Guests must be briefed on safety and PPE procedures before tour starts.
- Staff must wear disposable gloves during all transactions with guests.
- Operators must provide hand sanitizer for staff to use with gloves between guests.
- Operators must provide hand wash stations or bathrooms for staff to thoroughly wash hands throughout shift.
- Staff must wear approved face masks during all interactions with guests and other staff.
- Operators must provide sneeze guard barrier at retail and counter areas, if not possible the provision of PPE face shields to individual staff members is necessary.
- Operators must have disinfecting wipes available for clean up on high touch areas so they can be cleaned continuously.
- Operators must ensure an adequate supply of PPE is on hand for employees.
- Operators must ensure clearly marked disposal bins for PPE.

Guest Standard Operating Procedures (SOPs)

- Number of guests on tour must be limited to allow for physical distancing.
- Guests must wear a mask until they arrive in an area (beach, water) where it is safe to remove.
- Operators must provide clearly marked areas on boat, platform, etc. where guests can sit or stand and maintain physical distancing of 6ft. apart.
- Guests must sanitize or wash hands before, during and post tour.
- Guests must shower ahead of entering and exiting animal interaction excursions.

Guest Personal Protective Equipment

- Guests must wear a mask until in an area (beach, water) designated for removal.
- Operators must provide hand washing stations with soap for proper hand washing.

- Operators must provide touchless hand sanitizer stations throughout tour or property, or give small, individual hand sanitizers to each guest.
- Operators must provide sanitizing stations for guests to clean their equipment pre/post activity.

Transportation

- Guests must be briefed on safety and PPE procedures before tour starts (in several languages if possible).
- Sea vessels used will be open air or allow adequate ventilation where possible.
- Where possible, land-based vehicles must allow adequate air ventilation.
- Vessel/vehicle capacities must be reduced to enable adherence to proper physical distancing on board or in vehicle.
- Touchless hand sanitizers must be installed where possible, or hand sanitizer must be provided on all modes of transportation.
- Staff must wear mask and gloves at all times while operating vessel/vehicle.
- Driver/mate/assistant on vessel/vehicle will greet guest upon entry and must provide hand sanitizer to all as requirement to enter/board.
- Operators must have adequate signage displayed that indicates proper PPE and sanitation procedure to inform guests and to add comfort that policy is being practiced (in several languages if possible).

Cleaning Protocols

- Staff must wear PPE (disposable mask and gloves).
- Vehicles/vessels shall be disinfected repeatedly throughout the day/tour with steam vapor or approved EPA registered disinfectants on touch surfaces. Utilize environmentally friendly cleaning products only.
- Cleaning timetable/checklist must be reviewed, established, and maintained.
- Use of disinfectant before and after each use of steering wheel, gear shift, window controls, entry/exit door handles, seats/benches and handrails will be necessary.

VESSEL AND FERRY OPERATIONS

Cleaning and Sanitization

- Vessel sanitizing must take place before any passenger embarks the vessel and between all passenger exchanges. Additionally, all high touch surfaces must be constantly and consistently cleaned during passage.
- Clean guest high touch areas after each run. At the end of each day, all vessels should be thoroughly cleaned using recommended disinfectants for hard non-porous surfaces, such as diluted household bleach solutions prepared and used according to the manufacturer's label for disinfection, if appropriate for the surface.
- Sanitation sprayers should be on board to facilitate cleaning.
- Disinfecting wipes stations should be located on each vessel.
- Always keep hand sanitizer in possession for personal use and for sharing with guests if needed.

Physical Distancing

- Wear a water-repellent or marine grade face mask in public settings where other physical distancing measures are difficult to maintain and during all passenger interactions.
- Reduce the maximum number of passengers that are carried on-board by 50%. Total passenger capacity to be posted on signage.

- Implement alternative practices to reduce the risk of spreading COVID-19 (consistent with WHO and Public Health guidelines) among passengers on-board their vessels. This might include assigning passengers to predetermined and assigned sections of the vessel, if practical, to comply with passenger limiting measures to mitigate the spread of COVID-19.
- Vessel operators and staff should always maintain a minimum of 6 ft between themselves and passengers.
- Vessels should be loaded in a manner where crossover contact does not occur.
- Ensure that all queueing areas are marked on the floors to ensure physical distancing.

Staff Considerations

- Conduct daily temperature screening and semi-annual Covid-19 testing.
- Staff must wear PPE (disposable mask and gloves).

Guest Considerations

- All passengers must wear masks to cover their mouth/nose, for use at all times during their journey.
- Guests should be briefed on procedures and policies prior to boarding. Particularly, notify passengers before boarding that they may be subject to a health check to prevent the spread of COVID-19. The notification process should be done through various means (e.g., signage, electronic ticket purchase, dedicated crew members or other staff), at the discretion of the vessel operator.
- Notify passengers when purchasing their tickets and before boarding that they should have a face covering to cover their mouth/nose, for use at all times during their journey when they cannot physically distance from others (e.g., in washrooms or other common areas). Passengers without a face covering will be denied boarding.
- Where passengers must be physically assisted with boarding, the crew member must sanitize his/her hands prior to and after rendering assistance to each passenger, in each instance.
- Ensure that each persons' hand is sanitized prior to boarding the vessel.
- Conduct health checks/screening surveys for every passenger before boarding on voyages that are longer than 30 minutes and advise every passenger that they are not to provide answers that are false or misleading.
- Ensure that the crew reads the announcement provided below, prior to or on-board the vessel. Where this is not feasible, the operator should post equivalent signage.

Sample Announcement: *“The Government of The Bahamas has put in place recommended health and safety practices. Prior to boarding this vessel, you may be requested to undergo a health check. This will involve answering a few simple questions to which you must answer truthfully. During the voyage, you will be asked to wear a face covering, that covers your mouth and nose while on board and in situations where you cannot maintain six feet of physical separation. When arriving at your destination, you may be subject to further measures taken by the receiving destination to prevent the spread of COVID-19. As a reminder, no person should board a vessel when they are exhibiting COVID-19 symptoms. Should symptoms such as a fever, cough or difficulty breathing develop while on-board, please notify the vessel crew immediately.”*

Other Operational Considerations

- Conduct the health check questionnaire. Vessel operators should, where possible and practical, observe and conduct a health check of all passengers before the vessel is boarded (refer to **Annex F** for the Sample Health Check Questionnaire). The health check should be administered by an employee who will ask the passenger the questions and observe for symptoms that the person may be unwell.

- Where it is not practical to perform the health check in person (e.g., a location with no ticket booth) the operator should post a sign in a highly visible location informing the passenger of the screening protocol and admonish them to adhere to the protocols.
- Denial of boarding in the event that the vessel operator observes the following:
 - the passenger has COVID-19 symptoms; or
 - that their response to any of the questions on the health check indicates a need to deny boarding; or
 - the passenger is not in possession of a face covering
- All provisions and protocols will be enforced by The Port Department Enforcement Team to ensure adherence to MOH standards by all operators, in addition to existing guidelines/rules for watercraft operators.

JET SKI OPERATIONS

Cleaning and Sanitization

- Prior to renting, clean and sanitize the entire jet ski after each use with recommended cleaning equipment, including frequently touched surfaces on the jet ski like the grips of handles, the seat, and the key fob.
- Sanitize hands after handling cash and passenger waiver forms, using an alcohol-based hand sanitizer containing at least 60% alcohol.
- Always keep hand sanitizer in possession for personal use and for sharing with guests, if needed.
- Thoroughly sanitize the life vest with disinfectant wipes after every use, and preferably in full view of the next user. If requested, additional sanitizing should be done.
- Use recommended disinfectants for hard non-porous surfaces including:
 - Diluted household bleach solutions prepared and used according to the manufacturers label for disinfection if appropriate for the surface.
 - Alcohol solutions with at least 60% alcohol.

Physical Distancing

- Wear a water-repellent or marine grade face mask in public settings where other physical distancing measures are difficult to maintain and during all passenger interactions.
- Maintain a minimum of 3 ft from customers while they are mounting and dismounting the jet ski.
- Ensure that all queueing areas are marked on the ground/floors to ensure a minimum of 3 ft. of physical distancing.
- Do not conduct tandem rides with customers.

Staff Considerations

- Conduct daily temperature screening and semi-annual Covid-19 testing.
- Staff must wear PPE (disposable mask and gloves).

Guest Considerations

- Prior to renting, advise patrons that they are required to wear a water-repellent or marine grade face covering for the duration of the rental.
- Utilize a separate machine in order to demonstrate use of the jet ski to a customer.
- Mount a sign outlining the relevant health and safety protocols and advise patrons of the mandatory Health Check Questionnaire required prior to service delivery.

Other Operational Considerations

- Each patron must sign a waiver and a Health Check questionnaire must be conducted for every passenger before renting the jet ski and advise every passenger that they are not to provide answers that they know to be false or misleading (refer to **Annex D** for the Sample Health Check Questionnaire).
- Where it is not practical to perform the health check in person (e.g., a location with no ticket booth) the operator should post a sign in a highly visible location informing the passenger of the screening protocol and admonish them to adhere to the protocols.
- Denial of boarding in the event that the jet ski operator observes the following:
 - the passenger has COVID-19 symptoms; or
 - that their response to any of the questions on the health check indicates a need to deny boarding; or
 - the passenger is not in possession of a face covering
- These provisions and protocols will be enforced by The Port Department Enforcement Team to ensure adherence to MOH standards by all operators, in addition to existing guidelines/rules for watercraft operators. Maintain daily records of thermal staff checks.

FOOD AND BEVERAGE GUIDELINES

The food and beverage industry is another industry that has been significantly impacted by the COVID-19 pandemic. Food and beverage operations are diverse and varied and can be divided into two basic commercial and non-commercial categories. Within these categories, the industry can further be divided into type of operation, such as fast-food restaurants, catering services, food service in hotels, outdoor eateries or food trucks. Regardless of type of category, maintaining the movement of food along the food chain while keeping all workers in the food production and supply chains healthy and safe is critical to surviving the current pandemic. This is also required to maintain trust and consumer confidence in the safety and availability of food.

Research from the WHO indicates that it is highly unlikely that people can contract COVID-19 from food as the primary transmission route of the virus is through person-to-person contact and through direct contact with respiratory droplets generated when an infected person coughs or sneezes. Nonetheless, as the COVID-19 virus can remain viable for up to 72 hours on plastic and stainless steel, up to four hours on copper, and up to 24 hours on cardboard, it is imperative for the food industry to reinforce personal hygiene measures and provide refresher training on food hygiene principles to eliminate or reduce the risk of food surfaces and food packaging materials becoming contaminated with the virus from food workers. This section outlines the safety strategies for the food and beverage industry and addresses the best practices that must be implemented to ensure the safety of both workers and consumers.

Cleaning and Sanitizing, Equipment and Workstations

- Ensure sanitizing products meet EPA-approved criteria
- Provide sanitizer wipes and buckets with towels at all workstations
- Sanitize all workstations and equipment at the start and end of each shift, and between tasks
- Sanitize surfaces after contact with contaminated items (cellphones, computers, clothes, etc.)
- Frequently sanitize high-touch objects (door handles, faucets, knobs, trash can lids, cell phones, computers, etc.)
- Boxes, containers, or any packaging used to transport food or equipment must be sanitized before leaving and upon return to the kitchen/storage sites

Other Worksite Precautions:

- Prop open frequently used (internal) doors if space allows
- Set up hand washing/sanitizing stations at all entrances/exits/high-traffic areas
- Designate trashcans specifically for PPE and ensure lids remain securely sealed
- Dispose of gloves and hairnets in designated trash cans before leaving the worksite
- Change masks if they become soiled or wet
- Keep all personal items in designated area to prevent contamination of workspaces
- Provide sanitizing wipes to wipe down personal items (cellphones, computers, etc.)
- Reusable bottles/cups must stay in the personal items area
- Post signs around worksites to remind people of health and safety procedures

Stewarding Department

Dishes and cutlery:

- Must be cleaned in a commercial or domestic dishwasher using appropriate dishwasher detergent
- Reusable dishes and cutlery must be cleaned using hot water and appropriate dishwashing detergent
- Care should be taken to ensure all items are thoroughly cleaned
- Dishes and cutlery should be stored clean and dry in a cupboard or covered to prevent potential contamination from sneezes or coughs
- Prior to handling dishes and cutlery staff are to ensure they practice good hand hygiene (wash with soap and water or use an alcohol-based hand sanitizer for at least 20 seconds)

Appropriate cleaning products:

- Appropriate cleaning products must be chosen based on the type of surface to be cleaned
- In general, combined detergent/disinfectant solutions or wipes are acceptable for hard surfaces. Some products such as bleach can damage fabrics, stainless steel and other surfaces
- Safety Data Sheets are to be available for all chemicals utilized in the workplace
- Cleaning products should have Virucidal (virus killing) properties
- For most general cleaning tasks, a neutral detergent with a pH between 6 and 8 should be used
- The use of combined detergent / disinfectant wipes is acceptable, as well as the use of freshly prepared neat or diluted bleach solutions with a concentration level of 1000ppm (0.1%)
- Always follow the manufacturer instructions if any detergent or disinfectant products require mixing with water or dissolving prior to use. Remember to never mix different cleaning products as in some instances toxic gases can be generated. Avoid 'topping up' detergent or disinfectant containers as this can lead to contamination of the containers. If a product requires decanting from a larger to a smaller container, ensure:
 - The detergent/disinfectant Safety Data Sheet is available and current
 - Appropriate PPE is worn to avoid detergent/disinfectant splashes
 - Containers must be washed thoroughly with warm water, detergent, and air dried prior to reuse

Pre-Opening

All operations must perform detail cleaning and sanitizing of all surfaces and must include (but not limited to):

- Kitchen Equipment, walls and floors
- Restrooms which are located in Food and Beverage Venues
- Beverage service areas
- Seating area

- Access doors
- Display counters
- POS units
- The same will apply for front and back of house areas

Adequate sanitization and cleaning supplies must be available at all times:

- Disinfectant
- Hand sanitizer
- Hand Towels
- Gloves (must be changed frequently)
- Face masks
- Aprons

Training

- All employees should be trained on new restaurant operating standards.
- All employees should be trained on new Health and Sanitization standards.
- All employees should be trained physical distancing protocols.
- All employees need to be aware of the symptoms of COVID-19.

OPERATIONAL GUIDELINES

INDOOR RESTAURANTS, BARS & LOUNGES

Cleaning & Sanitizing

- Host Podiums, including all associated equipment, are to be sanitized at least once per hour and logged by a manager on a tracking sheet.
- Service stations, service carts, beverage stations, counters, handrails and trays are to be sanitized at least once per hour and logged by a manager on a tracking sheet.
- Point of Sale (POS) terminals are to be assigned to a single server where possible and sanitized between each user, before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs are to be sanitized after each use.
- Tablecloths are to be removed and replaced after each guest experience or use disposable butcher paper.
- Condiments are to be served in single use containers (either disposable or washed after each use).
- Check presenters, votives, pens and all other reusable guest contact items are to be either sanitized after each use.
- Menus are to be single use and/or disposable
- Check restroom regularly and clean and sanitize them based on frequency of use.
- Existing porous placemats (including Chilewich style) are to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use.
- Sanitize trays (all types), including tray stands, after each use
- Storage containers, counters, and serving utensils are to be sanitized before and after each use by food service worker.
- Food preparation stations are to be sanitized at least once per hour and logged by Chef on tracking sheets.
- Avoid all food contact surfaces when using disinfectants.
- Kitchens are to be deep cleaned and sanitized before and at the end of each shift and logged.
- Prepared food and beverage items to be transferred from one employee to another should be done so via contactless methods (leaving food on expediting tables, conveyors, beverages places on bar counter, etc.)

- Ensure the dishwasher is working properly and chemicals are dispensing correctly. Check gauges for proper wash and rinse temperatures which are to be logged by the Stewarding Manager after completion.
- As a best practice, run two empty racks through the machine before using. Ensure chemicals at the three-compartment sink are dispensing properly and when dispensed, sanitizer is at the correct concentration. Wash, rinse and sanitize three-compartment sinks before using. Ensure water reaches 100 degrees F at all hand washing sinks and 110°F at the three-compartment sinks.

Physical Distancing

- Hostesses and managers are to manage physical distancing at entry points, waiting areas and queues (in addition to signage). When it is possible, consider designated entrances and exits, reducing face-to-face exposure upon entrance and exiting.
- Chefs are to manage physical distancing (where possible) in all back of house areas.
- Paging system (or call up method) will be instituted to provide comfort and distance for guests waiting to be seated.
- If possible, limit menu offerings to accommodate preparation and cooking at distances.
- Bar seating is to be reduced or removed to assist with physical distancing management.
- Lounge seating floor are to be reconfigured to provide adequate space for physical distancing.
- Branded floor stickers are to be installed on floor leading up to host stand (and other points of service) to provide the appropriate distancing.
- Tables and booths are to be utilized with appropriate physical distancing between each guest.
- Casino Service Bars will be staffed to allow for appropriate distancing between employees.
- Employee are to keep and maintain adequate distance when taking guest orders.
- Managers are to keep and maintain adequate distance when touching tables and monitoring the guest experience.

Guest Considerations

- Use clean, sanitized silverware rolled in linen, eliminating all open table presets.
- Napkin service is to be suspended until further notice (no placing in a guest's lap or refolding).
- Cocktails will no longer be garnished.
- Wrap all straws.
- Use single use salt and pepper packets.
- Use single use sugar packets.
- Suspend tableside cooking until further notice.
- Suspend buffet service until further notice.
- Bar snacks will be served per individual guest and not shared by the table.
- All food and beverage items are to be placed on the table, counter, slot or other surface instead of being handed directly to a guest.
- Hand sanitizer station will be at the host stand for guests' use as they arrive and depart from the restaurant.
- Employees' hands are to be washed and sanitized before delivering food to guest tables.
- Only bottled water is to be served in restaurants.
- If an employee must cough or sneeze, they will be required to do so away from guest dining space and view. Ensure that the employee follows necessary protocols, and immediately wash hands afterwards.

Additional Employee Dining Room (EDR) Protocols

- No self-serve food is to be made available (including snacks).
- Food is to be served by EDR cooks and line attendants.
- Single use cups for beverage (no refills).
- Prepackaged plastic flatware.
- Trays and plates are to be distributed by EDR attendants.
- Extension of EDR sneeze guards.
- Limit the number of employees allowed simultaneously in break rooms.

IN ROOM DINING (IRD)

Cleaning & Sanitizing

- All equipment will be sanitized prior to assigning for the shift, which should include Trays, Tabletops, Warmers, etc.
- Employees assigned to individual stations (including order takers) will sanitize their stations and all equipment at least once per hour and at each change of shift .
- All doors, handles and high contact surfaces are to be sanitized at least once per hour.
- All equipment will be sanitized after being collected from guest rooms; these items include Trays, Tabletops, Warmers, etc.
- Avoid all food contact surfaces when using disinfectants.
- All food in warmer should be properly protected with plate covers.

Physical Distancing

- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table.
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room.
- Trays will be immediately retrieved from guest floors.

Guest Considerations

- Printed IRD menus are to be removed from rooms
- Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house television channel, crave tablets, etc.
- Minibars are to be locked; all loose products are to be removed, and service suspended until further notice.
- Items will be available upon request from IRD.
- Single use salt and pepper packets are to be used.
- Single use sugar packets are to be used.
- Cold beverages should be served in sealed containers, accompanied with sealed biodegradable straws.
- Guests will be encouraged to fill ice buckets from ice machines located on guest room floors.
- Employees hands are to be washed and sanitized before delivering food to guest tables.

CATERING & BANQUETS

Cleaning & Sanitizing

- All shared equipment and meeting amenities are to be sanitized before and after each use.
- All linen, including underlays, is to be replaced after each use.
- Clean and soiled linens are to be transported in sealed single use plastic bags into and out of the meeting rooms.
- Check restroom regularly and clean and sanitize them based on frequency of use. Log upon completion.

Physical Distancing

- All buffet and self-serve style events are to be suspended until further notice.
- All food and beverage items are to be individually plated and served.
- Coffee and other break items are to be attended and served by a server.
- Flatware is to be provided as a roll-up.
- Condiments are to be served in individual PCs or sanitized individual containers.
- Seating capacities and floor plans are to be reviewed on an event by event basis to ensure appropriate physical distancing that follows CDC guidelines.

Guest Considerations

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Develop examples of physically distanced floor plans for use by Hotel Sales & Convention Services.
- Use single use flatware where appropriate.
- Bakery and fruit products are to be placed and served in sealed containers.
- Single use salt and pepper packets are to be used.
- Single use sugar packets are to be used.
- Employees' hands are to be washed and sanitized before delivering food to guest table.

OUTDOOR EXPRESS OPERATIONS

Cleaning and Sanitizing

- Host Podiums including all associated equipment are to be sanitized at least once per hour.
- Service stations, service carts, beverage stations, counters, handrails and trays are to be sanitized at least once per hour and logged by a manager.
- POS terminals are to be assigned to a single server where possible and sanitized between each user before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs are to be sanitized after each use.
- Condiments are to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items are to be either sanitized after each use.
- Menus are to be single use and/or disposable or discontinued in outlets which have menu boards.
- Storage containers are to be sanitized before and after each use.
- Food preparation stations are to be sanitized at least once per hour and logged by Chef.
- Kitchens are to be deep cleaned and sanitized before and at the end of each shift.

- Food and beverage items being prepared are to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.).
- Avoid all food contact surfaces when using disinfectants.
- Check restrooms regularly and clean and sanitize them based on frequency of use, and log.
- Ensure the dishwasher is working properly and chemicals are dispensing correctly.
- Check gauges for proper wash and rinse temperatures and ensure they are logged by the Stewarding Manager after completion.
- As a best practice, run two empty racks through the machine before using. Ensure chemicals at the three-compartment sink are dispensing properly and when dispensed, sanitizer is at the correct concentration. Wash, rinse and sanitize three-compartment sinks before using. Ensure water reaches 100°F at all hand washing sinks and 110°F at the three-compartment sinks.
- Check restrooms regularly and clean and sanitize them based on frequency of use.

Physical Distancing

- Hostesses and managers are to manage physical distancing at entries, waiting areas and queues (in addition to signage). When it is possible, consider designated entrances and exits, reducing face-to-face exposure upon entrance and exiting.
- Chefs are to manage physical distancing (where possible) in all back of house areas.
- Paging system (or call up method) will be instituted to provide comfort and distance for guest while waiting to be seated.
- Floor plans are to be reconfigured to reduce seating capacity to allow enough space between tables.
- All self-serve condiments and utensils are to be removed and be provided by cashiers or servers.
- Branded floor stickers are to be installed on floor leading up to host stand or express counter to provide the appropriate distancing.
- Tables on sidewalks or on pathways which are in high pedestrian areas will be removed.
- Manage the line flow at quick serve outlets to ensure food pick up areas remain appropriately distanced.
- Employees are to keep and maintain adequate distance when taking orders.
- Managers are to keep and maintain adequate distance when touching tables and monitoring guest experience.
- Limit menu offerings to accommodate preparation and cooking distances.

Guest Considerations

- All self-serve condiments and utensils to be removed and provided by cashiers or servers.
- Use clean, sanitized silverware rolled in linen, eliminating all open table presets.
- Napkin service is to be suspended until further notice (no placing in a guest's lap or refolding).
- Single use place mats will be used.
- Remove grab and go offerings; items to be served/handed to guest by employee.
- All food and beverage items are to be placed on the table, counter, or other surface instead of being handed directly to a guest.
- Employees' hands are to be washed and sanitized before delivering food to guest tables.
- Hand sanitizer station will be at host stand for guest use as they arrive and depart from restaurant.

Take Out, Delivery and Curb Side Options

Operations that choose to offer curbside service, must ensure their employees wear face masks and gloves (gloves must be changed frequently).

- Order should be placed via phone (call or message) or mobile app where possible.
- Customers must wear a face mask.

For take-out Operations:

- Order should be placed via phone (call or message) or mobile app where possible.
- Customers must maintain physical distancing regulations.
- Customers must wear a face mask.
- Operators should have physical distancing markers leading up to order location.

Operators must follow all guidelines listed in this document where applicable

Delivery Process

- Delivery vehicles must be sanitized before and after each delivery.
- Gloves must be worn at all times and changed between deliveries.
- Practice no contact transfers.
- If delivering to a distribution site, avoid going inside, have the receiver meet outside and practice no-contact transfers.
- All delivery temperature logs must be filled correctly upon delivery.

MONITORING

Keeping Employees Safe:

What to do if an employee shows flu-like symptoms?

It is highly recommended that any employees who are showing flu-like symptoms should be excluded from the operation until they are tested and symptom free.

- Employees who are sick should remain at home.
- Employees should be temperature checked daily for the first 30 days of reopening, and 2 times per week within the next 30 days.
- Operators should identify the signs during a daily pre-work screening to confirm if an employee becomes ill or presents signs of illness.
- Require all employees to wear face mask in non-service common areas at all times. Face coverings should be cleaned and replaced daily.
- With larger staff, use communication boards or digital messaging to convey meeting messages or reduce the size of daily briefings to no more than 10 employees per session.
- Place posters that encourage hand hygiene to help stop the spread, at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- Discourage handshaking - encourage the use of other noncontact methods of greeting.

Keeping Customers Safe:

What to do if a customer shows flu like symptoms in the restaurant?

- Provide the customer with additional napkins or tissues to use when they cough or sneeze.
- Make sure alcohol-based hand sanitizer is available for customers to use.
- Be sure to clean and sanitize any objects or surfaces that may have been touched.
- Ensure physical distancing is enforced.
- If necessary, follow national guidelines for reporting cases/suspect cases of COVID-19.

In the Event of Bodily Fluid:

What to do if there is a bodily fluid event?

If a customer or employee vomits or has diarrhea, it is recommended that the operation follows protocols that are in place for Norovirus be used:

- Ensure the employee who is cleaning up the area is using Personal Protective Equipment (PPE).
- Segregate the area that has been contaminated.
- Dispose of any food that has been exposed.
- Ensure any utensils that might have been exposed are cleaned and sanitized.
- Frequently clean and sanitize the area to include the floor, walls and any other objects contaminated by the incident.
- Properly dispose any of the equipment that was used to clean up the area.

RECOMMENDATIONS

- All Food service employees be ServSafe Certified.
 - This program provides in depth knowledge into proper food handling and safety precautions.
 - <https://www.servsafe.com/ServSafe-Food-Handler>
 - <https://www.restaurant.org/Articles/News/ServSafe-offers-free-courses-and-videos>
- Food Operations should maintain a STRICT no return policy on items which have been served or left the premises.
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give clear instructions to avoid touching hands to face. Frequent handwashing is a greater protective barrier to infection than wearing disposable gloves.
- Temperature screening twice daily of employees for the first 30 days of reopening upon arrival and departure. The screening should be reduced to 3 times weekly in the subsequent 30 days.
- Documentation:
 - The process of frequent sanitizing, handwashing and incidents should be documented and made available for data evaluation. Documentation would also ensure that we (The Bahamas) are following International Standards with regards to COVID – 19. Capturing of such information can be beneficial to boost confidence with international travellers and locals alike, ultimately assisting in the revamp of this economic sector. Below are some examples of data capture services: <https://www.teamscopeapp.com/mobile-data-collection-guide/7-mobile-data-collection-apps-for-field-research>.
- Implement in all operations and food establishments hygiene checklists to be followed and consistently followed by chefs, managers and owners.
See here: http://elearning.servsafe.com/Content/5E_generic_SCORM/assets/en/pdf/Evaluation_Checklist.pdf.
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than six people. Where practical, especially in booth seating, physical barriers are acceptable once approved by health inspector.
- Consider a reservations-only business model or call ahead seating to better space diners.
- No more than ten patrons should be allowed in facility per five-hundred square feet of public space for Quick-service. (Calculating public space includes waiting and bar areas, but not hallways, restrooms, and spaces closed to patrons).
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements and face mask covers.
- Post signage at the entrance that states that no one with a fever or flu like symptoms is to be permitted in the restaurant.
- Limit contact between wait staff and guests. Increase physical space between worker and patron.

- When delivering food to tables, do not speak while over the table when placing dishes, once set take a step back to describe and communicate anything related to the dish.
- Prohibit handshaking and any other unnecessary person-to-person contact in the workplace.
- If practical, physical barriers such as partitions or Plexiglass barriers at check-in or registers are acceptable and encouraged.
- Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets, text on arrival for seating, contactless payment options (i.e. apple pay).
- Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about physical distancing.
- Do not to allow guests to congregate in waiting areas or bar areas. (Open Table, Seven Rooms, and other table management systems currently include the feature to text when ready).
- Design a process to ensure guests remain separated while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc.
- Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.

HOTEL OPERATIONS GUIDELINES

In the face of global health concerns like the COVID-19, hotels must consider additional health and safety protocols to mitigate risks and ensure the safety of all guests and employees. The establishment of standard operating procedures through planning and execution will maximize efficiency and enable personnel to work collaboratively during the time of crisis. To this end, the following guidelines seek to provide uniformed guidance to reduce the risk and spread of infection.

General Staff Standard Operating Procedures (SOPs)

Staff Arrival: Trained personnel (equipped with PPEs) must take the temperature of all staff using a laser thermometer at the security entrance. Employees with a temperature over 100.4°F will not be allowed entry to the property and will be directed to local health authorities. (Please refer to the Guidelines for Guest and Employees with Symptoms or COVID-19 Exposure)

Personal Protective Equipment (PPE): PPEs must be distributed to every employee entering the property according to their role and responsibility. Masks must be worn at all times by all staff, however, gloves will be required for designated personnel, i.e. housekeeping, public area attendants, security officers.

Hand Hygiene: Ensure that staff wash their hands with soap at least hourly and following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, going on break and before or after starting a shift. Furthermore, ensure that hand washing instructions and signage are adequately displayed in all BOH areas.

COVID-19 Staff Training and HR: Provide pre-opening training and ensure all employees are trained on newly enhanced protocols and are adhering to the safety guidelines of the Ministry of Health, World Health Organization (WHO), and the Center for Disease Control and Protection (CDC). Furthermore, comprehensive training is required for departments with high contact frequency with guests, i.e. Food and Beverage, Public Area Department, Housekeeping, Hotel Operations and Security. Additionally, train all employees on the proper usage of PPEs and ensure workers are trained on the hazards of the cleaning chemicals used in the workplace following the OSHA's Hazard Communication standard. Review sick leave policies and ensure staff is aware of human resource protocols if they become symptomatic.

Communication: In order to maintain a safe environment, it is important to keep an open channel of communication with staff and guests so that they are informed of health, safety and hygiene protocols. Effective communication also instills confidence and comfort for guests and staff members. Suggested channels of communication are websites, social media, pre-arrival emails, signage/infographics, in-room TV channels/guides, etc.

AIRPORT ARRIVAL & DEPARTURE

Where applicable, ensure all hotel guests are met, greeted, welcomed, and bid farewell in a comfortable, cleaned and sanitized manner between Airport Kiosk and Ground Transfer. Ensure all employees are well trained on newly enhanced protocols and are adhering to the safety guidelines of the Ministry of Health, WHO, and the CDC.

Cleaning Protocols

Ensure enhanced cleaning focus on:

- All vehicles (chairs, door handles, arm rests) - sanitize after every transfer.
- Kiosk desktops, credit card machines, telephones, pens and desk mats – sanitize every 30mins
- Kiosk reception area: furnishing – sanitize every hour.
- Utilize UV-C or wet fog machine at the end of day in kiosk.

Physical Distancing Protocol

- Appropriate signage to be prominently displayed at kiosk desk, transfer pick up and, in every vehicle, outlining mask usage and physical distancing.
- Fiber glass partition to be installed at kiosk to create separation between agent and guest.
- Airport agent (s) in place to direct guests according to physical distancing protocol. 7am-12am daily.
- Physical distancing of 6 ft enforced at the airport desk.
- Enforce and promote “ready vehicle” policy, guests should go directly to vehicles, minimize congestion and cue lines at pick up point.
- No more than 4 guests permitted per SUV and no more than 2 per sedan.
- Guests will not be permitted to sit in front passenger seat.

Employee Considerations

- Employees to sanitize (using wipes) vehicle doors before opening for limos, SUVs.
- Employees to wear gloves while opening vehicle door, disposal gloves to be changed after each arrival meet and greet.
- Ensure spray bottles with sanitizer and/or wipes are available at airport kiosk.
- PPE inventoried at beginning of shift and replenished, 30 day inventory supply should always be on hand.

Guest Considerations

- Introduce COVID-19 Awareness Card at airport kiosk; what post COVID-19 practices to expect at hotel. Where applicable.
- Sanitizer available at Kiosk.
- Agent to wipe down high touch point areas: kiosk desk, cc swipe, pens, brochure racks, desk mats, etc. after each interaction.
- Include COVID-19 awareness in Agent’s welcome spiel.
- Handle one party’s luggage at a time, sanitize hands after each interaction.
- No more than 4 guests permitted per SUV and no more than 2 per sedan.
- Taxis to be sanitized after every transfer, to be enforced by signage (signed by Road Traffic).
- Guest will not be permitted to sit in front passenger seat.
- All areas, i.e. kiosk, transfer pick up point, etc. will be clearly marked for appropriate physical distancing. (Refer to **Annex H** – Sample signage).
- No welcome/farewell handshakes or hugs permitted.
- Review and revise Group Luggage SOPs where applicable.

HOTEL GUEST ARRIVAL/DEPARTURE, BELL SERVICES, AND FRONT DESK SERVICES

Front Door Arrival

- Avoid welcome, farewell hugs, and handshaking with guests.
- Luggage to be sanitized after it is off-loaded from vehicles.
- Hand sanitizers must be accessible at all front entrance areas.
- Guests must maintain a physical distance of 6 ft or more from persons not travelling with them on the front door.
- If the suspension of valet services is not possible, proper guidelines should be outlined, i.e. sanitize vehicle door handles with disinfectant wipes before opening all vehicles; wear gloves while opening all vehicle doors and dispose of gloves after each use.

BELL/FRONT DESK SERVICES

Cleaning & Sanitizing Protocols

- Clean and sanitize all high touch surfaces and related equipment including desks, workspace luggage storage, luggage belts, waiting areas, etc.
- Countertops must be cleaned and properly sanitized after each guest transaction.
- Telephones must be properly sanitized after each use and/or consider single use headsets as an alternative.
- Credit card machines must be sanitized after each transaction.
- Bellman carts, wheelchairs and other guest equipment must be properly sanitized with disinfectant wipes after each use.
- Guest and staff must sanitize their hands after exchanging objects, i.e. registration cards, passports, bracelets, pens, etc.
- Internet stations must be sanitized with health and safety signage for guest reference.
- Packages arriving for guests must be received by an employee, properly sanitized upon receipt and must be stored in a designated area.
- Break rooms to be sanitized frequently throughout the day.
- Room keys must be separated in designated containers and sanitized after guest check out. NOTE: New guest keys to be stored in the original box until use.
- Sanitize front desk equipment after each guest transaction.
- Track PPE inventory at the beginning of all shifts and ensure that PPEs are replenished.
- Dispose of PPE to be placed in designated waste containers at the end of each shift.
- All computer workstations to be properly sanitized at the end of each shift.

Physical Distancing

- Attend daily briefings and review COVID-19 awareness protocols. (Maximum 10 staff members).
- All guest services must be delivered using contactless pickup and delivery procedures where possible, e.g. guest laundry; dry cleaning.
- Install plexiglass shields at all Bell and Front services.
- Guests must stand at least 6 ft away from groups not travelling with them throughout the property.
- Local area information/assistance must be provided to guests via a call operation, designated hotline, email or app.
- Maximum of 4 guests allowed in an elevator at any given time with signage properly displayed and visible floor markers evidencing 6 ft distancing.

- All employees must work from every other workstation.
- Stagger guest room assignments on different levels to reduce floor crowding.
- All lobby and floor signage must be visible to ensure that physical distancing of 6ft from other groups not travelling with them while checking in. Provide additional staffing during high demand periods to expedite the registration process.
- If the suspension of valet services is not possible, proper guidelines should be outlined, i.e. sanitize vehicle door handles with disinfectant wipes before opening all vehicles; wear gloves while opening all vehicle doors and dispose of gloves after each use.

CHECK-IN

- Main entrance doors can be propped open, automated, or operated manually by a designated staff.
- All guest services must be delivered using contactless pickup and delivery procedures where possible, e.g. guest laundry and dry cleaning.
- Install plexiglass shields at all Bell and Front services.
- Review registration SOPs and add COVID-19 protocols to spiel.
- Guests must stand at least 6 ft away from groups not travelling with them while in line for all guest services and moving around the property.
- Provide a welcome letter on in-room TV with COVID-19 awareness message where possible.
- Local area information/assistance must be provided to guests via a call operation, designated hotline, email or app.
- Maximum of 4 guests allowed in an elevator at any given time with signage properly displayed and visible floor markers evidencing 6 ft distancing.
- Stagger guest room assignments on different levels to reduce floor crowding.
- For groups, pre-printed registration cards can be delivered to the representatives, to be completed during the transfer from the airport to the hotels for all arrivals from agencies over 30 persons. (If possible, a hotel staff will help by distributing the bracelets, rooms keys and towel cards)
- Install plexiglass barriers at all Front Office areas to reduce direct guest contact.
- Disinfectant gel dispenser/hand sanitizers and disinfectant wipes are to be readily available in the hotel lobby and at designated locations throughout the property.

CHECK-OUT

- Revise staff spiels and bill checking procedures to encourage guests to pre-checkout at least one day prior to departure.
- Where possible, utilize electronic check out to reduce face-to-face contact.
- If not, on the day of departure, a double-line queue should be used for guests who have a 'zero-balance account' and 'pending accounts payable'.

Guest Considerations

- Identify a COVID-19 champion in each department to monitor compliance to protocols.
- Consider a completely cashless system.
- Ensure 30-day inventory supply is always on hand, i.e. face masks, gloves, disinfectant wipes, sanitizer.
- Review staggered shifts to maintain the maximum number of employees in the daily briefings at 10 persons.
- Ensure that appropriate signage highlighting health, hygiene and safety protocols, mask usage and physical distancing requirements are prominently displayed throughout the property including, front desk, concierge, other public spaces.

VIP SERVICES

Cleaning and Sanitizing

- Follow protocols listed under Bell/Front Desk Services above.

Physical Distancing

- Follow protocols listed under Bell/Front Desk Services above.

Guest Considerations

- Follow protocols listed under Front Desk Services above.
- Remove all communal amenities (i.e. welcome drinks, magazines, etc.).
- Utilize email for all guest transactions and encourage use of technology to reduce guest face-to face interactions, if possible.

HOUSEKEEPING

Cleaning and Sanitizing

- Use approved Environmental Protection Agency (EPA) registered disinfectants on high- touch areas following established standard operating procedures.
- Train employees on the hazards of the cleaning chemicals used in the workplace following the OSHA's hazard communication standards.
- Use only approved Hospital grade disinfectants recommended by the Environmental Protection Agency (EPA).
- Ensure cleaning chemical spray bottles are appropriately labelled with the manufacturer's labeling.
- Sanitize carts, trolleys and equipment at the beginning and end of each shift.
- Implement routine cleaning/sanitizing of all working equipment and tools.
- All shared equipment to be cleaned at the start and end of each shift.
- Clean and sanitize elevator areas at least 3 times daily.
- Employees must wear masks and gloves while cleaning the guest room at all times.
- Gloves must be discarded after each room cleaning.
- Microfiber colour-coded cloths must be used for cleaning and disinfecting surfaces.
- Contract Vendors should follow company cleaning SOPs.
- Enhance cleaning on high touch surface areas. Door handles, electronics, light switches, safe, hangers, luggage rack, AC thermostat, TV remote control, dresser, breakfast table & chairs, bathroom vanity counter, fixtures, shower/tub and toilet using a hospital-grade disinfectant.
- Use an electrostatic spraying mechanism to disinfect the guest room after cleaning every checked out room, and before new guest arrival.
- Should you confirm a guest room has been compromised by an infected guest, ensure the room is deep cleaned, and follow the Centers for Disease Control and Prevention. (Refer to Guidelines for Guests and Employees with Symptoms or COVID-19 exposure)
- Discard and dispose of PPE equipment in standard bio-waste containers.

Physical Distancing

- Limit contact with guests while cleaning hotel room. If the room is occupied, the room attendant should offer to return later.
- Ensure Reservations Department notes guest request items prior to arrivals to reduce guest requests and contact.
- Review SOPs on high demand guest request items to reduce guest contact (i.e. rollaways, cribs, refrigerators).
- Implement flexible work hours (e.g., staggered shifts) to reduce contact with staff. Ensure that daily briefings do not exceed 10 persons.
- Limit staff in rooms to 2 persons at any time.
- Mark elevators for physical distancing.
- Add floor markings in employee areas for physical distancing.
- Re-configure administrative work areas to ensure physical distancing.
- Ensure that daily briefings do not exceed 10 persons.

Guest Considerations

- Consider placing hand sanitizers and anti-bacterial soaps in guest rooms, to encourage proper hand hygiene.
- Make available a list of action steps being taken to ensure proper cleaning and sanitizing of the guest room.
- Review and eliminate unnecessary literature in guest room (i.e. writing pads, booklets, room service menus, etc.). Make items available to guests upon request.
- Review room equipment amenities and eliminate where possible (i.e. irons, hair dryers, luggage racks, extra pillows, etc.).
- Establish a COVID-19 champion to monitor departmental compliance.

PUBLIC AREAS

Cleaning and Sanitizing Front of House

- Employees to wear mask and gloves while cleaning surface areas. Gloves to be discarded after each cleaning cycle.
- Use EPA approved cleaning chemicals in high touch areas.
- Employees to use microfiber colour-coded cloths for cleaning and disinfecting surfaces and frequently replace cleaning cloths to avoid cross-contamination.
- Routinely clean and disinfect elevators, restrooms, hotel lobbies, elevators, front desks/concierge, casino, fitness centre, focusing on high touched surface areas such as doorknobs, handrails, tables, telephones, keyboards, desks, slot machines, and ATMs, etc., following the established standard operating procedures. On an hourly basis at minimum.
- All shared equipment to be cleaned at the start and end of each shift.
- Clean and sanitize elevator areas at least 3 times daily.
- Implement a frequency checklist for restrooms, elevators, office spaces, etc. Ensuring the list is visible and updated to the standard operating procedure.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools, and equipment) can be wiped down by employees before each use. To disinfect, use products that meet EPA's criteria for use against SARS-Cov-2. (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>).

- Use Electrostatic spraying mechanism to disinfect high traffic areas at the end of each day, or whenever needed.
- Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility: If a sick employee or guest is suspected or confirmed to have COVID-19, follow the CDC cleaning and disinfection recommendations. (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>)

Cleaning and Sanitizing Back of House

- Employees to wear mask and gloves while cleaning surface areas. Gloves to be discarded after each cleaning cycle.
- Employees to use microfiber colour-coded cloths for cleaning and disinfecting surfaces and frequently replace cleaning cloths to avoid cross-contamination.
- Use EPA approved cleaning chemicals in high touch areas.
- Routinely clean and disinfect elevators, restrooms, offices, service centers, loading docks, back corridors, staff cafeterias, focusing on high touched surface areas such as doorknobs, handrails, tables, telephones, keyboards, desks. Following the established standard operating procedures. On an hourly basis at minimum.
- All shared equipment to be cleaned at the start and end of each shift.
- Clean and sanitize elevator areas at least 3 times daily.
- Implement a frequency checklist for restrooms, elevators, office spaces, etc. Ensure the list is visible and updated to the standard operating procedure.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools, and equipment) can be wiped down by employees before each use. To disinfect, use products that meet EPA's criteria for use against SARS-Cov-2. (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>)
- Use Electrostatic spraying mechanism to disinfect high traffic areas at the end of each day, or whenever needed.
- Contract Vendors should follow company cleaning SOPs.
- Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility: If a sick employee or guest is suspected or confirmed to have COVID-19, follow the CDC cleaning and disinfection recommendations. (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>)

Physical Distancing

- Implement flexible work hours (e.g., staggered shifts) to reduce contact with staff. Ensure that daily briefings do not exceed 10 persons.
- Limit staff in rooms to 2 persons at any time.
- Mark elevators for physical distancing.
- Add floor markings in employee areas for physical distancing.
- Re-configure administrative work areas to ensure physical distancing.
- Ensure that daily briefings do not exceed 10 persons.

Guest Considerations

- Establish a COVID-19 champion to monitor departmental comp.

SPA/FITNESS CENTERS

Cleaning and Sanitizing

- Hand Sanitizers must be placed outside the entrance and in other access points in the spa.
- Host/hostess will supervise entrance of the spa to ensure that all guests sanitize their hands prior to entering.
- All high touch areas like door handles must be cleaned after each client and the sitting area must also be cleaned at regular intervals throughout the day.
- Prior to a massage, all body areas to be touched must be disinfected with alcohol, with a required percentage of 60% and above.
- Sharps containers and Red Biohazard medical disposable bags must be placed in all treatment rooms to discard anything that comes in contact with human fluids.
- The massage therapist must wash his/her hands with soap and use hand sanitizers in between clients.
- Staff must sanitize all spa areas every 30 minutes, including, bathrooms, door handles, equipment etc.
- Spa utensils must be disinfected after every use.
- Safety goggles and other PPE must be worn by therapists.
- Nail services must be performed with plexiglass between the guest and technician.
- Therapist's room must be equipped with medical grade sanitizer, along with disinfectants for the guest; medical grade disinfectants, ultrasonic, and UV light sanitizing equipment.
- All therapists will be required to obtain a new health certificate.
- All gym equipment to be sanitized after each use.
- Personal towels must be brought to the gym by guests.
- If service is contracted, vendors to follow organization's SOPs in conjunction with MOH polices and standards.

Physical Distancing

- Three guests will be allowed to sit in the spa waiting area at any given time.
- One guest will be permitted to enter the treatment room along with one (1) massage therapist.
- Establish maximum number of guests for gym services based on area capacity.
- Signage highlighting health and safety protocols and physical distancing requirements, must be visible to staff and guests.
- Install plexiglass barriers in reception areas to reduce direct guest contact during service engagement.

Guest Considerations

- Modify Reservations scripts to ensure that COVID-19 practices are highlighted.
- Only clients with appointments will be able to access spa services.
- Any client who feels sick, or ill, or has a fever, will be asked to reschedule their appointment, self-isolate in their room and seek medical attention.
- Provide additional time between appointments to allow for more cleaning.
- Membership will be provided with a daily appointment schedule for gym use.
- Enhanced cleaning regimens for toilet facilities, particularly door handles, locks and the toilet flush handles will also take place.

WATER PARK, POOL, BEACH OPERATIONS

Cleaning & Sanitizing

- Staff must wear disposable gloves and facial masks while cleaning the pool deck and beach area.
- Hand sanitizing stations are to be installed at the exterior of the property.
- Workstations with multiple employees must be disinfected before each use and when changing shifts or rotations, i.e. (lifeguards & cashiers chairs, attendants, etc.)
- Increase the frequency of cleaning all surfaces throughout the day, i.e. pool decks, door handles, outdoor tabletops, food and beverage countertops.
- Pool area must be pressure cleaned every evening.
- Increase the frequency of cleaning items within the outdoors areas throughout the day including, cabanas, lounge chairs, life jackets, trash cans, water fountains and other common areas (break areas storage rooms), etc.
- Provide distance markers in areas where queues are formed (food and beverage outlets, restrooms and towel outlets).
- Where possible use a self-serve towel distribution system
- Install plexiglass barriers between guests and employees (towel huts, outdoor concierge, food and beverage outlets and cashiers).
- Lounge chairs must be cleaned after each guest use.
- Clear signage displaying health and hygiene reminders:
 - Capacity limits
 - Frequent handwashing
 - Maintain safe distance between others
 - Avoid touching surfaces
 - Cover nose and mouth
 - Wear face masks where possible
 - If you are sick, stay in your room and avoid public areas

Physical Distancing

- Total venue and attraction capacity should be reduced to ensure appropriate physical distancing of 6 ft.
- Strategic placement and layout of decks, beach chairs to maintain 6 ft between family groupings.
- Consider timed entries for water slides/rides to help reduce queue lines and to maintain ride capacity, including, river rides, slides, water play structures, etc.
- Display physical distancing signage and provide distance markers in areas where queues are formed (ride lines, F&B outlets, restrooms, towel outlets).
- Rides that accommodate more than one guest (double tubes) should only carry members of the same family.
- Surface that is covered or constantly sprayed with chlorinated treated water, does not require additional sanitization.

Guest Considerations

- Follow physical distancing guidelines maintaining 6ft apart from others not in your family group while on the beach, in pools or in the sea.
- Face masks must be worn in common areas (using the outdoor restrooms or any F&B outlets, concierge, towel huts or interacting with employees).
- Frequently wash hands with soap for at least 20 seconds.

Food and Beverage

Restaurants and Bars (See guidelines in standalone Food and Beverage section in this document).

GOLFING

Cleaning and Sanitizing

- All associates to clean and sanitize high touch areas (railings, bathrooms, seating areas, counters, equipment, computers, POS, etc.) continuously throughout the day and after each interaction.
- Ensure that sanitizers are available and replenished in public and maintenance areas.
- Sanitize equipment before and after each round (carts, clubs, flag sticks, etc.).
- Ensure that all associates are trained on COVID-19 protocols.
- Ensure that all course maintenance equipment (rakes, picks, etc.) is removed and associates manicure courses regularly.
- Provide wipes to all players throughout the day.
- Remove all common drinking fountains and automatic ball cleaning stations.
- Discontinue shoe cleaning services.
- Provide sanitizers to golfers after the game and avoid hand shaking.

Physical Distancing

- All associates to maintain physical distance of 6 ft during interactions.
- Reconfigure range practice to ensure physical distancing of 6 ft.
- Strictly enforce one golfer per cart policy.

Guest Considerations

- No sharing of equipment, leaving flags in the hole.
- Golfers must maintain physical distancing of 6 ft around the course in all pre and post activities.
- Golfers must pick up and utilize their golf balls only around the course.
- Encourage golfers to leave the course after the game to prepare for other players..

Post-Game Activities (Scoring and Clubhouse)

- Perform scoring procedures online where possible. Associates to sanitize the area and hands after each score-keeping process.
- Reconfigure food and beverage areas for physical distancing and utilize disposable cutlery where possible.
- Eliminate hand to hand service and use sanitized surfaces to place food.
- Players must sanitize hands frequently after games.
- Provide hand sanitizers at every food service table or area.
- Perform elevated cleaning in all high touch areas on an hourly basis, including door handles, glass, chairs and tables, railings, lockers, planters, linen drop-off, etc.)
- All buffets to be discontinued until company and MOH regulations change.

(Refer to Food and Beverage Industry Guidelines for additional information)

HUMAN RESOURCE MANAGEMENT CONSIDERATIONS

- Implement virtual interviewing platforms for open positions (Zoom etc.).
- Digitalize offers of employment and required hire documents and forms.
- Digitalized company orientation can be completed for small hotels. For larger hotels configure meeting rooms to ensure proper physical distancing.
- Utilize online training platforms for functional and soft skills training.
- Develop synchronous and cohort-based virtual classrooms.
- Utilize larger meeting rooms for training and development to ensure adequate physical distancing.
- Establish COVID Health and Safety Departmental Champions.
- Implement COVID Health and Safety Departmental certification training.
- Develop Health and Safety Policies.
- Develop Hygiene and Sanitation protocols.
- COVID Sensitivity Training on Internal and External Guest Interaction.
- Designate primary source for flow of all communication to and from employees.
- Update Employee Handbooks with COVID Health and Safety protocols.
- Policy updates regarding issues surrounding COVID-19.
- Helpdesk for immediate assistance on using and interpreting policy issues as they arise.
- Maintenance of culture of inclusiveness.
- Determine necessary minimum frequency of communications.
- Develop communications protocols to include virtual/electronic means.

LAUNDRY SERVICES

General Standard Operating Procedures (SOP)

- Ensure clear signage to display health and safety protocols for staff.
- All Shift briefing communications will be placed on employees Notice Boards.
- Masks, gloves, aprons, and goggles where required will be issued to employee at the start of shifts and worn for the duration of their shift.

Cleaning & Sanitizing

- Employees must sanitize hands prior to entry into the facility.
- Employees working in the Soil Sort Area must wash and sanitize their hands every two (2) hours.
- All employees must wash their hands thoroughly for a minimum of twenty (20) seconds after pulling soiled linen from the floors to the loading docks.
- Employees must change gloves and aprons after handling soiled linen.

Office Area/Eatery

- Vendor to deep clean & fog the following areas nightly:
 - Entry doors, walls, swipe clock
 - All phones and computers
 - Desk, chairs, lockers, and tables
 - Ice machines, countertops, and floors
- Employees to sanitize the following areas hourly during shifts:
 - Entry doors & Handles.
 - Telephones.
 - Computers.

- Cleaning and refilling of hand sanitizer dispensers throughout The Plant
- Garbage bins.
- Ice Machines/refrigerator.
- Water dispenser.
- Chairs/tables.
- Engineering tools to be sanitized after each use and before returned storage.

Restrooms

- Vendor/Operator to deep clean and fog the following areas nightly:
 - Restroom rooms toilettes, seats, flushing levers.
 - Cubicles walls Partitions.
 - Door handles and hardware.
 - Countertops and Wash Bowls.
 - Tissue holder.
 - Hand Towel Dispensers.
 - Light Switches.
 - Mirrors.
 - Garbage bins.
 - Restrooms Floors.
- Employees to complete hourly Daily cleaning on each shift:
 - Restroom toilets, seats, levers
 - Entry door handles
 - Counter tops and wash bowls
 - Cubicles walls and doors
 - Light switches, mirrors
 - Garbage bins
 - Restroom floors twice per shift
 - Sanitize hand towel dispensers
 - Update checklist in restrooms hourly

Soil Sort/Linen Bins & Bags/ Facility Floor

- Vendor to deep clean and fog the following areas nightly:
 - Deep clean and sanitize soil sort stations.
 - Clean floor mats.
 - Mop floor.
 - Clean and fog staircase.
 - Wipe off A/C vent and fans.
 - Remove garbage and sanitize bins.
 - Dump all garbage from linen bins.
 - Bleach and pressure clean all bins.
 - Sanitize and place bins under clean storage for employees use.
 - Wash and sanitize linen bags after each use.
 - Sweep and mop floors nightly.
- Employees to complete cleaning and sanitizing every 2 hours each shift:
 - Clean and sanitize soil sort stations all tables.
 - Empty garbage bins.

- Clean and sanitize staircase.
- Laundry linen bins cleaning and sanitizing throughout all shifts and place in clean storage area.
- Checklist to be completed every 2 hours.
- Sweep and Mop floors where required during each shift.

Laundry Machines and Trucks

- Employees to complete cleaning and sanitizing at the start of each shift:
 - Ironers and Towel Folders Control buttons.
 - Equipment Control buttons.
 - Washer and Dryers Control panels.
 - Conveyor belt.
 - Sanitizing Laundry Truck door handles / steering wheel after each run.
 - Fogging of Laundry Truck inside and back container nightly.

- Distribution Linen Rooms:
 - Employees to wash hands prior to entry into the Linen rooms.
 - Vendor to clean floors and doors nightly.
 - Employees must empty garbage bins on each shift.
 - Employees to sanitize working desks, chairs, and computers.
 - Door handles to be sanitized a minimum twice per shift.
 - Hand sanitizers are to be cleaned hourly.
 - Guest Valet to be handled using gloves.
 - Guest Soil Valet should always remain in one bag for collection from the vendor.
 - Soil Linen should be turned inwards against the walls in the basement corridor for collection.
 - Clean Linen must always be stored in Linen Rooms.
 - Clean Linen must always be kept with a plastic disposable covering.

- Materials and Supplies needed:
 - Face masks.
 - Disposable Gloves.
 - Disposable Aprons.
 - Pressure Washer.
 - Stand Alone Hand Washer.
 - Disposable gowns / jumpsuits.
 - Hand Sanitizer.
 - Goggles.

- Contract Vendors:
 - Adhere to property protocols and ensure proper PPE is always worn.

SECURITY

Given the need for premises to guarantee the security and safety of personnel and clients in the current global climate, the Security industry is adjusting operations to support the growing needs of the tourism industry. What follows is a listing of SOPS required in daily operation of the Bahamian tourism sector.

- Manage and control access and employee entrances and all entrances into the hotels (conduct temperature screening of employees, vendors, contractors, and visitors).
- Assist with the provision and management of on-site screening on property when required.
- Provide background checks and other information required to assist human resources departments with organizational return-to-work policies.
- Provide rapid response to assist with enforcing safety policies.
- Assist hotel management in the guest COVID-19 isolation process.
- Be prepared with effective security personnel, adequate equipment, and other resources to maintain a safe environment, law, and order.
- Monitor guests and other persons on property for persons exhibiting obvious symptoms of COVID-19.
- Respond to and investigate complaints of persons exhibiting obvious symptoms.
- Assist with enforcing physical distancing at all guests queuing areas as required.
- All Security associates to attend COVID-19 protocol training.

GUIDELINES FOR GUEST AND EMPLOYEES WITH SYMPTOMS OR COVID-19 EXPOSURE

Upon detection of a guest and/or staff with symptoms or COVID-19 exposure at an establishment, the person must self-isolate and health officials will be contacted to assess the situation. Guided by that assessment, the individual may be re-housed at a government facility, placed in a designated area or asked to self-quarantine at home (if possible). Health and safety protocols and the subsequent public health measures will be determined and guided by local health authorities. Management will collaboratively work with the relevant local authorities to ensure compliance with the established protocols. (refer to Annex E - Hotel Scenario COVID-19 Exposure Staff & Guest Procedures).

The following recommendations are based on the World Health Organization (WHO) March 2020 provisional guidance document and as long as no other standards are established by local health authorities, the following considerations can be taken into account.

Cleaning and Sanitizing Protocols for establishment with COVID-19 exposure

- The cleaning programs for all spaces must be reviewed to ensure that potentially contaminated surfaces are disinfected adequately (i.e. buttons; knobs; doors; railings; countertops, offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.).
- Close off areas used by the person who is sick.
- Wait 24 hours before you clean or disinfect.
- Use disposable gloves for each room. Staff uniform must be changed and cleaned daily.
- Entry of non-health personnel to an isolated guest room should be restricted as much as possible.
- All hotel staff who have to access the room when the sick guest is present (maids, dining room waiters, etc.) must wear the protective equipment designated by health authorities.
- Staff must wash or disinfect their hands upon exiting the room and, if possible, keep a distance of 1 to 2 meters (3 – 6 ft) from the guest.

- The cleaning cart should remain outside of the room.
- Remove bedding and towels and separate them into color coded bags (e.g. red and yellow bags) until wash time.
- Do not shake soiled clothes and avoid direct skin contact. Machine wash should be at 60°-90°C (140°-194°F) with separate ordinary detergent. In no way should soiled clothes be mixed with other linens.
- Any disposable material (handkerchiefs, masks, glasses, etc.) used by a symptomatic or exposed person must be disposed of in an airtight plastic bag.
- When the symptomatic or exposed person leaves the room permanently, all the amenities i.e. toilet paper rolls, Kleenex, etc. must be removed, discarded and replaced.
- Proper cleaning and subsequent disinfection with freshly prepared sodium hypochlorite solution in a concentration of 1/1000 (25 c.c. of lye in one liter of water), or any other chemical product valid for this task. Always use disposable paper for cleaning.
- Establish enhanced detailed cleaning of toilets and contact surfaces such as cranks, switches, telephones, thermostats, television or air conditioning control knobs, tables, etc.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary. Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

VACATION RENTAL INDUSTRY GUIDELINES

The vacation rental industry promoted through services such as Airbnb and HomeAway has experienced significant growth in recent years. In the September 2019 Quarterly Economic Review, the Central Bank reported that the private vacation rental market showed healthy demand for off resort businesses during the third quarter in terms of average pricing and sales volume. As such, its continued growth and viability is essential to the Bahamas' tourism repertoire. Due to COVID-19, it is important to take the necessary precautions to stay safe and reduce the risk of infection by utilizing inspection checks, physical distancing, enhanced cleaning protocols and the use of personal protective equipment when necessary. The following are recommendations and guidelines for hosting entities aimed to meet guests' expectations while minimizing and preventing the likelihood of transmission.

HEALTH AND SAFETY GUIDELINES FOR PROPERTY HOSTING ESTABLISHMENTS

Physical Distancing: Minimizing face-to-face interactions with guests is a key measure to reduce the risk of infection. Therefore, it is recommended to offer self-check-in and self-check-out options, where possible, which will eliminate the need for hosts and guests to interact. Furthermore, limiting routine cleaning or maintenance during the guests stay to instances in which the service is requested will reduce physical contact.

General Host Protocols

- Implement signage to encourage physical distancing in communal locations. **(Refer to Annex H - Sample signage)**.
- Provide informational material about COVID-19 prevention and recommendations from the Ministry of Health inclusive of contact information for local health authorities.
- Self-managed protocol will be activated, if an extended stay is required.

- Remove all reusable items from guest rooms and replace with electronic versions where possible.
- Eliminate extra pillows and blankets from guest closets where applicable.
- Iron and iron boards to be provided upon request only.
- Eliminate glassware from rooms – replace with individually wrapped disposable cup.
- Utilize protective covers for pillows.

Personal protective equipment (PPE)

- Staff will wear disposable gloves, masks and disposable protective aprons/gowns at all times while cleaning and disinfecting the property.
- Gloves must be discarded after cleaning each room.
- Ensure a minimum supply of PPE and supplies for all communal workspaces are on hand for approximately thirty (30) days.
- Dispose of all PPE's in the designated waste/bio-hazard container.

Cleaning and Sanitizing

- Maintain a checklist to identify high touch areas.
- Disinfect all high touch surface areas after each guest departure.
- Ventilate rooms before cleaning to increase circulation in the space before beginning to clean and disinfect. Refer to CDC guidelines on proper ventilation.
- Utilize blacklights for enhanced sterilization evaluation.
- Wash all mattress pads after each guest departure.
- Utilize single use disposable bags to collect guest linens. If a receptacle is used ensure that it is cleaned after each use.
- Thoroughly clean and disinfect all door touch surfaces including frames, glass, and handles.
- Ensure the removal of trash daily.
- Thoroughly clean and disinfect stairwell, rails, and steps.
- Thoroughly clean and disinfect coffee stations, tables and countertops, chairs, refrigerators, and dividers.
- Iron and iron board to be sanitized after each use from the guest room.
- Where practical, consideration may be given to utilize electrostatic sprayers or UV-C wand/devices.

Chemicals, tools, and equipment

- Use only approved Environmental Protection Agency (EPA) registered disinfectants on touched surfaces following established standard operating procedures.
- Follow the instructions on the labels and avoid combining and/or mixing cleaning supplies.
- Follow the instructions on the labels when using cleaning products and avoid mixing chemicals.
- Use a microfiber cloth or disinfectant wipes where applicable for cleaning and disinfecting surfaces.
- Ensure chemical spray bottles are properly labeled with manufacturer's labeling.
- Consistently replace microfiber cloth to avoid cross contamination.
- Use antibacterial hand-soap in guest rooms.
- Installation of automatic hand sanitizers in common spaces.
- Adherence to "clean first then disinfect" protocols to lower risk of viral spread.

Deep cleaning protocol – (if outsourced to a commercial entity)

- Identify an approved external company that should carry out the deep cleaning activity.
- The selected company must have trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste. In addition, the selected company must have the proper equipment and PPE to perform the task, and should also have the following minimum requirements:
 - The use of PPE is to be determined by the cleaning contractor based on the chemicals used to conduct the disinfecting process including proper wearing, storage, cleaning, decontamination and disposal of PPE as biohazard waste.
 - All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated.
 - Use of approved COVID-19 disinfectant chemicals to perform this activity.
 - Only authorized personnel can access the site during the cleaning operation.
 - At the end of the process, the cleaning company must follow the local regulations to dispose of all PPE and cleaning materials.
- Service should be rendered within seventy-two (72) hours of vacancy, but no sooner than twenty (24) hours preceding said vacancy.
- Rooms must be ventilated before cleaning using ventilating fans to increase circulation in the space before beginning to clean and disinfect. Refer to CDC guidelines on proper ventilation.
- Ensure that the section of the facility to be deep cleaned is free of any other individuals at the time of cleaning.
- Ensure disinfectant is approved for usage against SARS-CoV-2, the coronavirus that causes COVID-19.
- Consider using equipment such as electrostatic sprayers, foggers and misters to facilitate cleaning and reduce the spread of infection.
- Remove any visible soil with a detergent-based cleaner before applying a disinfectant, following instructions on the product label for effective disinfecting.
- Ensure surfaces remain visibly wet for the contact time specified on the product label.
- Minimize cross contamination by disinfecting surfaces from clean areas to soiled areas (e.g. restrooms being one of the highly contaminated areas should be cleaned last).

Guidelines for Guest with Symptoms or COVID-19 Exposure

The following recommendations provide guidelines for hosts/staff for vacation rentals and boutique hotels that will not have in-house-medical professional staff to coordinate health protocols.

- Provide all guests and staff with Ministry of Health contact information, or nearest health professional contact information.
- Advise guests prior to arrival that if they display, report, or exhibit symptoms consistent with COVID-19 during the course of their stay, they must self-isolate.
- Self-managed protocol will be activated, if an extended stay is required.
- Limit or exclude any additional services to guests while they are on the property.
- No staff or guest should enter the room for a minimum period of 24 hours after the departure of the guest.

CASINO OPERATIONS GUIDELINES

Casino operations throughout the world have been deeply impacted by the COVID-19 pandemic largely as a result of the mandatory shutdowns and reduced economic activity. This has placed significant implications on staff and the businesses that employ them. These effects have been amplified in The Bahamas as casino operations are nearly entirely dependent on hotel operations and the sharp reduction of tourism coupled by the government shutdowns have led to a complete cessation of the industry. As casino operators look to reopen in the post-COVID-19 landscape, it has been imperative to outline best practices for health and sanitation protocols and to assess employee needs, guest needs, and facility needs. The protection and mitigation strategies for casino operations have been broken down into four themes as follows:

Theme 1: Employee Considerations

Theme 2: Guest Considerations & Casino Operations

Theme 3: Supplies Needed & General Requirements

Theme 4: Other Considerations & Advocacy Needs

THEME 1: EMPLOYEE CONSIDERATIONS

Training

- All employees must receive training on COVID-19, how the infectious disease is contracted and transmitted, the importance of sanitization, purpose and use of PPE, and how to respond to guests or other employees presenting with COVID-19 symptoms.
- Training will be conducted by organization's Human Resources Department and curated by the National Training Agency in partnership with the Ministry of Health and/or designated health professionals.
- All employees will be required to take a knowledge test that will be proctored using an online platform or in a dedicated work area that adheres to 3 ft. - 6 ft. physical distancing protocols.
- Physical distancing protocols will be followed during training.

Front of House

Personal Protective Equipment (PPE):

- All employees must wear face masks while on property.
- Face shields are required for guests facing associates where there is no plexiglass affixed.
- Gloves must be worn by sanitation workers and cage associates.
- PPE must be distributed upon entering the property and worn while on property.

Cleaning and Sanitization

- All employees must wash hands with soap for at least 20 seconds every 60 minutes and after using the restroom, cleaning, touching the face, eating, drinking, and entering & exiting the casino floor.
- Cage associates must use hand sanitizer on gloves or change gloves after completing each transaction with guests.
- PAD must maintain a slot machine cleaning schedule.
- All gaming related equipment must be sanitized by pit staff at minimum when starting shift, including but not limited to: on/off buttons, card shoe, roulette

wheel head, ball and dolly, money paddle, and token boxes.

- Ticket writers at Race & Sports Book facilities must sanitize counters after each guest interaction.
- Casino cocktail servers, barbacks, and butlers must wash hands immediately after removing used glassware and chinaware from the casino floor.

Back of House

- All associates must wear face masks when on property.
- Back of house associates who enter the casino floor must adhere to front of house protocols.
- Administration should consider rotation of schedule, staggered arrival times, removal of furniture and where possible, remote working.
- Meetings and pre-shift briefings should be conducted via online platforms or in a space that can accommodate 3 ft. – 6 ft. physical distancing protocols.
- Hand sanitizing devices must be placed throughout the offices and timeclock locations.
- Associates must comply with physical distancing protocols in break rooms and dealer lounges.

THEME 2: GUEST CONSIDERATIONS & CASINO OPERATIONS

Rewards Desk, Credit Desk, & The Cage

Cleaning and Sanitization:

- Enhanced sanitization of guest countertops.

Physical Distancing:

- Visible markers must be placed on the floor to maintain 3 ft. - 6ft. separation between guests on line.

Guest Considerations:

- Guests must wear PPE at all times when on the casino floor.
- PPE stations must be made available across the casino floor for guests who do not have PPE.
- Touchless hand sanitization devices must be visible for guest use.
- All guests must lower masks briefly for identification purposes when required.

Slot Game Operations

Cleaning & Sanitization:

- Enhanced slot machine cleaning & disinfecting.
- Touchless hand sanitization stations must be placed on the slot floor.
- Mobile hand sanitization devices must be kept by slot attendants for guests requesting.

- PAD attendants will keep a cleaning and sanitization schedule of all slot machines.

Physical Distancing:

- Adjoined slot machines with two or less units must operate only one unit.
- Adjoined slot machines with three or more units must operate units within 3 ft. - 6 ft. of each other.
- All slot units that are powered off will have chairs removed.

Guest Considerations:

- Guests must wear PPE at all times when on the casino floor.
- All guests must sanitize hands before sitting at a slot machine.
- Signage reminding guests to sanitize before using slot machines will be placed on slot floor.

TABLE GAME OPERATIONS

Cleaning and Sanitization

- All gaming related equipment must be sanitized by pit staff at minimum when starting shift including but not limited to: on/off buttons, card shoe, roulette wheel head, ball and dolly, money paddle, and token boxes.
- All tables and chairs must be sanitized once a player leaves the game.
- Point of Discussion: Enhanced sanitization protocols for dice and chips to be determined pending expert guidance.

Physical Distancing

- Seating will be arranged to accommodate 3 ft. - 6 ft. physical distancing protocols depending on game type.
- Dealers and players will be separated by plexiglass where possible.
- No guests are allowed to spectate or congregate behind players.
- Dealers will verbally notify each other of breaks and shift changes instead of tapping the shoulder.
- Point of Discussion: Each player will be separated by plexiglass material.

Guest Considerations

- Guests must wear PPE at all times when on the casino floor.
- Touchless hand sanitization devices must be placed at every open pit.
- All guests must sanitize hands before sitting at a table game.
- All guests must lower masks briefly for identification purposes when required.

RACE AND SPORTS BOOK OPERATIONS

Cleaning and Sanitization

- Ticket writer must sanitize counter after each guest interaction.
- Enhanced sanitization of audiovisual equipment, computers, betting stations and hard surfaces.

- Seats will be sanitized once a guest leaves.

Physical Distancing

- Seating in Sportsbook lounge will be rearranged to ensure 3ft. - 6 ft. separation between patrons.
- Adjoined betting stations will operate stations within 3 ft. - 6 ft. of each other.
- Visible markers will be placed on the floor to maintain 6ft separation between guests on line for tickets.

Guest Considerations

- Guests must wear PPE at all times when in the lounge.
- Touchless hand sanitizing stations will be placed throughout the lounge.
- All guests must lower masks briefly for identification purposes when required.

THEME 3: SUPPLIES NEEDED & GENERAL REQUIREMENTS

Supplies Needed

Biohazard Waste Containers:

- Stationed at every exit point off the casino floor, back of house, and each pit and slot workstation.

Personal Protective Equipment (PPE):

- Face Shield or Plexiglass between guests and associates.
- Gloves (Optional with the exception of cage and sanitation workers).
- Hand Sanitizer.
- One month minimum supply stocked at all times.

Cleaning Supplies:

- Sanitization chemicals as deemed appropriate by the CDC is required.

Plexiglass

- Required between guests and employees at:
 - Table Games
 - Rewards Desk
 - Credit Desk
 - The Cage

General Requirements

PPE Stations:

- Distribution stations must be made available for guests on the casino floor.

- PPE must be made available for guests at Rewards Desk.

Prevention Proposal:

- All licensees must create and implement a proposal that outlines a plan to prevent the spread of the disease pursuant to the guidelines set forth in this document.
- All proposals must be submitted to the regulatory body 14 days prior to opening.

Deep Cleaning:

- All licensees must clean and disinfect all hard and soft surfaces in accordance with CDC guidelines before resuming operations.
- Conducted once every 24 hours of all hard & soft surfaces, and gaming equipment on the casino floor and back of house.

Signage:

- Print and electronic signs must be used for messaging and communication of health & hygiene reminders for front and back of house, using universal verbiage provided by the competent authority.

THEME 4: OTHER CONSIDERATIONS & ADVOCACY NEEDS

Other Considerations:

- The receipt and submission of online gaming licensing applications.
- Gaming interviews via online platforms.
- Locally sourced PPE and sanitization products.

Advocacy Needs

The Gaming Board for The Bahamas:

- Interviews
- Masks & Gloves
- Application Submissions

Training Needs:

- Technical Skills Dealer Training
- Trained Medical Professional or Health Care Task Force:
 - COVID-19 Awareness
 - Training on PPE Guidelines

- Handling anyone presenting COVID -19 symptoms

Processes/Methods

Best practices for casino operations have been researched using:

- Wynn Las Vegas & Encore Resort Template.
- Industry standards in Las Vegas and The Bahamas.
- Surveyed best practices and guidelines established by the CDC, WHO, and OSHA.
- Utilized Emergency Orders issued by The Government of The Bahamas/ Competent Authority.

TRANSPORTATION INDUSTRY GUIDELINES

In the aftermath of the COVID-19 pandemic, the transportation industry of The Bahamas will play a key role in the prevention of any future outbreaks or resurgence of COVID-19. The industry is complex and has many different sub sectors, as such, each sub sector will require individual protocols. Furthermore, given the nature of the industry, the potential sources of exposure include having close contact with passengers who may be COVID-19 positive, or by touching surfaces handled by a person with COVID-19. Therefore, protocols and guidelines for health, sanitization, training and physical distancing must be implemented to ensure the safety of guests, staff and local patrons.

GENERAL STANDARD OPERATING PROCEDURES (SOP)

Health, Hygiene and Safety: Wash hands often with soap and water for at least 20 seconds. Additionally, where soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Additionally, staff must stay at home if they develop a fever or display symptoms such as a cough or difficulty breathing and visit a doctor if symptoms persist. Furthermore, staff should not return to work until they are cleared to do so by their medical doctor.

Personal Protective Equipment (PPE): All frontline staff must wear masks in an effort to slow the spread of the virus. Dispose of PPEs daily in accordance with environmental safety standards. (refer to Environmental Protocols).

COVID-19 Training: Mandatory training is to be provided to ensure all frontline staff are trained on newly enhanced protocols and are adhering to the safety guidelines of the MOH, WHO, and the CDC.

Signage: Signage must be provided at various loading points and in vehicles to remind passengers and drivers of health and safety protocols including, proper hygiene and physical distancing measures.

(Refer to [Annex H](#) – Sample signage).

Contactless Technology Options: Where possible, utilize contactless payment options, such as debit cards, credit cards and cash apps via smartphones in order to avoid handling cash and provide touchless appointment bookings. (**Refer to [Annex G](#)**, Central Bank of The Bahamas Health and Safety Directives for Cash Handling and Point of Sales Payments.).

TAXIS/INDEPENDENT CARS

Cleaning and Sanitizing

- Taxis/limousines to sanitize all high touch areas after each fare (i.e. Door handles, vehicle seats, wheel, side mirrors, radio CD player, dashboard, stick shift, power window controls).
- Sanitize and clean vehicles at each holding area.

Physical Distancing

- Reduce the maximum number of passengers that are in the vehicle by 50%. Total passenger capacity to be posted on signage.
- Sedans should only have passengers in the rear seat with a maximum of 2 persons and SUVs with maximum of 4 persons.
- Plexiglass is recommended for taxis to provide a partition between the driver and passenger where possible.
- Passengers should not ride in the front seat.

Guest Considerations

- All passengers must wear masks to cover their mouth/nose, for use at all times during their journey.
- Driver should open and close vehicle doors for all passengers.
- Driver should remove luggage from the car and place it on sidewalk.
- Denial of boarding in the event that the operator observes the following:
 - The passenger has COVID-19 symptoms.
 - That their response to any of the questions on the health check indicates a need to deny boarding.
 - The passenger is not in possession of a face covering.

TOUR OPERATORS

Cleaning and Sanitization

- Clean and disinfect high touch surfaces, such as door frames and handles, windows, seat belt buckles, steering wheel, gearshift, signalling levels, etc. on a regular basis daily.
- Sanitation sprayers should be located at each holding area at major hotels and airports.
- Disinfecting wipes should be placed in each vehicle.

Physical Distancing

- Reduce the maximum number of passengers that are in the vehicle by 50%. Total passenger capacity to be posted on signage.
- Sedans must only host passengers in the rear seat.
- Where guests queue at various locations physical distancing should be enforced at a minimum of 3 ft.
- Vehicles should be loaded from the back to the front.
- Plexiglass is recommended to provide a partition between the driver and passenger where possible.

Guest Considerations

- All passengers must wear masks to cover their mouth/nose, for use at all times during their journey.
- Driver should open and close vehicle doors for all passengers.
- Driver should remove luggage from the car and place it on sidewalk.
- Operators to maintain passenger records based on Ministry of Health instruction.
- Denial of boarding in the event that the operator observes the following:
 - The passenger has COVID-19 symptoms.
 - That their response to any of the questions on the health check indicates a need to deny boarding.
 - The passenger is not in possession of a face covering.

JITNEYS

Cleaning and Sanitization

- Clean and disinfect high touch surfaces, such as door frames and handles, windows, steering wheel, gearshift, signalling levels, etc. on a regular basis daily.
- Sanitation sprayers must be located at periodic stops.
- Customers should disembark and the vehicle must be sprayed before beginning a route.

Physical Distancing

- Reduce the maximum number of passengers that are carried onboard by 50%.
Total passenger capacity to be posted on signage.
- Jump seats should not be used.

Guest Considerations

- All passengers must wear masks to cover their mouth/nose, for use at all times during their journey.
- Ensure minimum 3 ft physical distancing when queuing in line at the bus stop.
- Denial of boarding in the event the bus operator observes the following:
 - The passenger has COVID-19 symptoms.
 - The passenger is not in possession of a face covering.

Transportation Industry Policy Considerations

- Suspend licensing and inspection fees until October 2020.
- Reduce or defer Road Traffic fees and airport fees.
- Waive the duty on sprayers and disinfectants.
- Provide businesses with access to purchase from government suppliers, if they are unable to source their own supplies.
- Provide periodic COVID-19 testing to all drivers and operators given their high exposure to people.

STRAW MARKET GUIDELINES

As a staple of The Bahamas' orange economy and tourism product, straw vendors (operating in straw markets and on other premises) must protect themselves and facilitate protective measures for patrons. With this in mind, the following protocols have been created.

COVID-19: Straw Market Protocols

Workforce Protection

- Install hand sanitizing dispensers or make sanitizer available at entrances and in common areas.
- Establish sign-in stations or check points for employees with health questionnaire on symptoms
- Perform thermal screening checks on all associates daily. Activate COVID-19 protocols as necessary.
- Perform deep disinfection of stored goods between shifts (i.e., mechanical sprayer / thermal foggers).
- Establish trainings for all personnel on new operating protocols and modifications to existing codes of conduct to deal with COVID-19 issues.

Staff Considerations

- Ensure that masks are available for all employees who are in contact with other people (including customer facing vendors, warehouse workers unable to physical distance, and delivery workers), as well as sufficient quantities of soap, hand sanitizer and gloves as necessary. Staff must always wear PPEs.
- Ensure that employees follow COVID-19 symptom protocols (i.e. stay home if sick or caring for a family member).
- Recommend the structuring of merchant times to reflect peak visitor times, thereby reducing overcrowding to ensure physical distancing. Ensure that lines are monitored with extra staffing during peaks times.
- Install barriers between all vendor booths.
- Reconfigure the straw market locations for physical distancing
- Divide vendors into critical teams with persons alternating work at Downtown Market or using satellite sites to discourage overcrowding.

Guest Considerations

- Place signs notifying visitors, other non-employees of strict PPE requirements (i.e., masks for all visitors) and ensure signs are posted in multiple languages (English, Spanish, Creole).
- Use supplier and customer networks to inform non-employees of new safeguarding protocols.
- Streamline visiting process and communicate to employees, including no-contact warehouse pickups and no in-person supplier/distributor meetings.
- Demarcate 6 feet of spacing in check-out lines to demonstrate appropriate spacing for physical distancing, where practical or possible.
- Play Health and Safety Advisories over the PA Systems to keep guests and staff aware of their own responsibility to stay safe.
- Merchandise, particularly clothing, must not be handled or tried on by customers and returned to shelves or display racks before being properly cleaned.

Business Process Considerations

- Occupancy limits should be determined by physical distancing goals and tied to a clear and familiar standard, such as no more than 50% of the stated maximum store capacity according to Fire Codes.
- Mark with arrows, entry and exit points, creating one-way circulation paths inside and outside markets.
- Ensure acquisition of equipment to be able to limit workers from sharing; institute policies to sanitize equipment where sharing of equipment is unavoidable.
- Institute protocols for touchless paperwork, including acquiring tablet computers or setting guidelines for employees to use their own emails or mobile phones, if necessary.
- Change and/or upgrade site HVAC filters (per MOH/ DEHA guidelines).
- Remove public seating areas, if possible, and enforce distancing through signalling.
- Acquire necessary technology to enable adoption of contactless payment mechanisms (e.g., credit cards).
- Institute cashless transactions where possible (i.e. credit card).

Enforcement of Cleaning Protocols and Safeguards

- Clean and disinfect multi-touch equipment like handgrips, doorknobs, frequently throughout the shifts.
- Wash hands or use hand sanitizer between deliveries and utilize alternative delivery options to minimize personal contact (i.e. pick up and drop off locations) and touchless paperwork
- Setup clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in market locations).
- Acquire contactless (or regular, with heavy sanitization protocols) thermometers for daily employee check in monitoring of temperatures.
- Evaluate the need for testing program for high risk employees.
- Establish a Health and Safety Monitoring Team with responsibility of overseeing and enforcing the Safety Protocols.

RETAIL INDUSTRY GUIDELINES

As the borders, and consequently the tourism industry, reopens in The Bahamas, the country must develop a comprehensive strategy that protects the residents, citizens, and tourists as they engage in one of the critical components of the country's economy – i.e. shopping. In this vein, the following section outlines measures to ensure that patrons have a safe, healthy, sanitary, and enjoyable shopping experience while in their chosen retail operator. Considerations range from identifying which employees resume work to preparing and maintaining a sanitary work environment.

Employee Considerations: Pre-entry

Identify Who Returns to Work and When:

- Consider timing issues (e.g. bringing back all employees, or staggering return to work dates), amount of notice to provide employees, and how many employees will be allowed in store at once (including any applicable occupancy limits required by law).
- Determine if individual employees are safe to return to work by implementing screening measures. Consider different screening processes and protocols, including questionnaires, self-certifications, temperature and other symptom checks, and virus and/or antibody testing, if available and legally permissible.

Establish Well-Defined Protocol in advance for Dealing with Suspected and Confirmed Cases of COVID-19:

- What specific information is the employee required to disclose and to whom?
With whom will the information be shared?
- Plan ahead for the need to contact trace by limiting scope of employee contact through scheduling and limiting workspaces.
- Develop protocol for how long employees with suspected or confirmed cases of COVID-19, as well as the individuals in contact with those employees, must remain away from work.
- Consider how to respond if the contact is from a customer or a close contact of an employee.

Training

- Share with and train employees on what to expect when returning to the workplace
- Try to establish remote training protocols, where possible
- Wherever remote training is not possible, limit in person training to groups of no more than 10 persons with physical distancing protocols in place allowing for a minimum of 3 - 6 feet of space between employees
- Ensure employees have completed all return to work trainings prior to entry
- Establish two-way communication channels as employees prepare for return
- Proactively engage employees to gather feedback on measures adopted and to inform new workplace safety measures

Preparing the Store for reopening: Facilities

- Clean premises and prepare equipment for startup
- For high traffic retailers and retailers with checkout counters that do not allow adequate distance between the customer and employee, consider installing sneeze guards or other protective measures, as necessary
- PPE & Cleaning Products
 - Cleaning “kits” including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizer and other cleaning supplies are readily accessible throughout the store, including point of sale terminals and other stations that will be cleaned periodically throughout the day.
 - Create a plan for how you will source and distribute cleaning products and PPE, accounting for existing and/or future shortages. Establish a protocol to monitor this on a frequent basis as rules and health guidance ebb and flow with the prevalence of the virus.
 - Hand sanitizer is available throughout the store for customers and employee use, including store entrance(s), fitting areas, and checkouts.
- Provide easy access to tissues and garbage receptacles on the retail floor.
 - Consider additional garbage receptacles placed near entrance for customers to dispose of any food or beverage prior to entry.

Preparing the Store for opening: Signage

- Promote healthy personal habits with high-visibility signage reinforcing expectations for both employees and customers
- Place signage in conspicuous locations throughout the store, particularly high-traffic areas such as entrances and exits, checkouts, fitting rooms, etc. Signage may include:
 - Asking invitees and employees not to enter the store if they are sick or have felt sick within the last 72 hours.
 - Encouraging invitees and employees to maintain six feet of distance at all times
 - Floor markers located six feet apart any place where invitees are likely to queue.

- Recommended hygiene practices, how to stop the spread of germs.
- Posters promoting frequent and thorough handwashing in all restrooms.
- Requesting customers temporarily cease using reusable bags, or to bag their own purchases if they choose to use reusable bags, and to clean reusable bags
- Information on pick-up/carryout options.
- Indicate any occupancy restrictions for safety of customers & employees.
- PPE requirements for customers to enter premises.
- Signage suggesting customers disinfect accessories (such as jewelry, sunglasses, etc.) or wash merchandise (such as clothing, swimwear, intimates, etc.) at home prior to use.



Preparing the Store for Opening: Procedures

- In multi-tenant situations, obtain clarity on what customer screening (e.g., temperature) may be required and who will perform it (landlord on behalf of all mall or hotel tenants, each individual tenant, etc.).
 - If customer screening is to occur within your store, identify an appropriate location for such screening (such that privacy and physical distancing protocols are respected).
- Establish protocol for monitoring store occupancy.
 - Recommended occupancy of no more than five persons per 1,000 square feet.

Preparing the Store for Opening: Updating Standard Store Policies

Business Hours

- Adjust store hours of operation, as necessary, to support physical distancing efforts by limiting store traffic.
- Ensure staff has sufficient time to rest, sanitize and restock inventory.

Payment

- Cash Protocols: Credit cards are encouraged over the handling of cash. However, if you must handle cash for a transaction then ensure you wash your hands afterwards.
- Credit Card Protocols: Do not handle the customer cards. Allow the customer to insert or swipe the card themselves.

Returns & Exchanges

- Consider suspending or modifying return and exchange policies.

PPE Policies

- Require employees and customers to always wear approved facial coverings, gloves, and personal protective equipment (PPE) while operating on-site, if possible.
 - Determine whether employees will be permitted to use their own face masks and PPE, and on what terms and conditions.
 - Offer or sell face masks and/or PPE to customers who enter the store without any.
- Employees Training on PPE
 - How to properly wear, remove, and dispose of face masks and PPE.
 - Guidance on how to launder cloth face masks and uniforms.



Cleaning/Sanitization: High-Touch Surfaces checklist

Implement a cleaning regime that targets frequently touched surfaces and spaces, which are most likely to result in the transmission of communicable diseases:

General:

- Phones.
- Door and drawer handles.
- Light and other power switches (consider signage to keep lights on at all times, or utilizing exiting motion sensor capabilities).
- Shared tools such as pricing guns, tape guns, box cutters, etc.
- Chairs, tables, and benches.
- Refrigerators, microwave, and other frequently touched objects and surfaces in employee breakroom.
- Time clocks.

Sales floor:

- Fixtures with handles or pulls.
- Fitting Rooms.
- Any other identified “high-touch” surfaces.

Point of sale/checkout:

- Cash register, including touch screens, keyboards, mouse
- PIN Pads (touch screen, keypad, and pen)
- Checkout counter
- Cabinet pulls
- Checkout dividers

Restrooms (consider temporarily closing restrooms to public, if possible):

- Door handles and flush levers.
- Toilet bowl and toilet paper holder.
- Sinks and faucets.
- Paper towel holders and/or air dryers.
- Diaper-changing stations.

Cleaning/Sanitization: Scheduling

- Emphasize high-frequency, high-visibility cleaning
- Cleaning schedules will vary based on low or high traffic and number of employees. Here are some tips to consider:
- Point of sale (POS):
 - Consider having only one employee assigned to man the point of sale.
 - At a minimum the POS should be cleaned at beginning and end of day as well as in between any shift changes.
- Sales floor:
 - In high traffic conditions, consider a cleaning schedule for high-touch surfaces regularly every 1 to 3 hours (dependent on store traffic).
 - In low traffic conditions clean any surfaces touched by customers after each customer.
- Fitting Rooms:
 - Ensure fitting rooms are “customer ready” by cleaning prior to any customer usage. Similarly, ensure that fitting room is properly sanitized after customer use.
- Phone:
 - Should be disinfected before or after every use.
- General:
 - Cleaning and disinfecting all high-touch surfaces should be performed beginning and/or end of day at a minimum.



Handling of Merchandise

- Deliveries
 - Establish procedure for regularly disinfecting inventory and newly received deliveries.
- Returns & Exchanges
 - Establish procedures for processing, handling, and disinfecting returns and exchanges. Consider requiring returned items to be sealed and stored separately, requiring employees to use PPE to process, handle and disinfect returns, and storing returns in isolation for a safe period before returning them to sales floor.
- Fragrance & Beauty
 - Cosmetics: Prohibit customer use of beauty testers & place signage on them referring customers to a sales associate.
 - Fragrance: Testers should only be handled by sales personnel and disinfected frequently.

- Clothing, Jewelry & Accessories
 - Clothing, swimwear & intimates: Consider having items that have been tried on segregated and/or steamed, and wait a safe time period before putting items back on sales floor.
 - Eyewear & Jewelry: Disinfect any items which have been tried on or handled by customers.
 - Shoes & Handbags: Consider segregating any product that has been tried on for a safe period of time before returning goods to the sales floor.
- Handling of Merchandise/Pre-Fitting Protocols for Customers
 - Only employees can handle merchandise until such time as customer has selected an item to try on.
 - Encourage customers to use hand sanitizer/wipes before trying on items or handling any merchandise.
 - Shoes: Customer required to wipe down feet with alcohol wipes, then sanitize hands prior to trying on goods.
 - Garbage receptacles placed near shoe fitting station for customers to dispose of their alcohol wipes
 - Clothing: Customers required to keep protective mask on during fitting.

Physical Distancing

- Physical distancing should be reinforced for both employees and guests through signage and training:
 - Persons should maintain a minimum of 6 feet apart where possible.
- Rearrange furniture/fixtures layout where possible to accommodate physical distancing:
 - Where floor plan cannot be adjusted to allow for physical distancing high volume retailers should consider placing directional arrows to direct flow of guests.
- Consider placing markers for queuing based on floor plan and standard volume of traffic:
 - Shops with a high volume of traffic should space out customer queues for fitting rooms and at cashiers with floor markers.
 - They can also develop a virtual waiting area / queue and use online appointment scheduling where feasible.



Standard COVID-19 Employee Protocols

- Encourage workers to stay home if they are sick.
 - If possible, consider temporarily giving employees an additional 5 sick days, if needed to encourage them to stay home, if sick.
- Employees are required to advise employer if any person in their household has been diagnosed with Covid-19 or under self-isolation or if they have encountered an infected person.
- Required to wash and/or sanitize hands regularly.
- Try to stop touching their faces as much as possible and follow proper sneeze & cough hygiene.

ENVIRONMENTAL PROTOCOLS

Disposal of Waste, PPEs, and Other Contaminated Materials

Measures to monitor the management of waste to avoid contamination and the possible spread of COVID-19 must be implemented across all sectors and industries. The CDC continues to recommend wearing gloves and masks in public, however, as the COVID-19 pandemic intensifies, tainted gloves, masks, and disinfectant wipes are creating a public health hazard.

As the use of PPEs in the ‘nonmedical’ workplace and in day to day life significantly expands, it is important to safely dispose of PPEs such as masks and gloves. In England, the National Health Service labels waste as either “infectious” (contaminated with bodily fluids), “offensive” (contaminated but not infectious) or “municipal” (similar to household waste). Mask, gloves or other PPE’s worn by the public at home or in most nonmedical workplaces is considered normal household or business waste. Generally, management of such waste does not require special precautions beyond those already used to protect workers from the hazards they encounter during their routine job tasks in solid waste and wastewater management. Nonetheless, these items should be placed in a trash bin as soon as they are removed, and care should be taken to ensure they do not end up elsewhere in the community. Disinfectant wipes and other wipes labelled “flushable” also need to be placed in the trash and never in the toilet. Wipes that are flushed into the sewer system can cause clogs, hazardous sewage backups and overflows.

Used PPE can be labelled as infectious or offensive if exposure to the COVID-19 virus is suspected. In this instance, disposal needs to prevent the potential transmission of disease to the wider population. PPE and other wastes that may be contaminated with the virus should be managed with, and in the same manner as medical waste. Proper segregation, storage and disposal of PPE’s and other related wastes that may have been exposed to the virus must be done. In order to protect sanitation workers, waste that is or suspected to be contaminated should be carefully and tightly enclosed in heavy-duty bags and the bag must be double bagged for additional protection.

Biohazard waste containers must be used for any waste that has been in contact with a person who is infected or suspected to be infected with the COVID-19 or through exposure to blood, bodily fluids or anything else from an infected or suspected infectious person.

Use of Chemicals

All sanitizing products must meet EPA-approved criteria.

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ANNEX A. PHASED REOPENING OF THE BAHAMIAN ECONOMY

Phase 1a	Phase 1b	Phase 2	Phase 3	Phase 4	Phase 5
<p>ESSENTIAL SERVICES & HURRICANE PREPAREDNESS</p> <p>Economic</p> <p>Essential businesses.</p> <p>NGOs & churches providing food to the needy by permission.</p> <p>Home & Hardware, nurseries and auto parts stores permitted 2 days in store.</p> <p>Property management, and Landscaping, Monday - Friday.</p> <p>Manufacturing of PPE and sanitizers, Monday - Friday.</p> <p>Social</p> <p>24-hour curfew, Monday 5 AM - Friday 9 PM.</p> <p>Exercise 90 minutes in neighborhood, Monday - Friday</p> <p>Lockdown Friday 9 PM - Monday 5 AM.</p> <p>Exercise on own property.</p>	<p>DELIVERY & CURBSIDE SERVICE & CONSTRUCTION</p> <p>Economic</p> <p>Businesses that can provide goods and services through delivery and curbside pick-up, Monday - Friday.</p> <p>Home & Hardware, nurseries and auto parts stores can expand to 5 day online delivery and curbside services.</p> <p>Permit construction in Nassau with Industry Protocols, Monday - Friday.</p> <p>Social</p> <p>Relax restrictions on exercise.</p>	<p>EXPANDING OPERATIONS</p> <p>Economic</p> <p>Resume business operations in Family Islands with no presence of COVID-19.</p> <p>Increase businesses that can scale up to operate via delivery and curbside.</p> <p>Add service, healthcare and manufacturing industries that can develop industry protocols to maintain social distancing and safety precautions.</p> <p>Social</p> <p>Worship services with strict social distancing and masks.</p> <p>Relax restrictions on exercising even further.</p>	<p>BEGINNING THE NEW NORMAL</p> <p>Economic</p> <p>Introduce non-essential storefront business operations with essential staff required to allow the business to function.</p> <p>Must have posted protocols and train staff. Number of customers limited based on store square footage.</p> <p>Manage lines in store and outside with markers and security staff.</p> <p>Social</p> <p>Limited educational operations (including national examinations based on appropriate social distancing and masks).</p> <p>Relax restrictions on weddings, funerals and social gatherings.</p> <p>Re-open beaches and public parks with social distancing.</p>	<p>MOVING FORWARD</p> <p>Economic</p> <p>Introduce restaurants, cultural facilities, gyms, movie theaters and entertainment facilities to operate with social distancing protocols inclusive of masks.</p> <p>Resume office operations with strict social distancing.</p> <p>Personal services such as hair care and nails with PPE.</p> <p>Social</p> <p>Expanding educational operations with social distancing protocols.</p> <p>Domestic travel to commence with strict screening and protocols.</p> <p>Group exercise or recreation with social distancing.</p>	<p>RE-STARTING TOURISM & OPENING THE BORDERS</p> <p>Currently working with industry and regional partners to ensure a strong rebound that will meet global health standards and protocols.</p> <p>Economic</p> <p>International travel resumes with strict safety protocols to ensure The Bahamas is a safe destination.</p> <p>Hotels in full operation with appropriate safety protocols.</p> <p>Tourism and transportation related businesses resume with safety protocols.</p> <p>Social</p> <p>Public transportation resumes with safety protocols.</p> <p>Restrictions lifted on movement.</p>

Hotels and other tourism and transportation-related businesses are scheduled to be reopened during Phase 5 of the plan (the final phase), in tandem with the reopening of the country's borders. By that time, the beaches and many allied industries and services, including restaurants, entertainment, and domestic inter-island transportation, would already have been reopened.

ANNEX B. MAJOR AIRLINES AND COVID-19 PROTOCOLS



Healthy Flying Experience using EPA- and OSHA-approved virus-killing products:

Aircraft: Delta has doubled down on its regular cleaning program while adding a fogging process – often used by the food industry– to disinfect trans-oceanic aircraft interiors. As trans-oceanic flights come in, fogging takes place after an initial cleaning, this time with tray tables lowered and overhead bins and lavatory doors open. Seatback entertainment touch-screens are given an extra cleanse using disinfectant wipes. Check out more details about Delta's aircraft cleaning and sanitizing procedures <https://www.delta.com/us/en/travel-update-center/ways-we-are-keeping-you-safe/aircraft-fogging-enhances-customer-safety>

Check-in kiosks: While touch screens are convenient, they require customers to touch the same surface that others have. That's why we're disinfecting airport kiosks multiple times daily. Customers can always download the Fly Delta app so you can check-in from your phone instead. Simply sign in as a "guest" or create a Delta SkyMiles account for free with no obligations.

Gate areas: In addition to the ticket counter and airport lobby area, Delta has increased the cleaning schedule of these areas making supplies readily available to our customer service agents for spot or more frequent cleaning and more seat cleaning in the process.

Hand sanitizers: Putting hand sanitizers on all ticket counters, boarding gates, Baggage Service Offices and Sky Clubs starting with our hub airports where we serve the highest volume of customers – something employees and customers alike can take advantage of before boarding the aircraft.

Amenity kits: These kits for customers on long-haul international flights include hand cleanser or cleansing towelettes.

Onboard blankets: Our blankets are only as comfy as they are clean – that’s why every blanket is removed after each flight to be washed, dried and folded by industrial-strength machines. Blankets are transported back to aircraft in a plastic bag, where they stay until provisioned for customer use.

Social Distancing

- Reducing the total number of passengers per flight.
- Blocking middle seats in Main Cabin, Delta Comfort+® and Delta Premium Select.
- Modifying boarding process to now board by row, starting from the rear of the aircraft to the front.

Food & Beverage Options

Paring down to essential onboard food and beverage options in an effort to reduce physical touch points between customers and employees. As always, you are welcome to bring your own refreshments on board to enjoy during flight. Since many airport offerings are limited at this time, we recommend packing your own food items and encourage you to review TSA guidelines (<https://www.tsa.gov/travel/security-screening/whatcanibring/food>) before bringing food through security checkpoints.



Disinfecting Common Surfaces

- We are more frequently sanitizing common surfaces inside our airport terminals.

Crewmember Face Coverings

- All JetBlue crewmembers are required to use a mask or other face covering if they cannot maintain social distance until further notice.

Healthy Hygiene

- We are promoting handwashing and healthy hygiene practices among our crewmembers.

Self-Scan Boarding Passes

- We are encouraging customers to self-scan boarding passes. You can download a mobile boarding pass on the JetBlue app to further reduce touchpoints.

Enhanced Aircraft Cleaning

- We have increased aircraft cleaning each night and during extended ground time during the day. We are applying disinfectant that is effective against coronavirus across aircraft interiors including the places customers touch most – the tray tables, seat covers, armrests and seatbelts.

Service Delivery

- You can expect to see our inflight crewmembers wearing medical-grade gloves during service delivery.

Creating Distance On board

- We are limiting the number of seats for sale on most JetBlue flights, allowing us to provide additional space between individuals who are not travelling together. Our crewmembers are proactively reviewing seat assignments to help ensure as much personal space as possible.
- In addition, we are creating buffer zones around all inflight crewmember jumpseats, to allow for added crewmember and customer safety.

Keeping You and Our Crewmembers Safe

As an extra precaution and in adherence with current health guidelines, we have made adjustments to our service that will minimize the physical transactions and touchpoints between our customers and crewmembers. Specifically we have made the following adjustments to our inflight food and beverage service:

- In our JetBlue core experience, complimentary food and beverage will continue but be more limited. We've replaced our snack baskets and beverage service with a single snack offering and water.
- We're temporarily suspending sales of buy-onboard products like beer, wine, or liquor, EatUp Boxes, EatUp Café, pillows, blankets, and earbuds.
- The Pantry, our communal grab-and-go snack and beverage area, will not be available on those flights that usually have it.
- We will continue to serve food and beverage offerings as part of our Mint experience, but as an extra precaution, all glassware and mugs will be replaced with single-use cups.
- In Mint, customers can enjoy fresh fare from our EatUp Café menu, as well as red and white wine, and beer, though Special Meals will not be available. Bottled water will continue to be available at each seat.

Hospital-Grade HEPA Air Filters

- All of our aircraft are equipped with hospital-grade HEPA air filters. All recirculated air is passed through these filters before re-entering the cabin or being mixed with fresh air. All of the air in the cabin is, on average, completely changed every three minutes.



Aircraft Cleaning and Cabin environment — Keeping you safe within our experience:

- Southwest Airlines aircraft are maintained in accordance with an established program aimed at providing a clean and inviting cabin environment. As of March 4, 2020, we have enhanced our overnight cleaning procedures. Southwest aircraft routinely undergo more than six labor hours of cleaning every night. Now, as of March 4, Southwest's Aircraft Appearance Technicians enhanced our cleaning procedures by expanding the use of an EPA-approved, hospital-grade disinfectant to address human touchpoints across the passenger cabin, flight deck, and lavatories.
- A multi-step cleaning process, using a hospital-grade disinfectant, is designed to address high-touch areas such as interior windows and shades, every seatbelt buckle, passenger service units (including the touch buttons that control reading lights and vents that direct personal air), as well as seat surfaces, tray tables, armrests, etc. Our aircraft are maintained throughout the day by Flight Attendants and Ground Operations Agents who board the aircraft between flights to tidy up the cabin for the next boarding of Customers and Employees.
- Typically, we use an EPA approved, hospital-grade disinfectant in the lavatories and an interior cleaner in the cabin. Now, we are expanding the use of the hospital-grade disinfectant throughout the aircraft, and it will be used in the cabin, on elements in the flight deck, and in the lavatory. These procedures meet or exceed recommendations from the Centers of Disease Control and Prevention (CDC) and the World Health Organization (WHO).
- All of our aircraft are equipped with HEPA (High-Efficiency Particulate Air) filters, which filter out airborne particles as the air on board is recirculated with outside air. These same HEPA filters are used in many hospitals to enhance air quality within this environment.
- Our aircraft are also designed with an air circulation system that mixes in fresh air from outside the plane. The HEPA filter and the air circulation system work together to provide optimum air quality while on board a Southwest plane which, in most cases, exceeds the quality of air that can be found outdoors, as well as a typical office building or similar public venue. On average, a complete exchange of cabin air and outside air is accomplished every three minutes.
- On the flight deck additional cleaning procedures at night, using a disinfectant, devote extra attention to microphones and control yoke handles used by Pilots.

Securing your space

- Southwest is working diligently to keep our aircraft clean and in a sanitary condition. Still, we know hand sanitizers and surface sanitizing wipes are being brought on board by many of our Customers for added confidence. If you bring your own hand or surface sanitizing items on board, please use items that do not contain bleach, or have "plus bleach" on the label, as they risk damaging hard and soft surfaces. Additionally, we request that Customers not use aerosol or pump-spray cleaners, as these products cannot be contained to your personal space and may impact other Customers in the shared environment of our aircraft cabins.

Snack and beverage service temporarily suspended on all flights

- Updated March 24, 2020 at 6:40 p.m. CT.

- The well-being of our Customers and Employees is our uncompromising priority on board every Southwest flight. In accordance with health officials' recommendations to limit close public interactions during the coronavirus (COVID-19) outbreak, Southwest is temporarily suspending all onboard beverage and snack service from Wednesday, March 27, 2020 until further notice.



Deliver industry-leading cleanliness through:

- Enhanced cabin sanitization — In June, all aircraft will have electrostatic spray on every one of our departures, in addition to disinfecting all customer touch points and surfaces before every flight.
- State-of-the-art circulation systems — All our mainline aircraft use a high-efficiency (HEPA) filter (like those found in hospitals) to circulate the air and remove up to 99.7% of airborne particles.
- Reduced onboard contact — We are minimizing touchpoints by changing current food service, applying social distancing to seating procedures and the temporary removal of onboard items.
- Encouraging social distancing on board and at the airport — We are working to relocate customers seated closely together on board and near our crew rest space. At the airport, you will notice enhanced signage in both customer and employee spaces, including a 6 ft. tape rule at the ticket counters which allows for minimal contact between our agents and customers. We are also working to deploy sneeze guards at key interaction points including check-in counters and gate podiums.
- Equipping employees to maintain clean environments — We are working to provide sanitizer and other supplies to employees to deliver a safe travel experience, implementing employee temperature checks and reducing close contact.

Prioritize your well-being by:

- Ensuring our aircraft cleaning standards meet, and in many cases, exceed CDC guidelines. Our aircraft are cleaned at a variety of touchpoints throughout the day. The cleaning procedure for flights includes a thorough wipe down using an effective, high-grade disinfectant and multi-purpose cleaning of lavatories, galleys, tray tables, window shades and armrests.
- Making disinfecting products available for employees to clean high-touch areas - including telephones, computers, door handles, armrests, handrails and elevator buttons.
- Reducing touchpoints by temporarily shutting down self-service kiosks in most locations. We are also asking customers to self-scan boarding passes at our gate readers as well as working with our janitorial vendors to swap existing soap and hand towel dispensers for hands-free units.
- Changing onboard service to minimize touchpoints between crew and customers, including handing snacks and beverages to customers, moving to primarily pre-packaged foods and sealed beverages, suspending Buy on Board, hot towel service and pick-up pans to collect trash. We are also boarding additional disposable cups so new cups can be used for refills.

Innovate for a healthier tomorrow by:

- Developing tools to reduce the touchpoints throughout your travel experience.
- Implementing temperature checks for employees at United's hub airport.
- Additional details to follow as our teams continue to analyze all aspects of the travel journey.

What are Air Canada's grooming procedures to eliminate the virus which causes COVID-19?

- Coronaviruses are easily eliminated by routine surface cleaning and sanitization. Air Canada uses cleaning products, including hospital-grade disinfectants which have a wide-spectrum microbial activity and are proven effective against human coronavirus.
- Between each aircraft turn (when an aircraft completes a journey and is readied to "turn" back), all frequently touched areas of the aircraft are sanitized including lavatories, galleys and tray tables. Aircraft overnighting in a station receive full sanitization which includes cleaning and sanitizing all hard surfaces, paying special attention to frequently touched surfaces such as armrests, entertainment screens, windows and window shades, light, air vents and call controls, seat controls, lavatories and seat belt buckles. As per PHAC guidelines and other resources, coronaviruses do not survive on soft materials (head rests, seat covers, carpets, etc.), however, they are replaced if soiled by biological fluids.

Can I be infected by the air in the aircraft if an infected passenger is on board?

- Our aircraft are equipped with High Efficiency Particulate Air (HEPA) filters which effectively capture 99.9% of particulate from recirculated air in the aircraft cabin. This includes microbial organisms such as bacteria and viruses. These filters are similar to those used in hospital rooms and like those in hospital rooms, they refresh the cabin air every 2 to 3 minutes for a total of 20 to 30 total air changes per hour.

How is Air Canada encouraging social distancing on board?

- A few ways. First, on flights where possible, our gate agents will be proactively reseating customers in our Economy cabin, to have as few people sitting next to one another as possible. Please note that passengers on the same booking will not be proactively moved.
- Second, if we are not able to accommodate adequate social distancing, customers can choose to travel on a later flight at no additional cost.
- Additionally, our boarding process has been temporarily adjusted to reduce contact times.

Does Air Canada require passengers to wear a mask while on board?

- For the safety and well-being of our customers and employees, Air Canada will require all customers to wear cloth coverings or masks over their mouth and nose while at check-in, during the boarding process and during flight on its aircraft. The new requirement, effective April 20, follows an interim order issued by the federal Minister of Transport requiring travellers to have a face covering in their possession to wear when physical distancing is not possible.
- Customers must bring their own face coverings which will be verified prior to boarding all Air Canada flights and prior to security screening at Canadian airports. It is the customers' responsibility to bring the proper face covering with them. Air Canada will not distribute masks to customers in order to ensure that critical medical masks are reserved for frontline workers. The coverings do not need to be medical masks - any face covering including a scarf or similar item is acceptable.
- Customers will need to wear their face covering at the gate, where they will be required to lower it for identification purposes on photo IDs, as required by Canadian regulations.
- While on board, customers are further required to wear their face covering at all times except to eat and drink or, in case of an inflight emergency should the oxygen masks be deployed, or when, in the judgement of the crew, appropriate physical distancing can be maintained.

- This requirement will apply to all customers except for children under the age of 6 or customers who have a medical condition preventing them from wearing such a covering. This exemption will need to be verified and approved by Air Canada in advance through a medical certificate or Air Canada Fitness to Fly form. For more details on how to submit visit, <https://www.aircanada.com/us/en/aco/home/plan/medical-mobility/advance-notice-and-medical-approval.html>

What does Air Canada do to prevent infected passengers from boarding their aircraft?

- Each case is different. However, we have a general protocol that when a passenger who appears unwell attempts to check-in or board an aircraft, our agents will make inquiries of the customer in regard to their health. This can include consultation with our own Medical Desk and/or a third-party health provider. In cases where we have grounds to believe someone may be unfit to travel, we can also deny the customer boarding for their own well-being, and that of other customers and employees.

What does Air Canada do to protect passengers if a passenger exhibits symptoms of COVID-19?

- Air Canada has well established protocols for the handling of passengers exhibiting symptoms of communicable diseases and our crews are well trained to manage these situations. During flight, our Flight Deck crew also have the ability to be in direct contact with medical authorities who can advise in real-time. If determined necessary, health authorities will meet the aircraft to assess and follow up as required.

What does Air Canada do if a passenger is identified as having travelled with COVID-19 post flight?

- As with all communicable disease protocols, if someone tests positive for the virus after having travelled on a flight, Air Canada is notified by the appropriate health authority. Depending on the transmission profile of the disease, we are given strict protocol as to who is required for contact tracing. In most situations, information of the persons situated 3 rows ahead and behind the infected person are provided to the health authority.
- It is the health authority's responsibility to contact passengers and advise them of the situation. In most cases, crews primarily working in the specific rows are also included in the contact tracing. Due to privacy laws, the names cannot be disclosed to anyone other than the public health authority.
- In addition to other measures, a deep grooming of the aircraft is performed as per the PHAC guidance which includes hospital-grade disinfectant products that have a wide spectrum microbial activity and are effective against human coronavirus.



Seat Distancing

- We're selling fewer seats on domestic flights, to give you more space. From now until May 4, 2020, the middle seat on our Boeing 737s and 787s, and every other seat on our Bombardier Q400 will be unavailable to book. This leaves you with a bit more space and a bit of distance as we work our way through the Covid-19 crisis.

Cleaning Our Aircraft

- We hold ourselves to the highest standard and strive to create an environment as clean as possible. With fresh air introduced into the cabin every 2-3 minutes and hospital-quality filters, you can breathe easy as you fly with us.
- And in response to Coronavirus (COVID-19), we are doing more to keep you and your WestJet crew safe.

Repatriation Flights

- On repatriation flights, we are booking all seats to bring as many Canadians home as possible. As an extra measure of safety, boarding requirements will be confirmed at check-in, including a health questionnaire and temperature checks.
- To limit touch points during your flight, you'll find a pre-packaged meal box and a bottle of water at your seat when you board.

Face Mask Requirements

- As of Monday, April 20th at 12pm EDT, Transport Canada requires that all guests have a non-medical mask or face covering to cover their mouth and nose during travel. When travelling by air, you will be required to cover your mouth and nose:
 - At Canadian airport screening checkpoints
 - While boarding your flight
 - At all times during the flight
 - When instructed to by a crew member
- All guests must be in possession of their own face mask or non-medical mask. Failure to have one, could result in a denial of boarding.

Boarding Requirements

- In compliance with Transport Canada regulations, to help prevent the spread of Coronavirus (COVID-19), we require all guests to respond to a health questionnaire at the time of boarding. This regulation will be in effect on March 30, 2020 at 10:00 am MDT.
 - We urge guests to respond truthfully as providing false or misleading information could result in a \$5,000 fine under the Aeronautics Act.
 - If you are displaying COVID-19 symptoms, or feeling unwell, you cannot board a flight. Guests on repatriation flights may require a temperature check.
 - If you have a medical condition which presents symptoms similar to those of COVID-19, you will need a doctor's note or medical certificate that states your medical condition to board the flight.
 - If you have been ordered by provincial or territorial government or local public health to self-isolate or quarantine you will be denied boarding.
 - If you are denied boarding for a domestic flight, we will rebook you to travel

at least 14 days after the original date.

- To travel earlier, a valid medical certificate stating that you are not affected by the COVID-19 virus is required.
- Guests denied boarding for repatriation flights will not be re-accommodated.

Limited food and beverage, for a Limited Time

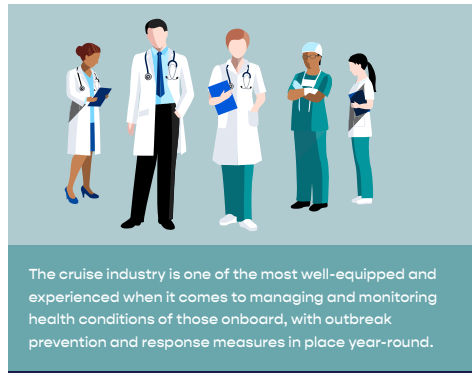
- As we respond to COVID-19, safety is our top priority for our guests and employees. For a limited time, we are reducing touch points during our domestic flights by adjusting our inflight service.
- On all flights under 90 minutes, food and beverages will not be served.
- On all flights over 90 minutes, you'll find a snack and water at your seat when you board.

ANNEX C. CLIA CRUISE LINES AND COVID-19 PROTOCOL FACTSHEET

COVID-19 AND CRUISING: GET THE FACTS



- **COVID-19, also referred to as 'coronavirus,'** is a respiratory illness that was first detected in the Hubei province city of Wuhan, China, in late December 2019
- **Symptoms include:** fever, cough and difficulty breathing. The virus can be spread via person-to-person contact.
- **People can catch COVID-19 from others who have the virus.** The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets.
- **It is important to stay more than 1 meter (3 feet) away from a person who is sick.** WHO is assessing ongoing research on the ways COVID-19 is spread and will continue to share updated findings.



The cruise industry is one of the most well-equipped and experienced when it comes to managing and monitoring health conditions of those onboard, with outbreak prevention and response measures in place year-round.



Travelers should strongly adhere to healthy travel practices, similar to recommendations associated with the flu season: wash hands often, cough into your elbow and sneeze into a tissue, avoid contact with people who may already be sick, etc.

- **With strict measures in place,** as guided by national and international health authorities, CLIA and its member lines do not believe restrictions on the movement of ships are justified.
- **Ships must be fitted with onboard medical facilities, with shipboard medical professionals available around the clock, 24/7,** to provide initial medical care in the event of illness and help prevent disease transmission.

Please visit the following websites for more information:

- World Health Organization (WHO)
- WHO Travel Advice
- United States Centers for Disease Control and Prevention (U.S. CDC)
- European Centre for Disease Prevention and Control (ECDC)

- **In coordination with cruise lines, medical experts and regulators around the world,** Cruise Lines International Association (CLIA) and its member lines are closely monitoring for new developments related to the coronavirus and will modify policies as necessary with the utmost consideration for the health and safety of passengers and crew.



ANNEX D. BAHAMAS CUSTOMS ATTACHMENT TO MODEL MARITIME DECLARATION

BAHAMAS CUSTOMS ATTACHMENT TO MODEL MARITIME DECLARATION OF HEALTH	
Name:	
Class or Rating:	
Age:	
Gender:	
Nationality:	
Port of origin:	
Date Joined vessel:	
Illness Nature, if any:	
Date of onset of symptoms:	
Reported to a port medical officer? Name and contact info:	
Disposal of case*:	
Drugs, medicines or other treatment given to patient:	
Comments:	
<p>Signature:</p>	
<p>* State: (1) whether the person recovered, is still ill or died and (2) whether the person is still on board, was evacuated (including the name of the port or airport) or was buried at sea.</p> <p>Note: In the absence of a surgeon, the master should regard the following symptoms as grounds for suspecting the existence of a disease of an infectious nature:</p> <p style="margin-left: 40px;">a) fever, persisting for several days or accompanied by (i) prostration; (ii) decreased consciousness; (iii) glandular swelling; (iv) jaundice; (v) cough or shortness of breath ; (vi) unusual bleeding; or (vii) paralysis.</p> <p>With or without fever: (i) any acute skin rash or eruption; (ii) severe vomiting (other than sea sickness);(iii) severe diarrhea; or (iv) recurrent convulsions.</p>	

ANNEX E. HOTEL SCENARIO COVID-19 EXPOSURE STAFF & GUEST PROCEDURES

COVID-19 Guest and Employee Guidelines

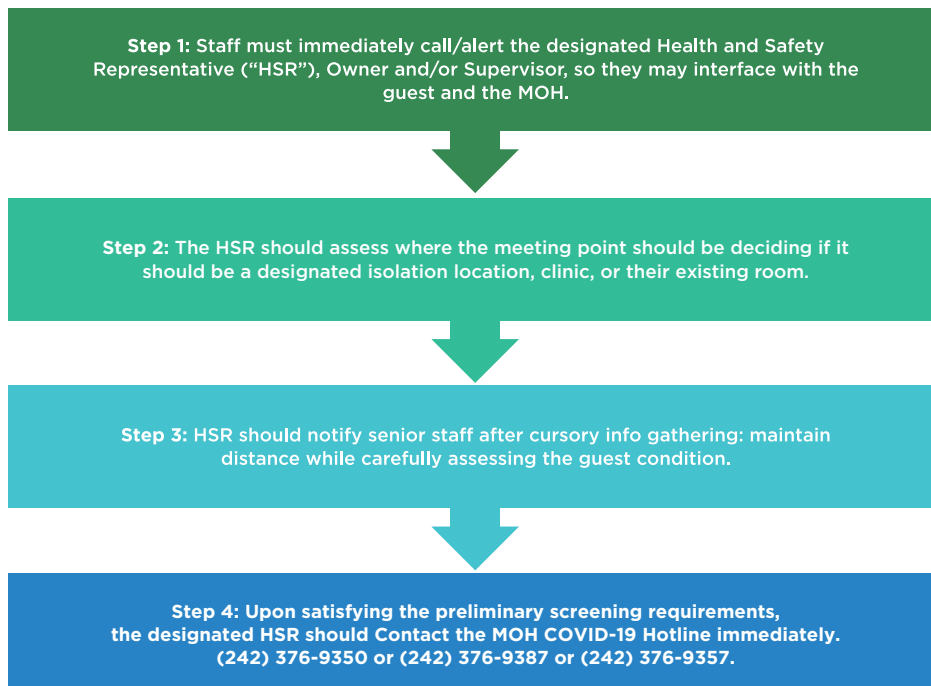
The intention of these guidelines are to provide uniform guidance to reduce the spread of infection, while cognizant of the diversity of hosts in every facet of the hospitality industry.

Protocol Objective

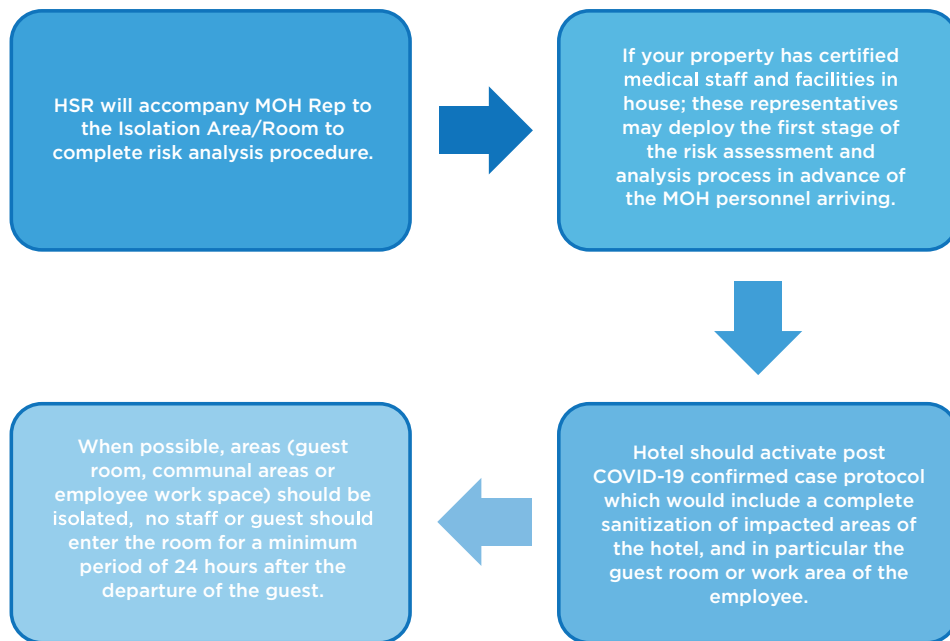
SCENARIO	Scenarios in which the guest or staff may either display symptoms consistent with COVID-19, scenarios in which the facility receives notification from external sources of instances of exposure, and/or reports exposure to Covid-19.
ISOLATE	Place the concerned individual(s) in a designated isolated room/area. Designated areas are guest rooms only if the guest is registered and has already been in the room, else designated isolation rooms. Any guest calling from a guest room should be instructed to remain there.
ALERT	If alerted of a suspected COVID-19 case, the hotel staff alerted should contact the in-house health and safety representative immediately. Thereafter the designated health and safety representative should execute protocol. Health and Safety Representative should ask all questions provided by the Ministry of Health. DO NOT DIAGNOSE – GIVE SIGNS, SYMPTOMS (if any) and all known information about guest.

Large Hotel- SCENARIO 1

Hotel Guest NOT currently in room presents symptoms and/or reports symptoms consistent with possible exposure to COVID-19; and/or where there are any concerns regarding a guest and COVID 19



On Site Assessment by Health and Safety Representative or designee



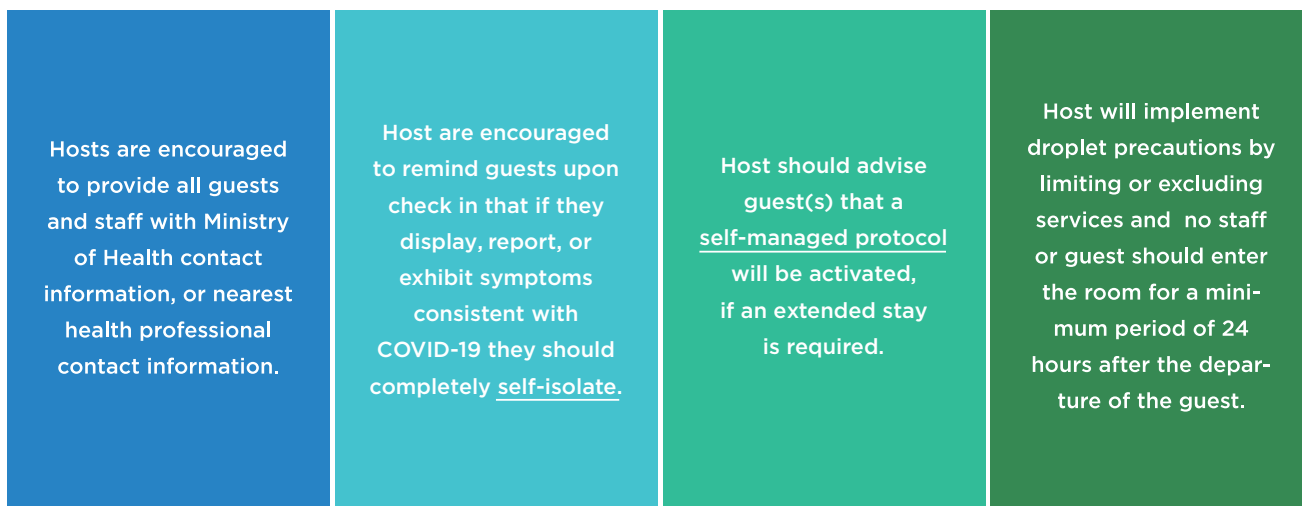
Large Hotel- SCENARIO 2

Hotel Guest currently IN ROOM presents symptoms and/or reports symptoms consistent with possible exposure to COVID-19; and/or where there are any concerns regarding a guest and COVID 19.



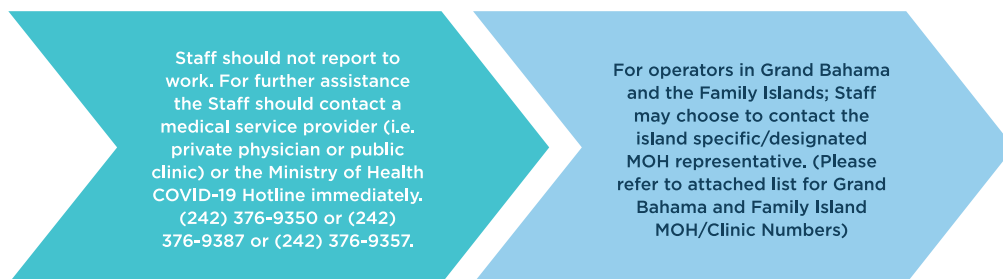
SCENARIO 3 -Property Hosting and Boutique Hotels

Most boutique facilities and vacation rentals will not have in house-medical professional staff, said spaces will be conducive to self-isolation.



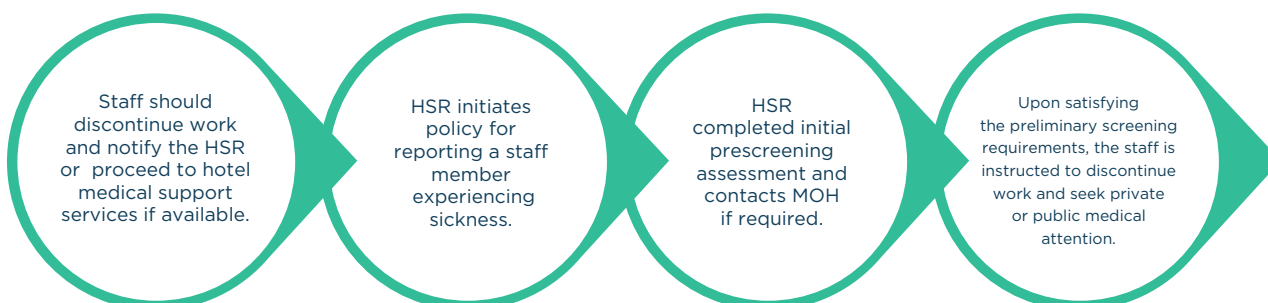
SCENARIO 4

Staff not currently at work reports symptoms consistent with possible exposure to COVID-19; and/or tested positive for COVID-19.



SCENARIO 5

Hotel Staff currently at work presents symptoms and/or reports symptoms consistent with possible exposure to COVID-19; and/or where there are any concerns regarding an Employee and COVID 19



ANNEX F. SAMPLE HEALTH CHECK QUESTIONNAIRE

Sample Health Check Questionnaire		
*Applicable to Tour Bus, Vessels, Ferry Jet Ski Operations	YES	NO
	Select 'YES' or 'NO'	
1. Do you have a fever and a cough?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have a fever and breathing difficulty?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you been positively tested in the past 30 days due to Covid-19 or for a medical reason related to COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you in possession of a face covering that covers your mouth and nose, and do you agree to wear this covering in situations where you cannot maintain six feet of physical separation from your fellow passengers?	<input type="checkbox"/>	<input type="checkbox"/>

Health Check Questionnaire Explained

If the response (or non-response) to any of the four questions results in the following answers below, then a denial of boarding should be applied.

- 1. If YES or passenger refuses to answer, deny boarding.**
- 2. If YES or passenger refuses to answer, deny boarding.**
- 3. If YES or passenger refuses to answer, deny boarding.**
- 4. If NO or passenger refuses to answer, deny boarding.**

Alternative to the above Health Check Questionnaire

If the vessel operator has no practical means to direct an employee to perform a health check or face covering check, the operator should instead post signage advising passengers of questions they should consider, prior to boarding, to confirm they are not showing signs of COVID-19 and that they are in possession of a face covering.

In the situation where they answer yes to the self-assessment questions or no to the face covering question, advice should be provided on boarding restrictions.

ANNEX G. CENTRAL BANK OF THE BAHAMAS HEALTH AND SAFETY DIRECTIVES FOR CASH HANDLING AND POINT OF SALES PAYMENTS.

“Due to workplace health and safety concerns surrounding the Novel Coronavirus (COVID-19), the Currency Department of the Central Bank of The Bahamas consulted with its international partners to co-opt and develop guidance and recommendations for financial institutions, businesses and the general public around sanitary practices for cash handling and processing; and for electronic point of sales transactions.” Full Document: <https://www.centralbankbahamas.com/download/069034400.pdf>.

CASH & ELECTRONIC PAYMENTS HEALTH & SAFETY TIPS

COVID-19 ADVICE FOR THE GENERAL PUBLIC

Report suspected illness
fever or other Covid-19 symptoms
to your personal physician or
Covid-19, 24 hr. hotline.

Wash hands frequently
& avoid touching face
particularly after handling
banknotes and coins.

Practice social distancing.
Avoid crowds - sporting events,
concerts, theaters, etc.

Disinfect common areas
& devices regularly
door knobs, laptops, tablets,
phones, steering wheels, etc.

**Maintain a healthy
immune system.**
Lower stress, improve sleep,
balance diet, exercise, etc.

**Use contactless
payments where
available.**

Stay informed.
Pay attention to reports
from established news media
outlets only.

**Use a pen or other
object to pin codes on
ATM & POS machines.**

The Central Bank of The Bahamas provides these brief health safety tips on cash and electronic transactions, and encourages all persons to exercise care and good sanitation practices. For more detailed information please see the “Coronavirus (COVID – 19) Updates” on the Bank’s website and social media pages.

www.centralbankbahamas.com

ANNEX H. SAMPLE SIGNAGE

Hand Washing Protocol Signage

- Demonstrates the proper technique for hand washing and can be posted in restrooms or at handwash stations.



Source: PAHO (2020) Covid-19: Communication Materials.

Stay At Home Signage

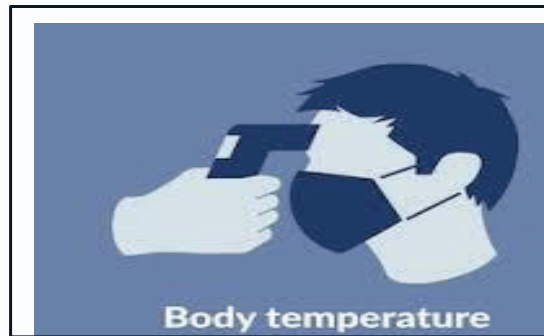


Source: Creative Safety Supply (2020)



- Protect Yourself & Others

Temperature Check Signage



Source: Shutterstock (2020) *Temperatura Images*

- ❑ Thermal Scanners are efficient devices that provide quick temperature measurements using infrared sensors without making any contact with a person's skin. They can detect people who have developed a fever (i.e. have a higher than normal body temperature). Persons presenting with a fever can indicate a possible or suspect case of Covid-19 (WHO).
- ❑ May be strategically positioned at points of entry or checkpoints where temperature checks are required.

Brand Marketing Signage

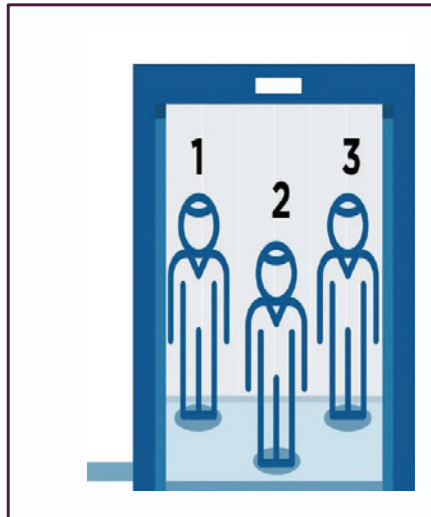
- ❑ The opportunity to promote your brand should not be underestimated. Seek to create brand awareness and incorporate your brand's logos and/or images as part of strategic plans.



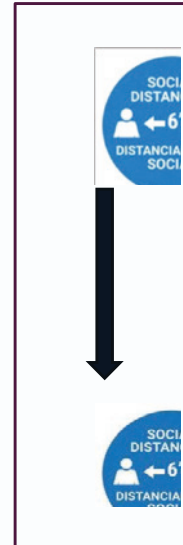
Source: Medicus Health Direct (2020) *Custom Branded Infection Control Kiosk*.

Social Distancing Signage

- ❑ Floor Markers (e.g. tapes or dots) are a great option for creating non-intrusive aesthetically appropriate separation for elevators and queue lines.



Source: Toronto(2020) Social Distancing on Elevators



Social Distancing Signage Cont'd.

- ❑ A “No Seat Sign” will limit seating options and aid in alleviating *bunching* in tight quarters such as in a restaurant or on a bus



Source: The Oregonian (2020) TriMet placing 'don't sit here' signs on bus seats, limiting passengers to 15 per bus.



Feeling Sick Signage

- Help workers by postings signage identifying symptoms of Covid-19 to protect and mitigate spread in workplace environments.



Source: Center for Disease Control (2020) *Feeling Sick?*

Digital Signage

- Taking advantage of digital signage to convey messages of safety are equally impactful and often, an economically feasible option.



Source: KUT 90.5(2020) *Covid 19 April 5th Updates. Austin Travel County Recommend People Use Fabric Face Softening.*



Source: TIME (2020) *The Coronavirus Is Starting to Spread Across Britain. Here's What to Know*