

CLUB *De* MAR



COVID19 PROTOCOL

VERSION 2



1. Objective
2. Scope
3. Development
4. Main requirements for the staff
5. Service requirements
 - 5.1. Customer Service at the offices
 - 5.2. Bar service
 - 5.3. Cleaning service
 - 5.4. Lounge service
 - 5.5 Maintenance
 - 5.6. Nautical school
 - 5.7. Toilets and showers
6. Protocol for a suspected or confirmed positive case



1. Objective:

The objective for the present protocol is to define and develop the necessary action to prevent and control all possible situations due to Covid-19, with aim to provide a safe and trustworthy service to both employees, members and clients of Club de Mar Mallorca.

This document is subject to amendments in regulations or by current legislation.

Objectives in detail:

- To announce all employees the risks derived from the pandemic and its preventive measures.
- To minimise hygiene and sanitation risks caused by Covid-19.
- To define action guideline (protocol).
- To ensure safe facilities for all employees, members and clients.

2. Scope:

The development of the “Club de Mar Mallorca covid-19 service protocol” is addressed to all employees, members, and clients of Club de Mar -Mallorca.

3. Development:

This protocol describes the specifications for all several processes established by current legislation.

All employees are liable to comply with the rules established by the “**Club de Mar Mallorca Covid-19 Protocol**”.

The security and health committee will be liable to introduce and supervise its application.



There will be regular monitoring and its efficacy will be checked in all **Security and Health Committee** meetings. If necessary, adjustments or corrective actions will be conducted to achieve the intended results.

Further proposals in any modifications on the protocol will be managed by the board of directors and the Committee. In case of approval, all parties will be informed immediately.

4. Main requirements for the staff:

- PPE (Personal Protection Equipment) will be used in all workstations and departments. The use of face masks is compulsory at all times whenever a minimum distance of 1.5 metres cannot be kept.
- Regular handwashing either with soap and water or alcohol-based hand sanitizer:
 - Wash and/or sanitise whenever coughing, sneezing, during pauses or after touching areas which may be used by colleagues, clients and/or suppliers.
- All areas will be supervised regularly to check supply of alcohol-based hand sanitizers, face masks, and covered and uncovered paper bins. In case of covered bins, the lid will be sanitised daily.
- Social and physical distancing of at least 1.5 metres will be maintained in case of no use of PPEs, both among employees and clients. Avoid greetings with physical contact.
- Social and physical distancing will be maintained in all waiting areas.
- Notices will be available in all designed areas of every department with information about all safety and security procedures.
- The reincorporation plan and previous survey will be facilitated to all employees.
- Covid-19 rapid tests will be available for all employees.
- All employees must do online or face-to-face training on covid-19.
- Changing rooms and toilets for staff:



- The staff of Club de Mar will make sure that all safety and security distance is kept and will establish capacity limitations if necessary.
- Replacement of supplies will be assured (soap, hand sanitizer, wash cloths, etc.).
- Cleaning of wash cloths, hand sanitizer and soap dispensers will be done regularly, depending on use.
- Cleaning of toilets and changing rooms for staff will be done regularly, according to the rules approved by the authorities.

5. Service requirement:

This section analyses all the measures and procedures taken, taking into account the needs on the service provided to members and clients.

These service requirements may be adjusted depending on new legal or operative requirements which may affect the former.

5.1. Customer service at the offices

In order to provide a service to members and clients in the offices of Club de Mar, the following preventative measures must be complied:

- Covid-19 preventative signs and notices will be displayed with information on organizational measures taken to comply with the established requirements on a given service.
- Social and physical distancing must be maintained at all times among employees, members and clients, and the use of face masks is compulsory.
- A hand sanitizer dispenser will be available at the entrance of every office and its use is compulsory.
- Contactless electronic payment will be preferred, applicable on all services. Every device used among employees and clients must be sanitized after their use (POS, pens, documents, etc.).
- All office desks must be cleaned and sanitized regularly, taking into account the number of users.



- Electronic and online yacht registration process (via app or e-mail) and electronic payment (wire transfer or credit card) will be preferred in order to avoid the client's attendance as much as possible.
- All brochures and documents which are not of a single use will be removed. All brochures handed over must be for personal use.

5.2. Bar service

The following measures will be taken to give a safe service:

- Covid-19 preventative signs and notices will be displayed with information on organizational measures taken to comply with the established requirements on a given service.
- The use of face masks is compulsory when not consuming.
- There will be no service inside the bar.
- Hand sanitizer available.
- Chairs and tables will be sanitised after each service.
- There will be a necessary distance between tables.
- QR code menus will be available and physical menus will be removed.

5.3. Cleaning service:

There will be a strict protocol on the cleaning service in all areas of the Club. The measures to take are as follows:

- Gloves and face masks are compulsory if safety distance cannot be kept. Once the service is finished, the gloves will be removed and disposed appropriately. Hands will be washed with soap right afterwards.
- All cleaning equipment will be sanitised before the service (buckets, brooms, etc). Cloths will be replaced regularly.



- Doors and windows will be wide open before the service to allow air circulation.
- The facilities will be cleaned with water, bleach and soap. Labelling and fact sheet of all supplies are available.
 - All surfaces with frequent contact (taps, toilet flush, soap dispensers, doorknobs, etc.) will be sanitised at least three times per day, using a solution of water and bleach or disinfectant. It will be registered on the cleaning record template.
 - Checking and filling of soap and hand sanitizers dispensers will be done regularly. It will be registered on the cleaning record template.
- No users whatsoever are allowed in during the cleaning until it is finished. A “Cleaning” notice will be placed on the spot.
- Toilets will be cleaned twice a day and at the end of the shift. Bleach, dishwasher, window cleaner and disinfectant will be used (fact sheet of each product is available).

5.3. Lounge Service (without service currently)

Measures taken and service development:

- Cleaning and sanitizing will be done by the staff of the Lounge.
- All sunbeds will be sanitised by the lifeguard after each use.
- Towels will be delivered sealed and must be placed in a bin with pedal) after their use. All towels will be washed by the cleaning staff at 60 C degrees and will be sealed afterwards.
- Hand sanitizer is available and compulsory before accessing the swimming pool.
- The outside shower will be cleaned first thing by the cleaning staff and sanitised after each use by the lifeguard with disinfectant or a solution of water and bleach according to current legislation.
- The handrails of the swimming pool will be disinfected by the lifeguard.

5.5. Maintenance



Measures taken and service development:

Social distancing will be kept at all times among Club de Mar-Mallorca staff and clients. In case social distancing is not possible, PPEs must be used (face masks, etc.).

Marina staff will sanitise all lids of the rubbish bins and containers. It will be registered on the daily work report.

5.6. Nautical School

In regards to nautical sports school (sailing, kayak, paddle surf, etc.), the following preventative measures must be taken, according to the extraordinary legislation for courses and training during summer 2020 season issued by the Sports Activity department:

- Constrained capacity of students in each course.
- Face masks are compulsory on land.
- Daily temperature check and hand sanitizer use before entering the school.
- A weekly record on temperature check will be done indicating with a “V” if the normal body temperature is below 37,5 C degrees, and with a “X” was higher. If the latter, the responsible would contact the parents and the student would be isolated.
- There will be a daily record of life vests disinfection. All life vests are numbered and each student wear the same vest every day, always using an undershirt.
- Each student must bring their own bottle of water with their name on it.
- It is recommended the use of own sunglasses, moisturiser and cap.
- In regards to the cleaning of equipment and vessels, these must be first hosed down and the deck and other areas of contact sanitised afterwards. A daily record with date, time and signature will be available.
- All vessels and paddle surf boards must be placed with a distance of at least one metre on the ramp and on the dock.



- All vessels, kayaks and boards will be launched in order by the instructor and students and then towed towards the entrance by an inflatable tender. All other individuals using the facilities on the dock must be at least 3 metres away from the vessels.
- Outside showers are available to ensure the capacity of changing rooms is not exceeded.
- All theory classes and briefing will be done outdoors, always maintaining the established social distance.

5.7. Toilets and Showers

Toilets and showers in common areas must be equipped as follows:

- Soap, hand sanitizer dispensers, and toilet paper dispensers or sensor hand dryers.
- Rubbish bins with non-manual lid.

Furthermore:

- Replacement of supplies will be assured (soap, hand sanitizer, etc.).
- Cleaning of wash cloths, hand sanitizer and soap dispensers will be done regularly, depending on use.
- Covid-19 preventative notices and signs will be displayed for all users.

6. Protocol for a suspected or confirmed positive case

In addition to the aforementioned measures, and due to possible new COVID-19 positives, the following measures are to be taken:

- Each employee must check their own health before the following symptoms: a fever or feeling of high temperature, cough, breathing difficulty or feeling of lack of air. If an employee experiences any of these symptoms, they must inform their superior immediately and will not come to work.

When suspected symptoms are experienced such as high temperature (higher than 37,5 C degrees), cough or breathing difficulty mainly, the following measures will be taken:



- Isolation of the suspected positive:

- The suspected positive will use a surgical mask and will be isolated, if possible more than two metres away from everybody else.

- Their companion will wear a surgical mask as well.

- Protocol for action, evacuation and isolation:

- Once the above protocol is activated, the Security Manager will contact the health authority to the telephone number 0610 or the regional COVID-19 telephone.

- Cleaning protocol:

- Once the suspected positive is evacuated, all their working area will be cleaned and sanitised, emphasizing working surfaces, tools, utensils or devices which could have been used. The cleaning will be done using a solution of water and bleach or disinfectant, depending on the case or device.

- Contact identification:

- A close contact of a suspected or confirmed case is understood to be:

- Any person who has looked after the suspected positive, any coexistence, relative or anybody who has been at the same place keeping a distance less than 1,5 metres and more than 15 minutes time.

- Contact protocol:

- A casual contact with a suspected or confirmed COVID-19 positive will continue with their working activities as per usual and passive surveillance will be taken in case of symptoms.

- A close contact with a suspected or confirmed COVID-19 positive will be sent home and will quarantine for 14 days and an active surveillance of symptoms will be taken.