

COVID- 19

SAFETY PROCEDURE FOR WORKERS AND PASSENGERS

OF THE CONSORZIO MARITTIMO TURISTICO CINQUE

TERRE GOLFO DEI POETI



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INDICE

- 1) Introduction and applicable national legislation. pag.3
- 2) Risk assessment. pag.5
- 3) Assessment of identified risks. pag.7
- 4) Summary table of behavioural procedures. pag.9
- 5) Sanitation/cleaning guidelines for work areas. pag.12
- 6) Procedures for boarding and disembarking passengers. pag.14

Golfo dei Poeti

1) Introduction and applicable National legislation:

This document is to be considered an integration of the Risk Assessment Document pursuant to Legislative Decree 81/08 and for the safety of seafarers pursuant to Legislative Decree 271/99.

The indication and measures contained within the procedure have been identified by taking the legislation applicable at the date of issue into consideration:

- Decreto-legge 23/02/2020 n.6 del Presidente della Repubblica
- DPCM 23/02/2020
- DPCM 25/02/2020
- DPCM 01/03/2020
- DPCM 04/03/2020
- DPCM 08/03/2020
- DPCM 09/03/2020
- DPCM 11/03/2020
- DPCM 01/04/2020
- Protocollo condiviso di regolamento per il contenimento della diffusione del Covid 19 negli ambienti di lavoro del 24/04/2020
- DPCM 26/04/2020
- DPCM 17/05/2020
- Allegato ordinanza Regionale 41 2020 TPL Regione Liguria

Any further decrees and regulatory acts issued by the Authorities and the obligations deriving from these will be taken into consideration for any changes to the document itself.

These conduct procedures refer to the protection of employees of the Consorzio Marittimo Turistico Cinque Terre Golfo dei Poeti, the employees of the associated Companies and their passengers.

The Consortium will:

- Ensure the social distancing of one meter in all phases (ticket purchase, boarding, navigation and disembarkation).
- Provide dispensers of alcohol-based or chlorine-based sanitizing gel for hand sanitization for passengers; these dispensers will be placed near the ticket offices and boarding areas.
- Equip their employees with suitable PPE, dispensers for hand sanitization and adequate behavioral procedures.
- Inform passengers of the measures taken.
- Train employees in behavioral procedures throughout the emergency.

The Employer will therefore have the following obligations;

- provide workers with the necessary and appropriate personal protective equipment, having consulted the RSPP, the Competent Doctor and the Workers' Safety Representative;
- request compliance by individual workers and passengers with current regulations, as well as the company provisions on health and safety and hygiene in the workplace and the use of personal protective equipment made available to them;
- adopt measures to control risks in the event of an emergency;
- inform workers of the risks and provisions taken for the protection and the containment of Covid-19;

5 Terre
Golfo dei Poeti

2) Risk Assessment

Due to the current health emergency, and in addition to the DVR in force, the following risks were identified in the risk assessment update:

1. BIOLOGICAL relating to the possibility of contagion by the personnel engaged in interaction with passengers.
2. CHEMICAL, due to the possibility of adopting incorrect behaviors when cleaning the premises and passenger areas.

Considerations regarding risk assessment

1. The boats operating within and on behalf of the 5 Terre-Golfo Tourist Maritime Consortium dei Poeti have no closed spaces and there are no areas intended for passengers or crew using air conditioning systems, but the areas, including the toilets, are in open air or equipped with large windows for ventilation and natural air recirculation.
2. The majority of customers who use the service are made up of families for whom social distancing is not necessary.
3. There are large areas on the boats where passengers can travel standing up therefore maintaining social distancing. This criterion was adopted exclusively for journeys of less than 35 minutes of navigation, for which the use of such spaces appears likely.
4. On board the boats all passengers will wear protective masks.
5. Passengers will receive information on the need to maintain social distancing with specific signs on the piers and on board and via intercom alerts on board both before boarding and once on board.

Following the Regional Ordinance of 26.06.2020 of the Liguria Region, it is possible to restore the scope of 100% of the boats.

Passengers will be able to occupy 100% of the seats during transport, always wearing personal protective equipment for the respiratory tract, disinfecting hands once on board and always following the instructions of the crew for boarding and disembarking.

Assessment criteria for biological risk and chemical risk:

The risk estimate was carried out by evaluating two fundamental parameters, in line with that defined by the DVR:

- **PROBABILITY** (than the damage of posters)
- **GRAVITY** the damage that could result to one or more people

PROBABILITY can be evaluated through 3 factors:

- **probability** of dangerous event occurring (ACCIDENT)
- **probability** that there is a person exposed (EXPOSURE)
- **probability** that the exposed person will be able to avoid damage (AVOIDABILITY)

PROBABILITY	SCALE OF GRAVITY			
	LOW	MODEST	SERIOUS	VERY SERIOUS
IMPROBABLE	1	2	3	4
MINOR PROBABILITY	2	4	6	8
PROBABLE	3	6	9	12
HIGHLY PROBABLE	4	8	12	16

SCALE OF RISK EVALUATION	
LOW RISK (INSIGNIFICANT RISK)	From 1 to 3
MEDIUM RISK (RISK IS NOT INSIGNIFICANT BUT AVOIDABLE WITH SOME MEASURES IN PLACE)	from 4 to 8
MODERATE RISK (ACCEPTABLE RISK WITH PREVENTATIVE AND PROTECTIVE MEASURES IN PLACE)	From 9 to 12
HIGH RISK (UNACCEPTABLE RISK WITHOUT USE OF PREVENTATIVE AND PROTECTIVE MEASURES)	From 12 to 16

The specific prevention and protection measures for Biological and Chemical risk are listed in the "Assessment of the identified risks" tables.

3) Assessment of identified risk

BIOLOGICAL RISK
RISK IDENTIFICATION
Premises / areas: Boats, ticket booths, offices
Personnel concerned: All employees and passengers
Description of the danger: Formation of a new outbreak, contagion of workers and of passengers from COVID 19
Generic legislative references / behavioral rules: Legislative Decree 81/08 TITLE X Art.268. Biological agent level 2 (evaluating the possible factors of exposure by workers and passengers is considered to be level 4); biological agent that can cause severe disease in human subjects and poses a serious risk to workers and presents a high risk of propagation.

Notes / comments: Workers are obliged to respect the safety conditions imposed by the employer. The variables relating to aggregation were taken into consideration, exposure and proximity.
The final "Biological Risk Value" is the product of the exposure of the Workers and passengers at the risk of contagion given by the damage it can cause. Hence considering ne severe severity (3) and "probable" probability index (3) we obtain a value equal to nine (9) that as per the "risk assessment scale" table, is moderate and therefore manageable with high measures of prevention and protection.

Risk: symptoms of the virus, psychological distress with eventual drops in concentration of typical accidents, creation of a cluster within the Consortium.

SCALE **Risk Value**

PROBABILITA'	LIEVE	MODESTO	GRAVE	GRAVISSIMO
IMPROBABILE	1	2	3	4
POCO PROBABILE	2	4	6	8
PROBABILE	3	6	9	12
ALTAMENTE PROBABILE	4	8	12	16

RISK VALUE: 9

Prevention and protection measure (as per the risk assessment table):

- . Disinfect all rooms with alcohol or chlorine based substances
- . Measure the temperature at the beginning of work for all employees (if the temperature is higher than 37.5 °, prevent entry).
- . Provide employees with Personal Protective Equipment.
- . Follow the instructions as per "Summary Tables of Behavior".

D.P.I.:

- . Protective Mask Ffp (2/3).
- . Lathex gloves.
- . Protective Googles.

RESIDUAL RISK:

YES: X

NO:

Notes from the competent doctor:

CHEMICAL RISK				
INDIVIDUAZIONE DEL RISCHIO				
Rooms / areas: Boats, ticket offices, offices				
Personnel concerned: Employees designated to cleaners.				
Hazard description: Possibility of prolonged contact with substances that are toxic to human health during cleaning; Irritation of the eyes, skin redness with possible discomfort, accidental ingestion, poisoning by toxic substances.				
Generic legislative references / behavioral rules: D.Lgs 81/08 TITOLO IX CAPO I.				
Notes / comments: Pay attention to the instructions given in the product safety data sheet. The final "Chemical Risk Value" is the product of the exposure of employees to the risk of exposure to toxic substances and the damage they can cause. From here, after evaluating the types of chemicals used for cleaning and considering a very serious severity (4) and an unlikely probability index (2), a value equal to nine (8) is obtained which, according to the table "risk assessment scale" "It is therefore medium manageable with few prevention and protection measures.				
Risk: Eye and skin irritation, intoxication by inhalation or ingestion due to prolonged exposure to the substance used for cleaning.				
Valutazione del rischio				
SCALA	GRAVITA'			
PROBABILITA'	LIEVE	MODESTO	GRAVE	GRAVISSIMO
IMPROBABILE	1	2	3	4
POCO PROBABILE	2	4	6	8
PROBABILE	3	6	9	12
ALTAMENTE PROBABILE	4	8	12	16
Risk Value: 8				
Prevention and protection measure:				
<ul style="list-style-type: none"> . Provide employees with Personal Protective Equipment. . Inform employees engaged in the activity of the dangers associated with the use of substances (see product data sheet) 				
P.P.I.:				
<ul style="list-style-type: none"> . Protective mask Ffp (2/3). . Protective latex or rubber gloves. . T03 type safety glasses. . Disposable coverall Cat. 1 				
RISCHI residui:		SI: X	NO:	

4) Summary tables of the behaviour procedures.

<u>Instructions for passengers while waiting near the ticket office</u>
. Passengers will have to wait for their turn in the queue, respecting the signs on the ground, maintaining a distance of 1 meter from each other.
. If the distance and signs are not respected, the crew or staff at the ticket offices may decide not to allow the passenger to board.
. A protective mask is mandatory to get on board.
. Passengers must sanitize their hands with alcohol or chlorine-based sanitizing gel dispensers made available by the Company, presumably located near the ticket offices, in the waiting area for boarding.
. Always wait in line for the crew's instructions.
. If the symptoms of the virus (eg cough, etc ..) are found in the passengers in the queue, the crew will measure the temperature, any isolation and alert the Authority Sanitary.
<u>Instructions for passengers on board</u>
. Wait and carry out the instructions of the landing and boarding crew.
. Obligation to wear a mask for the entire duration of the route.
. Sanitize your hands with the special alcohol or chlorine-based sanitizing gel dispensers installed on board.

Golfo dei Poeti

Crew Instructions
. Measure the temperature of employees once a day (at the beginning of the working day), if the temperature is equal to or greater than 37.5 °, invite the employee to return to their home, and possibly alert the health authority.
. Record positive body temperature checks performed at the Injury Log employees and any symptoms of COVID 19.
. Invite workers over the age of 65 or with serious illnesses to consult their doctor in order to carry out their duties regularly.
. Employees must notify the employer or his / her delegate for emergency management if they experience symptoms of COVID-19.
. In case of contagion, notify the health authority.
. Always wear personal protective equipment (gloves and surgical mask or FFP2) when interacting with passengers.
. Interacting employees must wear personal protective equipment (surgical mask).
. Avoid gatherings, during breaks or work activity.
. Always respect the safety distance of one meter.
. Wash and disinfect your hands often with the special dispensers for the exclusive use of the crew.
. Change the clothes used during the working day, before returning to your home.
. Disinfect the entire boat at least once a day and at each trip the handrails, handles, taps and buttons frequently used by passengers. When removing the waste, wear the required protective devices, taking care to close the bag before removal of the same.

Golfo dei Poeti



<u>Instructions for administrative staff (ticket offices)</u>
. Measure the temperature of the employees once a day (at the beginning of the work activity), if the temperature is equal to or higher than 37.5 ° invite the employee to return to their home, and possibly alert the health authority.
. Record positive body temperature checks performed at the Injury Log employees and any symptoms of COVID 19.
. Make sure that the room is well ventilated, and that there is a forced or natural air exchange.
. Ensure that the passenger complies with the safety distances towards the ticket counter.
. The staff must carry out ticketing operations protected by protective transparent polymer screens.
. Employees working at the counters must wear Personal Protective Equipment (gloves and surgical mask).
. Disinfect your hands often with personal alcohol-based sanitizing gel dispensers or for the exclusive use of administrative staff.
. At least once a day, completely disinfect the ticket office and the counter every two hours, and all the work tools used twice a day.

5 Terre

Golfo dei Poeti

5) Behaviour guidelines for the sanitation / cleaning of the workplace.

Sanitation / cleaning of boats
<ul style="list-style-type: none"> . Wear personal protective equipment; - Disposable protective suit ; - Rubber gloves ; - Ffp2 / 3 mask - Protective glasses
. Follow the instructions given in the technical data sheet for the use of the substance.
. Thoroughly sanitize all passenger accommodation, boat steering positions and toilets. Sanitize handrails, handles, buttons and taps on every trip.
. Pay attention to the instructions given in the product safety data sheet.
. Use products with a 70% alcohol or chlorine base.
. Do not touch your eyes and limit the time of exposure to the substance (see chemical risk)
. Once the boat has been cleaned, remove the overalls and other protective equipment individual and delete them.
. The staff carrying out the sanitization must fill in the form hanging in the room with date, time and sign to keep track of the sanitizations performed.
Sanitation / cleaning of offices
<ul style="list-style-type: none"> . Wear personal protective equipment; - Disposable protective suit ; - Rubber gloves ; - Ffp2 / 3 mask - Protective glasses
. Follow the instructions given in the technical data sheet for the use of the substance.
. Use products with a 70% alcohol or chlorine base.
. Pay attention to the instructions given in the product safety data sheet.
. Do not touch your eyes and limit the time of exposure to the substance (see chemical risk).
. Clean and sanitize all office areas, with particular attention to desks, handles, buttons, taps, computers and other tools used for work.
. Once the sanitization of the office and the toilets has been completed, remove the suit and other devices individual protection and eliminate them.
. The staff carrying out the sanitization must fill in the form hanging in the room with date, time and sign to keep track of the sanitizations performed.

<u>Sanitization / cleaning of ticket offices</u>
<ul style="list-style-type: none"> . Wear personal protective equipment; - Disposable protective suit ; - Rubber gloves ; - Ffp2 / 3 mask - Protective glasses
. Follow the instructions given in the technical data sheet for the use of the substance.
. Pay attention to the instructions given in the product safety data sheet.
. Disinfect the ticket office and the counter at least once a day completely every two hours, e all working tools used twice a day.
. Do not touch your eyes and limit the time of exposure to the substance (see chemical risk)
. Use products with a 70% alcohol or chlorine base.
Once the boat has been cleaned, remove the overalls and other protective equipment individual and delete them.
. The staff carrying out the sanitization must fill in the form hanging in the room with date, time and sign to keep track of the sanitizations performed.

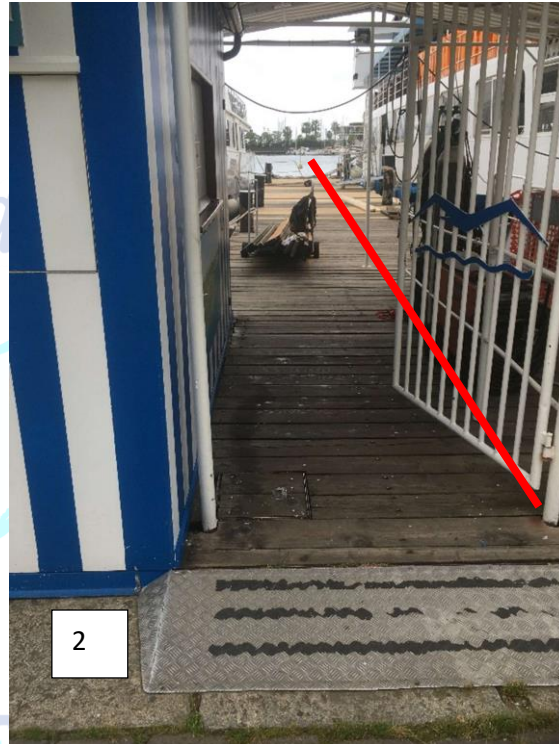
5 Terre
Golfo dei Poeti

6) Procedures for boarding and disembarking passengers.

To carry out this study, we took the La Spezia pier as an example, this being the case more complex.



1



2



3



4

Photo 1 - Possibility of creating two distinct lines of about ten meters, for waiting at the ticket office.

Photo 2 - Division of the quay, with embarkation and disembarkation lane. The quay has a width of 4 m. The safety distance can be largely satisfied.

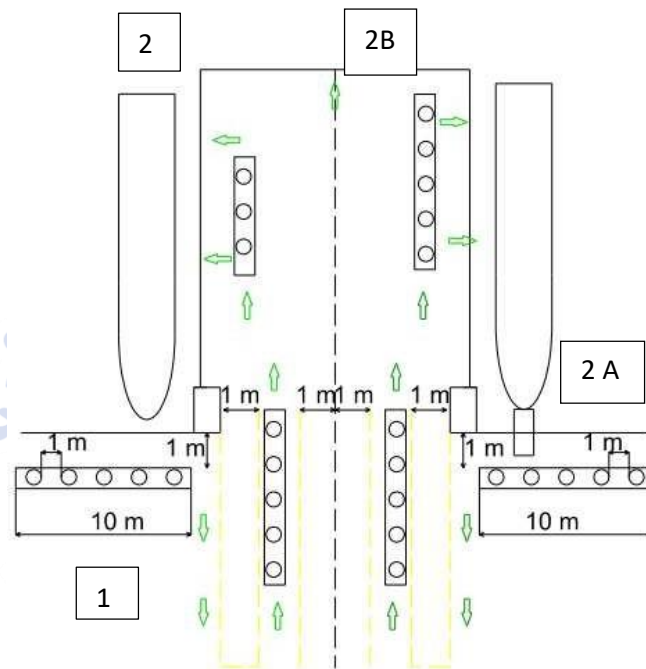
Photo 3/4 - At the discretion of the crew it is possible to embark and disembark passengers from the bow, in order to reduce waiting times on the quay in case of large turnout in order to avoid crowding.

- Hypothetical double / triple boarding.

Passengers queuing at the ticket office will be arranged in 2 rows near the ticket offices in a total space of 10 meters at a distance of one meter from each other.

During the boarding operations they will wait on the pier at a distance of one meter.
Indice di Revisione 06 Data 01/08/2020

The crew, at its discretion, and evaluating the number of passengers, will decide whether to carry out the disembarkation operations of the passengers from the stern, bow or simultaneously from the stern and bow.



Phase 1 - Waiting for acceptance at the ticket offices .

Passengers will arrange themselves in two rows, following the signs of about 10 meters indicating the spacing of 1mt which will delimit the space between passengers, while waiting to buy the ticket.

Phase 2 - Waiting for boarding

Once the ticket has been purchased, passengers are invited by the crew and staff to follow the signs for transit from the ticket office to the boarding dock. Once you arrive in the waiting area, a crew member will be waiting to invite the passengers on board.

Phase 2A - Boarding from the bow

To avoid the possibility of gatherings, at the discretion of the on-board staff it is possible to board passengers from the foredeck. The ticket office staff and / or a member of the crew will carry out the appropriate divisions.

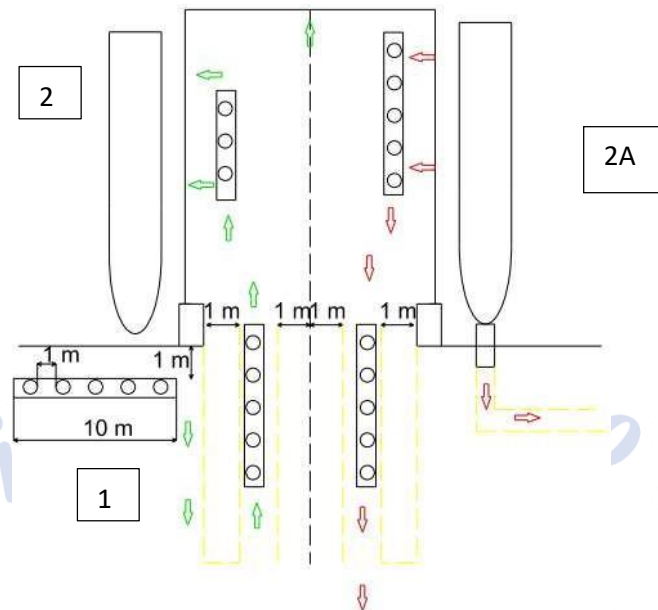
Phase 2B - Possible additional boarding at the head of the pier.

Note: In this condition no landings are allowed.

- Hypothetical boarding and disembarkation at the same time.

The ticket office on the side of the landing unit will remain closed. It will be impossible to buy the ticket or wait near the ticket office for as long as necessary.

The crew, at its discretion, and evaluating the number of passengers, will decide whether to carry out the disembarkation operations of the passengers from the stern, bow or simultaneously from the stern and bow.



Phase 1 - Waiting for acceptance at the ticket offices.

Passengers will arrange themselves in a row, following the signs of about 10 meters indicating the spacing of 1m which will delimit the space between passengers while waiting to be able to buy the ticket.

Phase 2 - Waiting for boarding (green arrows)

Once the ticket has been purchased, passengers are invited by the Consortium crew and staff to follow the signs for transit from the ticket office to the boarding dock. Once in the waiting area, a member of the crew will invite the passengers on board.

Phase 2A - Landing from the bow and stern (red arrows)

Care of the crew will be to manage the outflow, passengers will have to keep safe distances and wait for the instructions of the crew while remaining seated.

The outflow will take place following the indications drawn on the pier, and the indications of the staff.

Behavioral notes during the embarkation / disembarkation of passengers

- During the embarkation / disembarkation of passengers, it is not allowed to gather near the staircase, or near the ticket office.
- Passengers must comply with the provisions of the on-board and ground personnel .
- Passengers must sanitize their hands with the special alcohol-based sanitizing gel dispensers made available to them (indicatively they will be positioned near the ticket offices and the entrance on board).
- Passengers must wear a protective mask during all boarding / disembarking phases and during the period of stay on board.
- It will be the responsibility of the on-board / ground staff not to allow passengers not wearing a mask to board.

Passenger shelter on board

- For the entire stay on board, passengers must wear a mask and sanitize their hands at the fixed stations set up by the Company.
- When necessary, the crew members will indicate the positions to be occupied by the passengers.
- Passengers must not get on board unless indicated by the on- board staff .
- If passengers use the toilets on board, they must make sure, as far as possible, that they are not occupied. In the event that they have to wait for their turn, this will be allowed in the maximum number of one person, maintaining the social distance in the entry / exit phase .
- Children under the age of 6 must be held by their parents for the duration of the trip.
- Passengers will have to limit their travel on board.

Signature for acknowledgment and sharing

	<u>Signature</u>
<u>Employer</u>	
<u>Head of the Prevention Service e protection</u>	
<u>Competent Doctor</u>	
<u>Workers' safety representative</u>	

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