



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:

WHO WAS INVOLVED IN THE CREATION OF THE PLAN?

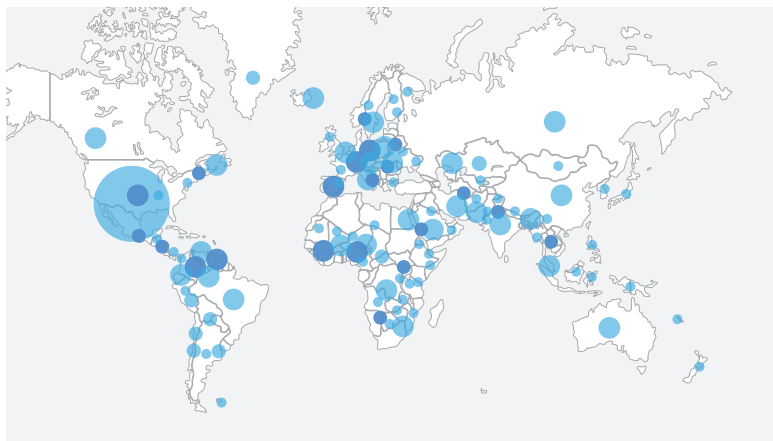
This initiative has seen the engagement of a wide cross section of stakeholders. This broad collaboration has been integral to the composition of a comprehensive plan which has incorporated feedback, acumen and insight from owners, operators, employees, government representatives and various businesses 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:

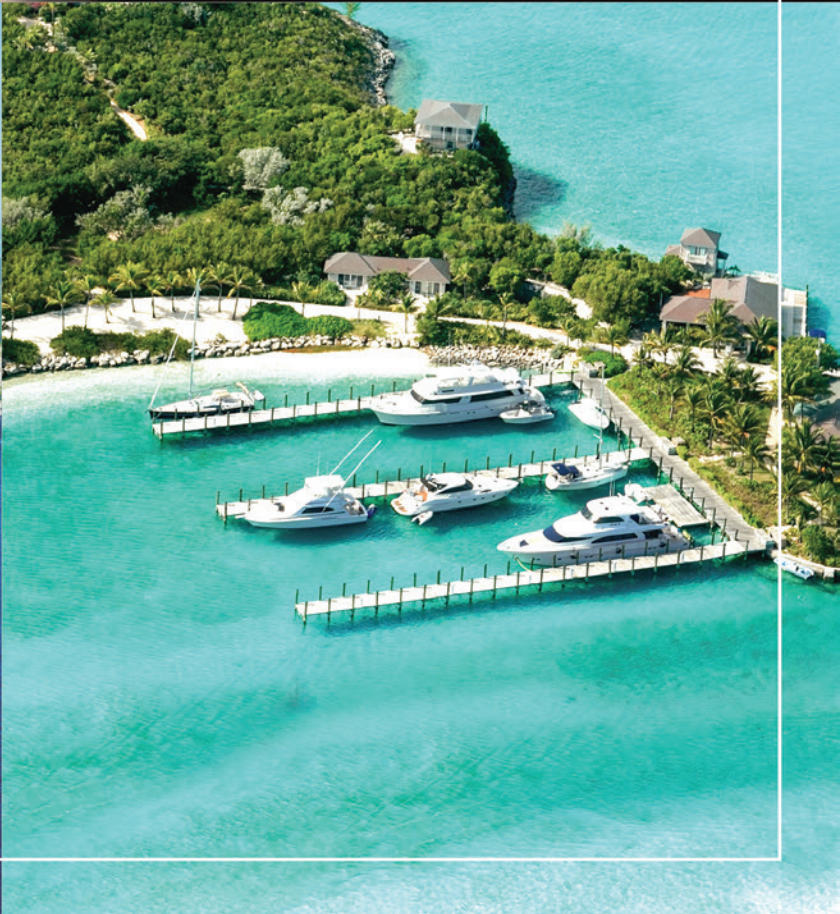
- To provide a road map for the Government and tourism stakeholders to use as a guide to ready themselves for the imminent reopening of The Bahamas’ internal and external borders to local and international travel and to re-enter the tourism market in a strategic manner which considers health and safety 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/opstdashboard/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

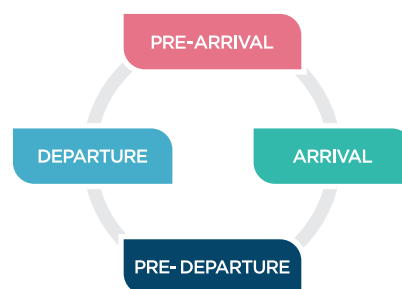
Never has the aviation industry faced such a rapid upheaval as the one it is currently facing. The COVID-19 crisis brought travel demand to an abrupt, global halt which led to airlines scrambling to adjust to the depressed demand and slash capacity. At the writing of this document, approximately 16,000 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:

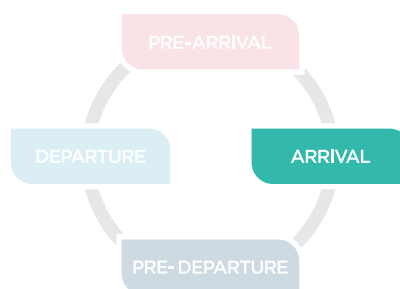
- Promulgate pre-arrival information on NAD's website and social media posts.
 - This information will include requiring all passengers to wear masks when transiting terminals, travelling with medical certificates indicating good health, information on enhanced screening methods, and other prescreening 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:

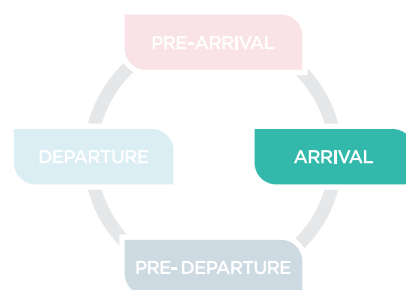
- Ensure that physical distance markers are placed on the floor advising passengers where they should stand while waiting to be processed.
- Be required to wear masks and gloves.
- Ensure that partitions are installed to reduce contact between Customs officers and passengers.
- When a passenger's bag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

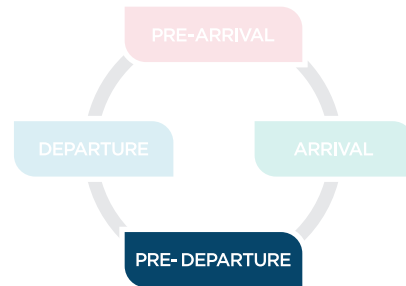
Pre - Departure



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

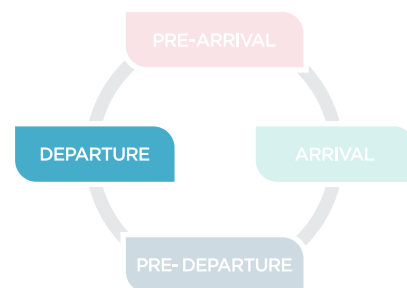
This segment focuses on the passenger's journey throughout the terminal and the various interactions he/she may have with the various airport stakeholders and the measures that have been put in place to ensure not only their safety, but the safety of all airport staff.

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.

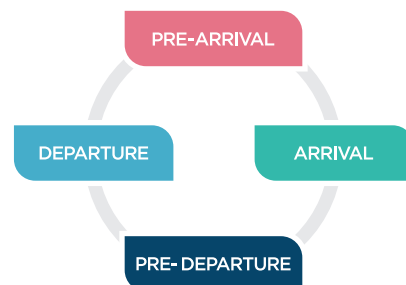
Airport Authority Security

- 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

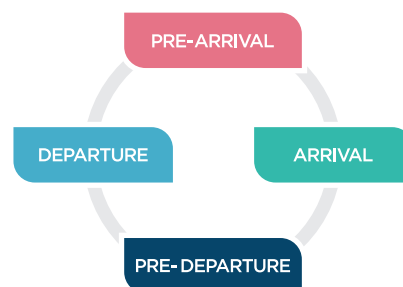
NAD has made, and other airport operators will make, the following changes in hold rooms:

- 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 queuing (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/people/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

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.

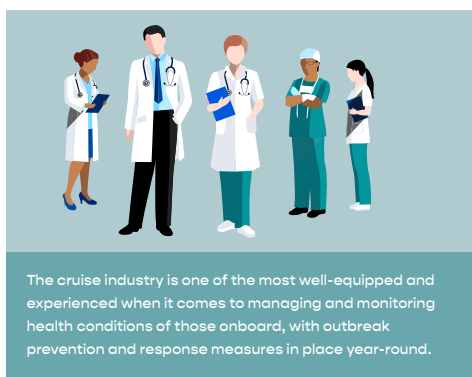
Limited food and beverage, for a Limited Time

- 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, 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.



- **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.

