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# PEARL ISLAND *Bahamas*



COVID-19  
Health & Safety Measures

# Foreword

On behalf of the management of Pearl Island Bahamas, we are honoured to present this COVID-19 Health & Safety Measures draft plan. 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. 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 June 8, 2020, over 7 million cases of COVID-19 were identified globally, including more than 403,000 deaths. The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. On April 27, 2020, a plan for the phased reopening of the Bahamian economy was outlined by the Government once the number of COVID-19 cases began levelling off after a sharp increase in March.

The plan proposes new protocols, and includes key policy considerations to provide a road map to use as a guide to ready ourselves for the reopening of Pearl Island Bahamas to local and international travel and to re-enter the tourism market in a strategic manner. The objective is to ensure that protocols are in place across all relevant functions with an increased focus on health, hygiene, and reduction of physical contact guidance which travelers will need and expect to embrace a safe travel experience.

To create this proposed plan, we worked alongside public and private sector partners including the Bahamas Hotel and Tourism Association (BHTA), The Bahamas Ministry of Tourism, The Nassau Paradise Island Promotion Board (NPIP), Paradise Island Tourism Development Association (PITDA), Bahama Out Islands Promotion Board (BOIPB), Nassau Airport Development Company (NAD), Nassau Cruise Ports, Association of Bahamas Marinas, and The Bahamas Ministry of Health (BMOH).

The steps we're taking on cleanliness and new hospitality norms are as much about the health and safety of associates as they are about our guests. If we've learned anything during this pandemic, it is that we are all in this together. By taking care of associates and following our new protocols – we will be collectively taking care of our employees and guests.

Please stay safe and healthy.

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# Island Map



**1** THE LIGHTHOUSE

**2** CORAL REEF

**3** THE PIER

**4** LOUNGE AREA

**5** OCEAN VIEW TERRACE

**6** BEACH & WATERSPORT STAND

**7** THE BLUE BAR

**8** SWIM AREA

**9** CABANA AREA

# Overall Guidelines

## Island Guidelines

- We establish a maximum number of guests of 220 persons per tour (tour duration 4 or 5 hours) to practice physical distancing.
- Staff must wear disposable masks and gloves at all times.
- All guests must wear masks to cover their mouth/nose during the ferry ride to the island.
- We encourage and allow guests to use personal gear (such as snorkeling gear) and have items available for purchase.
- Our staff is fully trained by the Bahamas Ministry of Tourism and the Department of Public Health & Environment to meet the stringent international hygiene standards and knowledgeable in proper glove and mask use and disposal.
- Guests are not allowed to touch products, only when purchasing.
- Buffet service is suspended. Food will be served from our staff in a designated lunch area. We will have different time slots to practice physical distancing.
- Cashless transactions at our bars.
- Beach chairs are arranged to allow 6 feet physical distancing between family units.
- Markers on walkways, bars, main house and lighthouse entrance 6 feet apart to allow physical distancing.
- One-way pedestrian traffic flow walkways with signage to avoid congestion or bottlenecking.
- We have appointed a “Clean & Pristine” Manager for oversight of the Health and Safety Program. This person will ensure adherence to the required government approved minimum standards.

## Cleaning and Sanitizing

- All staff must wear disposable masks and gloves except bartenders who are to wash hands between making every drink.
- All high touch surfaces will be cleaned using EPA approved disinfection including vessels, bars, lighthouse and water sport equipment. Only environmentally safe cleaning products will be used.
- Vessels will be sanitized before any passenger embarks the vessel and between all passenger exchanges.
- Cleaning timetables / checklists will be established, reviewed, and maintained from “Clean & Pristine” Manager.
- Hand sanitizers are available on all vessels and on the island. Guests are required to sanitize their hands before and during our tours.

# HEALTH & SAFETY MEASURES

## TO KEEP YOU SAFE



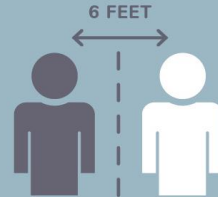
### STAFF TRAINING

Our staff are fully trained and certified by The Ministry of Tourism to meet the stringent international hygiene standards.



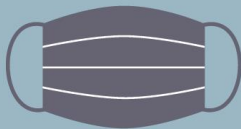
### CHECKING TEMPERATURE

Temperature checks for all employees prior to the start of a shift.



### SOCIAL DISTANCING

6 feet social distancing will be practiced on all vessels, beaches, lounge areas, bars, water sport activities and between staff and guests.



### FACE COVERING

All employees are required to wear disposable masks and gloves. Guests are required to wear face coverings on all vessels.



### CLEANING AND SANITIZING

Cleaning high touch surfaces using EPA approved disinfection including vessels, bars, lighthouse and water sport equipment.



### HAND SANITIZER

Hand sanitizers are available on all vessels and on the island. Guests are required to sanitize their hands before and during our tours.



### MAXIMUM NUMBER OF GUESTS

We establish a maximum number of guests per excursion and per snorkel tour to practice physical distancing.



### FOOD AND BEVERAGE

Buffet service is suspended. Food will be served by our staff and cashless transactions at our bars.



### CLEAN AND PRISTINE MANAGER

We have appointed a Clean & Pristine Manager to oversee the Health and Safety Program.

# Check-In / Beginning of Tour

## Staff Standard Operating Procedures (SOP)

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

- Temperature checks for staff will be mandatory prior to the start of a shift. Staff with temperatures exceeding 100.4°F will not be allowed to enter the premises. (Subject to Ministry of Health recommendations and Bahamian labour law). Staff exhibiting signs of sickness will not be allowed to report for work.
- Our staff is fully trained and certified by the Bahamas Ministry of Tourism and the Department of Public Health & Environment to meet the stringent international hygiene standards and knowledgeable in proper glove and mask use and disposal.
- Staff will practice good hand hygiene, wash hands thoroughly and often, using soap and water for a minimum of 20 seconds. Staff must use hand sanitizer with an alcohol base of 70% or higher.
- Staff will practice safe coughing techniques.
- Guests will be briefed with vital safety procedures of the excursion as they check-in so they are aware of what is to be expected pre-tour.
- Regular announcements will be made while guests are waiting to reiterate the safety guidelines at the cruise port/dock/marina.
- Guests will be provided with a designated time to eat, take a snorkel tour and be on board to allow for physical distancing.
- Staff must attend daily COVID 19 briefings to stay informed which will be made before shift starts (practicing physical distancing of no less than 6 feet apart).
- Staff must maintain 6 feet distance with guests and other staff during check-in.
- We encourage staff aged 65 and older to stay home.

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

The necessary precautions for our staff to ensure safety and well-being are as follows:

- Staff must wear disposable gloves during all transactions with guests and other staff, hand sanitizer will be available on counters for staff to use with gloves between guests.
- Pearl Island Management ensures an adequate supply of masks and gloves for employees.
- We will dispose of all PPE at the end of shift in designated waste/biohazard container.

## Guest Standard Operating Procedures (SOP)

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

- Clearly marked, 6 feet apart spaces for guests to stand when lining up to enter or board.
- Guests must sanitize hands before entering/boarding.
- Safety briefings before the tour to ensure guests understand safety procedures given and time/s given for time to eat, take a snorkel tour and be on board.
- Guests must sign waiver with Health Check Questionnaire.
- Safety measures will be emailed to guests prior to arrival.

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

The necessary precautions for guests to ensure safety and well-being are as follows:

- Passengers will be notified that they should have a face covering to cover their mouth/nose, for use at all times during their journey to the island. Passengers without a face covering will be denied boarding.
- Guests will be briefed on procedures and policies prior to boarding.
- Where passengers must be physically assisted with boarding, our crew member must sanitize his/her hands prior to and after rendering assistance to each passenger, in each instance.
- Each person's hands are sanitized prior to boarding the vessel.
- Waste/biohazard container is available on the ferry for guests to dispose of masks and gloves.

# Vessel and Ferry Operations

## Cleaning and Sanitization

- Vessels will be disinfected frequently throughout the day/tour with approved EPA products on high-touch surfaces. Only environmentally safe cleaning products will be used.
- Cleaning timetable / checklist will be established, reviewed, and maintained from boat captain.
- Vessel will be sanitized before any passenger embarks the vessel and between all passenger exchanges. Additionally, all high-touch surfaces (steering wheel, seats/benches, handrails) will be constantly and consistently cleaned during passage.
- All guest high-touch areas after each run will be cleaned. At the end of each day, all vessels will be thoroughly cleaned using disinfectants for hard non-porous surfaces.
- Disinfecting wipes are available on each vessel.
- Hand sanitizer are available for personal use and for sharing with guests if needed.
- Captain and mate on vessel will greet guest upon entry and must provide hand sanitizer.

## Transportation and Physical Distancing

- Vessel is limited to 25 passengers to enable adherence to proper physical distancing on board.
- Staff will make sure that physical distancing practice of 6 feet will take place between guests on the ferries.
- All areas are marked on the floors to ensure physical distancing and to keep a distance of 6 feet between every guest.
- Guests will be briefed on safety and Personal Protective Equipment (PPE) procedures before tour starts.
- Vessels used will be open air or allow adequate ventilation.
- Staff must wear disposable masks and gloves at all times while operating vessel.
- Adequate signage displayed which indicates proper PPE and sanitation procedures to inform guests and to add comfort that policy is being practiced.

## Guest Considerations

- Passengers will be notified that they should have a face covering to cover their mouth/nose, for use at all times during their journey to the island. Passengers without a face covering will be denied boarding.
- Guests will be briefed on procedures and policies prior to boarding.
- Where passengers must be physically assisted with boarding, our crew member must sanitize his/her hands prior to and after rendering assistance to each passenger, in each instance.
- Each person's hands are sanitized prior to boarding the vessel.
- COVID-19 announcement provided below will be announced prior to or on board the vessel.

### COVID-19 Announcement:

The Government of The Bahamas has put in place recommended Health and Safety Practices. During the voyage, you will be asked to wear a face covering, that covers your mouth and nose while on board and in situations where you cannot maintain six feet of physical separation on the island. When arriving at your destination, you may be subject to further measures to prevent the spread of COVID-19. As a reminder, no person should board a vessel when they are exhibiting COVID-19 symptoms. Should symptoms such as a fever, cough or difficulty breathing develop while on board, please notify the vessel crew immediately. Thank you and have a wonderful day at Pearl Island Bahamas.

## During our Tours

### Staff Standard Operating Procedures (SOP)

The standard operating procedures for our staff during our tours are as follows:

- Staff will practice good hand hygiene, wash hands thoroughly and often, using soap and water for a minimum of 20 seconds. Staff must use hand sanitizer with an alcohol base of 70% or higher if handwashing is not available during work on the island and must wash hands thoroughly with soap and water when available on return.
- Staff will practice safe coughing techniques.
- Staff will make sure that physical distancing practice of 6 feet distance with guests and other staff will take place.
- Limits on staff will be placed to operate tour, based on number of guests and ability to maintain physical distancing.
- Staff will remind guests of safety procedures and indicate where hand sanitizer/washroom stations are located.
- Bathroom, bar, vessel, lighthouse cleaning timetable / checklist will be established, reviewed, and maintained from “Clean & Pristine” Manager.
- Continuous disinfecting and cleaning of equipment during and after each tour/activity.

### Safety Measures

- Guests will be briefed by our staff on safety and PPE procedures before tour starts.
- Staff must wear disposable gloves and approved face masks during all transactions with guests.
- Hand sanitizer is available for staff to use with gloves between guests.
- Bathrooms are available for staff to thoroughly wash hand with soap throughout shift.
- Disinfecting wipes are available for clean-up on high-touch areas so they can be cleaned continuously.
- Employees will be equipped with adequate supply of PPE.
- Designated waste/biohazard container for PPE disposal on the island.

## Guest Standard Operating Procedures (SOP)

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

### Overall Guidelines

- Number of guests is limited to 220 persons per tour (tour duration 4 or 5 hours) to practice physical distancing.
- Guests must wear masks until they arrive on the island.
- Markers on walkways, bars, main house and lighthouse entrance 6 feet apart where guests can sit or stand and maintain physical distancing of 6 feet apart.
- We will make sure that the distance between each beach chair will be 6 feet.
- Signed waiting areas at the Bars and Lighthouse area to make sure that physical distancing practice of 6 feet will take place.
- Guests must sanitize or wash hands with soap before, during and post tour.
- One-way pedestrian traffic flow walkways with signage to avoid congestion or bottlenecking.

### Lighthouse

- Only 6 guests are allowed to be in the lighthouse at the same time.
- Staff will control lighthouse entry and exit.
- Hand sanitizer station will be available in front of the lighthouse entrance.

### Cabana Area

- Number of guests is limited to 2 persons per 2-Person Cabana to practice physical distancing.
- Number of guests is limited to 10 persons per Group-Cabana to practice physical distancing.
- Hand sanitizer station will be available in front of every cabana.
- Staff must wear disposable masks and gloves.
- All trays and tray stands will be sanitized after each use.
- Employee will keep adequate distance when taking guest orders.
- All food and beverage items will be placed on the table, counter, slot or other surface instead of being handed directly to a guest.

## Guest Personal Protective Equipment (PPE)

The necessary precautions for our staff to ensure safety and well-being are as follows:

- Guests must wear masks until they arrive on the island.
- Bathrooms available with soap and hand sanitizer for proper handwashing.
- Hand sanitizer stations throughout the property.
- Sanitizing stations for guests to clean their equipment pre/post activity.
- Personal hand sanitizers are available for sale.

## Water Sport Activities

### Snorkeling Tour

- Number of guests is limited to 15 persons per tour (tour duration 30 minutes) to practice physical distancing.
- Markers on snorkel platform and chairs at safety briefing area 6 feet apart where guests can sit or stand and maintain physical distancing.
- Guests have to sign in to a list for a specific time and duration prior rental.
- Life vest with will be sanitized with disinfectant wipes after every use.
- Staff must wear disposable masks during safety briefing.
- We encourage and allow guests to use personal gear (such as snorkeling gear) and have items available for purchase.
- Guests have to put on equipment themselves.

### Kayaks and Standup Paddle Boards (SUP)

- Prior to renting, entire kayaks and SUP will be cleaned and sanitized after each use with cleaning equipment, including frequently touched surfaces on all water sport equipment.
- Guests have to sign in to a list for a specific time and duration prior rental.
- Hand sanitizer always in possession for personal use and for sharing with guests.
- Life vest with will be sanitized with disinfectant wipes after every use.
- Staff must wear disposable masks and gloves.
- Staff must maintain a minimum of 3 feet from customers while assisting guests to get on/off the water.

# Food and Beverage Guidelines

## Cleaning and Sanitizing

The standard operating procedures for our kitchen staff for cleaning and sanitizing are as follows:

### Equipment & Worksite

- All sanitizing products meet EPA-approved criteria.
- Sanitizer wipes and buckets with towels are provided at all workstations.
- All workstations and equipment will be sanitized at the start and end of each shift, and between tasks.
- All surfaces will be sanitized after contact with contaminated items (cellphones, computers, clothes, etc.).
- Food preparation stations will be sanitized at least once per hour and logged by Chef on tracking sheets.
- High-touch objects will be sanitized frequently (door handles, faucets, knobs, trash can lids, cell phones, computers, etc.).
- Boxes, containers, or any packaging used to transport food or equipment will be sanitized before leaving and upon return to the kitchen/storage sites.
- Hand washing/sanitizing stations will be set-up at all entrances/exits/high-traffic areas.
- Designate trash cans specifically for PPE and ensure lids remain securely sealed.
- Gloves and hairnets will be disposed of in designated trash cans before leaving the worksite.
- Staff must change masks if they become soiled or wet.
- All personal items are prohibited in designated area to prevent contamination of workspaces.
- Reusable bottles/cups must stay in the personal items area.
- Signage of health and safety procedures will be displayed at work area.

### Dishes and cutlery

- Reusable dishes and cutlery will be cleaned using hot water and appropriate dishwashing detergent.
- Staff ensures all items are thoroughly cleaned.
- Dishes and cutlery are stored clean and dry in a cupboard or covered to prevent potential contamination from sneezes or coughs.
- Prior to handling dishes and cutlery staff will practice good hand hygiene (wash with soap and water or use an alcohol-based hand sanitizer for at least 20 seconds).

# PEARL ISLAND *Bahamas*

## Pre-Opening

Pearl Island Bahamas performs detailed cleaning and sanitizing of all surfaces:

- Kitchen Equipment, walls and floors
- Beverage service areas
- Seating area
- Access doors
- Display counters
- POS units

Sanitization and cleaning supplies are available at all times:

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

## Island Bars, Lunch and Seating Areas

### Cleaning & Sanitizing

- Service stations, service carts, beverage stations, counters, handrails and trays will be sanitized at least once per hour and logged by our bar supervisor on a tracking sheet.
- Point of Sale (POS) terminals will be sanitized between each user, before and after each shift. If multiple servers are assigned to the POS terminal, servers will sanitize their hands after each use.
- Bar tops, stools and chairs will be sanitized after each use.
- Tablecloths will be removed and replaced after each guest experience or use disposable butcher paper.
- Pens and all other reusable guest contact items will be sanitized after each use.
- All trays and tray stands will be cleaned after each use.
- Storage containers, counters, and serving utensils will be sanitized after each use by staff.
- Food/Drink preparation stations will be sanitized at least once per hour and logged by Chef on tracking sheets.
- Bars will be deep cleaned and sanitized before and at the end of each shift and logged.
- Prepared food and beverage items to be transferred from one employee to another will be done so via contactless methods (leaving food on expediting tables, conveyors, beverages placed on bar counter, etc.).
- Disposable menus offered or displayed on chalkboard.

# PEARL ISLAND

*Bahamas*

## Physical Distancing

- Bar keeper manage physical distancing (where possible) at their workspace.
- Bar seating will be reduced.
- Lounge seating at the bar area will be reconfigured to provide adequate space for physical distancing.
- Branded floor stickers are to be installed on floor leading up to host stand (and other points of service) to provide the appropriate distancing.
- Markers on walkways and in front of the bars 6 feet apart to allow physical distancing.
- Tables and booths will be utilized with appropriate physical distancing between each guest.
- Employee will keep adequate distance when taking guest orders.
- Lunch will served at individual tables adhering to social distancing protocols.

## Guest Considerations

- Cocktails will no longer be garnished.
- All straws will be wrapped.
- We only use single salt, pepper and sugar packets.
- Buffet service is suspended. Food will be served from our staff in a designated lunch area. We will have different time slots to practice physical distancing.
- Bar snacks will be served per individual guest and not shared by the table.
- All food and beverage items will be placed on the table, counter, slot or other surface instead of being handed directly to a guest.
- Hand sanitizer station will be available at the bars.
- Employees' hands must be washed and sanitized before delivering food & drinks to guests / guest tables.
- We will use cashless transactions at our bars.
- If an employee must cough or sneeze, they are required to do so away from guest dining & drinking space and view. All employees must follow necessary protocols, and immediately wash hands afterwards.

## Catering and Banquets

### Cleaning & Sanitizing

- All shared equipment and meeting amenities will be sanitized before and after each use.
- All linen, including underlays, will be replaced after each use.
- Clean and soiled linens will be transported in sealed single use plastic bags into and out of the meeting rooms/areas.
- Restrooms will be checked regularly and will be cleaned and sanitized based on frequency of use. Cleaning timetable / checklist will be established, reviewed, and maintained from “Clean & Pristine” Manager.

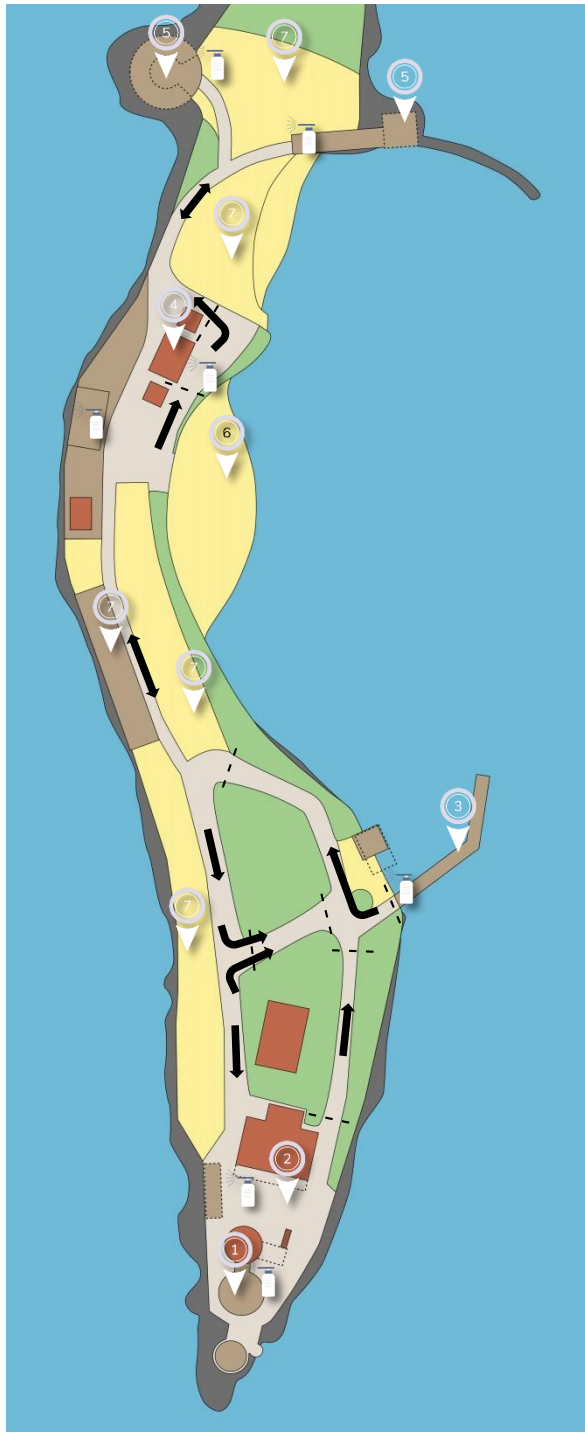
### Physical Distancing

- All buffet and self-serve style events are suspended until further notice.
- All food and beverage items will be individually plated and served.
- Coffee and other break items will be attended and served by a server.
- Flatware will be provided as a roll-up.
- Seating capacities and floor plans will be set with a 6 feet distance.

### Guest Considerations

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Bakery and fruit products will be placed and served in sealed containers.
- We only use single salt, pepper and sugar packets.
- Employees’ hands must be washed and sanitized before delivering food to guest table.

## Island Set-Up



- 1** SAFETY BRIEFING AREA (SNORKELING)
- 2** LUNCH AREA
- 3** THE PIER
- 4** BLUE BAR
- 5** CABANA AREA
- 6** WATER SPORT ACTIVITIES
- 7** LOUNGE AREA (6 FEET DISTANCE BETWEEN BEACH CHAIRS)
-  PEDESTRIAN TRAFFIC
-  ONE-WAY PEDESTRIAN TRAFFIC
-  SANITIZER STATIONS

