



SAMARA

Safety-Concept Novel Corona Virus - Covid-19

Introduction

This Safety-Concept is Valid on all Samara boats and for all Bookings. The Measures mentioned in this concept have to be carried out by all crew members and operational Staff in contact with the Boats or the crew. It regulates how we interact with our Guests and how we maintain Hygiene on board with the Goal to stop the spread of Covid-19 and be able to provide our Customers a save and enjoyable time on Samara.

This Concept is Valid until revoked by the Management.

Basic Rules

The Safety-Concept must make sure that the rules given by the Management are applied. The Captain is responsible for the crew, the operational staff and the guests on Board to be compliant with this Safety-Concept.

1. All People on the Boat wash their Hands on a regular basis with soap and water (min. 20 sec.) and minimise the contact to objects an surfaces where possible.
2. We do provide facemarks and hand-sanitiser for our guests and crew.
3. For open-trips we inform the Guests to keep the distance to other Guests.
4. Members of Staff and Crew keep their social Distance on board and while not on board. They avoid hugging and handshaking.
5. All touched surfaces are cleaned on a regular basis, special surfaces touched by multiple people.
6. Special exposed groups like older people or people with severe preconditions are informed about the risks and the behaviour on board.
7. Crew- or Staff-members with symptoms stay at home. The captain is responsible to not let any Crew- or Staff-members with symptoms on board.
8. All crew area surfaces are cleaned minimum once a day.
9. On Guests Request the Crew will wear facemarks in all interactions as far this is possible.
10. In the process of booking guests will be instructed about our Safety-Concept and asked about any special Risks they might have and their Exposure before and after the Trip.
11. Sensible customer data is deleted after 14 days.

1. Hand-Hygiene

All People on the Boat wash their Hands on a regular basis with soap and water (min. 20 sec.) and minimise the contact to objects an surfaces where possible.

Rule	How	Where
Guests are asked to use the Hand-Sanitiser or wash their hands when boarding the boat	As part of the welcome ritual, the Guests will be asked to disinfect their Hands with the provided cold towels or as a washing ritual with soap and water over a boal.	At the welcome and lounge Area
Provide Hand-Sanitiser and Soap	We place disinfectant and / or Soap at these places	Lounge, Salon and Toilets
Guests Temperatur is measured	We do use contact free Thermometer to take Guests temperature	At the welcome and lounge Area
All Crew- and Staff-members wash their hands regularly with soap and Water	The Hands will be washed intently for 20 seconds with soap and water.	All Boat
We minimise touching surfaces and objects	We do remove unneeded objects wich are commonly touched often. Guests will be provided with own water bottles and asked to not use the water dispenser by them selfs instead order water from the crew	At the welcome and lounge Area the Salon and the Toilets

2. Face-Masks

We do provide facemarks for our guests and crew.

Rule	How	Where
We wear facemarks	The crew is instructed to wear facemarks	On the Boat
We listen to the Guests needs	On guests request the facemark regime for the Crew will be expanded to all interactions as far was possible	All interactions
We will provide Facemasks	Facemasks will be handed out by the Crew on request	All interactions

3. Open-Trips

For open-trips we inform the Guests to keep the distance to other Guests.

Rule	How	Where
We do instruct our Guests	While the Booking and when Boarding our Guests will be informed about our concept	while Booking and on the Boat
We do offer different places to Eat	Guests can Chose to Eat separately at the Salon, on the Deck or in the Back of the boat	On the Boat
We keep common Areas clean	While Open trips with different groups of Guests, the Common Areas surfaces will be special often cleaned	Salon, Deck, Lounge

4. Crew and Staff

Members of Staff and Crew keep their social Distance on board and while not on board. They avoid hugging and handshaking.

Rule	How	Where
Keep social Distance	The Crew is instructed to keep their Social Distance	On the Boat / outside the Boat
No hugging	The Crew is instructed to not hug friends or guests	On the Boat / outside the Boat
No handshaking	The Crew is instructed to not shake hands. in interactions with guests we will use the „Praying Hands“ for Greetings	On the Boat / outside the Boat

5. Surfaces

All touched surfaces are cleaned on a regular basis, special surfaces touched by multiple people.

Rule	How	Where
Keep all Common surfaces clean	All commonly touched surfaces are cleaned on a regular basis	On the Boat / outside the Boat
Clean commonly used Objects	We do clean remote controls, Guest-maps,	Rooms, Salon
Crew Area must be Save	All crew area surfaces are cleaned minimum once a day.	Crew Area

6. Special needs

Special exposed groups like older people or people with severe preconditions are informed about the risks and the behaviour on board.

Rule	How	Where
We identify Guests with special needs	While Booking we will Collect the Informations needed	While Booking and on the Boat if needed
We instruct our Crew	If Guest inform us about special needs we will inform and instruct our crew accordingly	Boat / Office
We keep your Privacy	Sensible customer data is deleted after 14 days.	Everywhere

7. Crew and Staff-Members

The captain is responsible to not let any Crew- or Staff-members with symptoms on board. Crew- or Staff-members with symptoms stay at home.

Rule	How	Where
The Captain will check and report the health of our Crew- and Staff-Members	The captain daily measures the Temperature of all crew- and Staff on the Boat and asks about Symptoms. He will write the results down in the Logbook	Boat
Sick Crew- or Staff members stay home	If a crew-Member does not feel well or his Temperature is indicating any significant deviation from normal the Crew-Or Staffmember will be instructed to stay home	While Booking and on the Boat if needed
We do care and Inform our Crew	Crew- and Staff-Members who stay home due to Fever or other symptoms will get instructions and will be paid a salary during the time of recovery	Home

8. Booking

In the process of booking guests will be instructed about our Safety-Concept and asked about any special Risks they might have and their Exposure before and after the Trip.

Rule	How	Where
We do instruct our Guests about our Safety-Concept	While the Booking we will inform our Guests about this Covid-19 Safety-Concept and send them this Brochure as well as discuss the topic.	Office / Phone / Mail
We do ask our Guest for Information about enhanced risk Factors or Exposure	We do ask our Guests for their travel plans before and after the planned trip. We do ask for known risks and exposures.	Office / Phone / Mail
We do follow up on our Guests health	5 and 14 Days after the Trip we do ask the Customers about their Health status. We do ask Guests to inform us if their health changes due to suspected Covid-19	Office / Phone / Mail

9. Management

The Management keeps themselves up to date about the development of the covid-19 situation and is ready to adapt the measures in place.

Rule	How	Where
We are informed	We do keep us informed from multiple sources about covid-19	Office
We do adapt	we do adapt our rules and behaviour as well as our instructions to the latest knowledge	Office / Boats

Rule	How	Where
We do provide	We do provide all the needed Materials and Informations needed to comply with this Safety-Concept.	All Places

10. Implementation

This Dokument was given to all Crew- and Staff-Members and explained.

Responsible Person

Bali / Labuan Bajo

14. May 2020

Signature: _____