



Pan Isles Inc will implement the following COVID19 Mitigation procedures at Ship Island Excursions:

- **Commit to a Safe Working & Public Environment:**

1. Reduced vessel capacity by 50% or less
2. Crew will wear protective masks – Passengers are strongly encouraged to wear protective masks aboard the vessel and in the main cabin
3. Reduced Cash Handling between Guests & Employees
4. Encourage Credit/Debit Card onboard POS systems, but accept cash
5. Credit/Debit Card only at Ticket Window
6. Reduce Ticket Exchanges between Guests & Employees (Have passenger keep ticket)
7. Social Distancing established on board the vessel
8. Pre-purchased ticket holders go directly to boarding gate check-in
9. Guests handle their own luggage aboard the vessel
10. Upgrade onboard HVAC filters to MERV 13
11. Soap and Hand Sanitizer will be readily available dockside and on vessels

- **Additional Employee Mitigation Procedures**

Employees shall not report to work if:

1. You have a fever
2. You have a cough or shortness of breath
3. You are feeling sick
4. Temperature checks will be conducted at the start and end of each shifts

Additional prevention measures include:

1. Self-identify & report symptoms of fever, coughing, or shortness of breath each day, before the shift, mid-shift, and at home to your Supervisor.
2. Avoid close contact with people who are sick.
3. Drive to job sites by yourself – avoid passengers or carpooling, when possible.
4. Avoid shaking hands when greeting others. Use other non-contact methods for greeting.
5. Avoiding sharing personal items with co-workers (i.e. dishes, cups, utensils, cell phones)
6. Stay at least 6 feet away from others on job site, meetings, and training sessions
7. Minimize interactions when picking up or delivering equipment or materials. Organize the placement of materials to minimize movement on the work site.
8. Avoid touching your eyes, nose, or mouth with unwashed hands.
9. Cover your mouth and nose with tissues if you cough or sneeze or do so into your elbow.
10. Clean your hands frequently, including before and after going to the bathroom, before eating, and after coughing, sneezing, or blowing your nose.

- **Commit to Increased Vessel / Snack Bar Sanitation Procedures:**

- Practice Normal Practices
 - Good Personal Hygiene – Proper & Frequent Handwashing
 - Proper Pre- Cruise Cleaning with disinfectant spray
 - Snack Bar Sanitation – Disinfecting of Snack Bar Food Prep & Bar Surfaces before & after service
 - Frequent cleaning of restrooms and water fountains
- Additional Steps throughout the Day
 - Cleaning & Sanitizing Vessel and Snack Bar High Touch Areas – to include:
 - Doorknobs, Door & Window Handles
 - Faucet & Toilet Handles
 - Gangway railings
 - Vessel railings
 - High Touch Areas on the vessels

Social Distancing Procedures aboard the Vessel / Island Snack Bar / Island Chairs and Umbrellas:

- Place distancing markers at 6ft apart at the ticket line, boarding gate and Ship Island ferry landing
- Board passengers with a minimum distance of 6ft
- Remind passengers while boarding of the Social Distancing vessel guidelines
- Limit the number of guests in the main cabin to provide for social distancing
- Keep doors open to allow fresh air flowing in main cabin while underway
- Tables on the main inside deck are marked and closed for Social Distancing
- Tables on island will be spaced to allow for social distancing
- Island snack bar will have limited interior capacity to provide proper distancing
- Chairs and Umbrellas will be properly spaced on island to prevent crowding

Crew will conduct Unloading passengers at Ship Island / Gulfport Dock:

- Upon arrival at each dock the Captain will announce we will be unloading passengers by (3) sections and to please remain (6)ft apart
1. **Main Cabin – 1st**
 2. **Upper deck – 2nd**
 3. **Lower deck- 3rd**
- Passengers will be told to remain in their seats until their section is called. Crew will be stationed in each section instructing passengers to exit their section while maintaining 6ft apart from the other passengers. Using radio communication, the Senior Deckhand will notify the Captain when each section is successfully unloaded and reposition the staff to the next section. Passengers will be watched as they exit the vessel and monitored on their path away from the boat. Each group will be allowed to disembark once the preceding group reaches a pre-determined point on the exit path or distance away from the boat.

Emergency Procedures for bad weather while Fort Massachusetts is closed: (While operating at reduced capacity)

- Pan Isles will introduce a 2nd or 3rd passenger vessel to the island when weather conditions call for thunderstorms
- If storms are expected, vessel (s) will remain at the Ship Island Dock for immediate evacuation if necessary
- Pan Isles will alter the departure times from the island, in coordination with park staff, when weather conditions call for afternoon thunderstorms
- Staff will instruct guests to use the two island pavilions, restroom facilities and snack bar if a sudden storm approaches the island for safety.
- If a sudden severe storm arrives, Pan Isles staff should contact the NPS representative on the island (facilities or law enforcement) to potentially open the doors of the historic fort for emergency shelter.

Maximum Vessel Capacity at 50% reduction-preferred method of operation will limit capacity to below 50% until operations reach Phase III operations.

Gulf Islander.....	..Regular 387 passengers.....	50%-189 passengers
Capt Pete.....Regular 305 Passengers.....	50% - 152 Passengers
Pan American Clipper.....	Regular 150 passengers.....	50% - 75 Passengers

Our Commitment to Safety through Improved Communication:

- Online
 - Our commitment to you – Good Personal Hygiene & Increased Sanitation practices
 - Your commitment to us if you are Sick – Stay Home!
- Ticket Kiosk
 - Signage posted about Credit/Debit cards only
 - Signage posted about Staying Home if you are Sick
 - Signage posted about social distancing
- Snack Bars and Restrooms
 - Signage posted about encouraging Credit/Debit cards
 - Signage posted for proper hand washing techniques
 - Signage posted about social distancing

THESE GUIDELINES WILL BE UPDATED AND REVISED AS MORE INFORMATION BECOMES AVAILABLE TO THE MANAGEMENT AT SHIP ISLAND EXCURSIONS