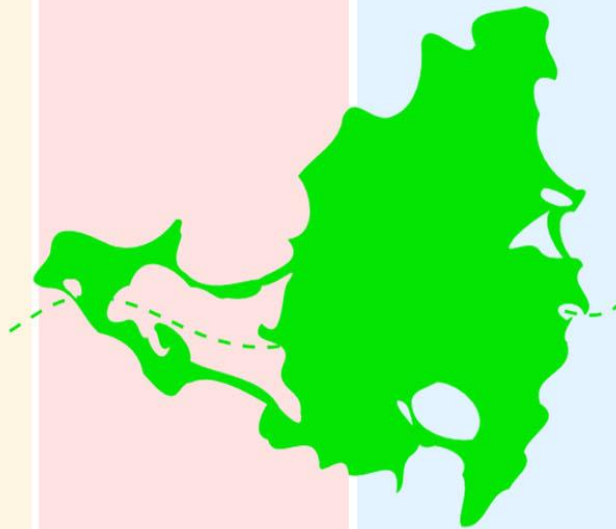




“St. Maarten COVID-19”
PREVENTION &
SAFETY PLAN
for the Business Community



EMERGENCY OPERATIONS CENTER
Government of Sint Maarten



**COVID - 19
PREVENTION AND SAFETY PLAN
for the
BUSINESS COMMUNITY OF ST. MAARTEN**

Emergency Operation Center

May 2020

Second Quarter

St. Maarten, Philipsburg

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Government Administration Building

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Information Guide

- Coordinator:** Chairlady of the Emergency Operational Center (EOC)
Minister of General Affairs,
The Honorable Ms. Silveria Jacobs
- Organizers:** Emergency Operational Center Emergency Support Functions (ESF)
- Objective:** The Government of Sint Maarten encourages the business community and the public to observe the measures for the prevention of the spread of COVID-19 on St. Maarten. The safety plan and guidelines will assist all businesses during this period to secure a safer and healthier environment. These efforts will also contribute to the restoration of business activities within our economy whilst ensuring the protection of all staff members, customers and extended communities.
- Goal:** As the Business-Friendly Island of the Caribbean, the Government of Sint Maarten seeks to provide a good service to all consumers and visitors and most importantly to guarantee a safer and a healthy working environment that will encourage the quality of life and wellbeing of all employees and citizens.
All establishments are encouraged to incorporate and execute these safety guidelines during and after the COVID-19 threat.
- Mission:** These actions will help resume regular business hours and develop a long-lasting vibrant and stronger economy.
- Phase 1:** Phase one (1) of four (4).
- Date:** May 11, 2020
- Target group:** Business community, business owners, employers, employees, customers, consumers, clients, visitors, citizens and public at large
- Contact:** ✉: Evt.inquiries@sintmaartengov.org

Project Information

Project initiator: Chair of Emergency Operation Center (EOC)

The Honorable Ms. Silveria Jacobs

Position: Prime Minister of Sint Maarten

Department: Ministry of General Affairs

Project Leader: Chair of Emergency Operation Center

Department: Emergency Support Functions (ESF) 1- 10

Project Coordinators: Ministry of Public Health, Social development and Labour (ESF 6) and Ministry of Tourism, Economic Affairs, Traffic and Telecommunications (ESF 10)

Project Administrator: Ministry of Public Health, Social development and Labour (ESF 6) and Ministry of Tourism, Economic Affairs, Traffic and Telecommunications (ESF 10)

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Introduction Guidelines on Prevention and Safety Practices

Following the peak of COVID-19 cases on St. Maarten in April and May of the year 2020, and in view of the planned and gradual reduction in COVID-19 related lock down measures in the near future, it is essential for the business community of St. Maarten to prepare for the 'New Normal'. This new reality will require organizational and physical adjustments for the daily operations of businesses.

Preventative measures

To avoid resurgence of COVID-19 cases, a new wave of transmissions, further deaths, and the risk of a second lock down based increased figures, it is crucial that the following basic rules are strictly adhered to by all staff, customers, clients, passengers, guests of the business community and the general public:

1. Maintain a distance of minimum 2 meters (or more) away from all co- workers and customers. Encourage all customers to maintain this 2 meters (or 6 feet) distance at all times and as much as possible. Avoid physical touching or contact with co-workers and customers.
2. Businesses are encouraged to introduce and place markings based on our Social Distancing Standards of minimum 2 meters 6 feet at cashiers, gathering locations and crowd control areas and also outside the establishment if necessary.
3. Managers are encouraged to accommodate floor plans, seating and large spaces to ensure social distancing.
4. Employers are encouraged to allow workers to execute their tasks from home.
5. Employees that are not well should report illnesses via telephone or by using social media to their house doctor immediately.
6. All customers and employees must sanitize their hands before entering and exiting the establishment. Keep windows open for proper air circulation.
7. All employees and customers must wash their hands with water and soap before and after the use of toilets. Lavatories must be kept clean at all times.
8. Keep doors open to avoid unnecessary touching and contact, frequently clean and wipe door knobs after opening and closing doors.
9. Encourage employees and customers to follow safety practices with kind reminders using posters, and pictures of guidelines for safety and cleanliness.

10. Assure that safety and social distancing procedures are in place or appoint an employee to assure that safety procedures are followed.
11. Consider creating a task list with responsibilities and appoint persons to ensure that the safety procedures are followed.
12. Avoid using elevators when crowded. Consider taking the stairs when keeping a safe distance is proven difficult. Set a maximum limit of persons of elevator.
13. Employers are encouraged to arrange separate or special visiting hours to ensure that vulnerable groups are assisted and properly served, such as the elderly, pregnant women, women with young children and the physically impaired.
14. Cough or sneeze in your flexed elbow or in a tissue. Tissues must be disposed of immediately in a closed bin. Please sanitize and wash work gear or uniforms after every work day.
15. Sanitize and clean surfaces or items which are regularly touched/used by customers, clients and employees.
16. Employers are responsible for the health and wellbeing of their staff, clients and customers. During the COVID-19 pandemic these responsibilities is more important than ever before.

Objective

These guidelines have been prepared to assist the business community prepare and implement a preventative and safety plan in order to operate after the lock down. The guidelines should be applied in the specific context of the operations. The actual 'translation' of the guidelines into organizational and physical adjustments in the business will very much depend on the type, size and layout of the business.

Contextual plan of action

A '*one size fits all*' set of measures will therefore not work for many businesses. Upon reading the guidelines, businesses should be able to prepare their own business specific COVID-19

'Prevention and Safety Plan'. The format for preparing the COVID - 19 Prevention and Safety Plan can be found in Annex 1.

Types of Businesses on St. Maarten

ACCOMMODATIONS
Hotels and other types of short-term accommodation
Yachting agents, Marinas & vessels
HOME, AUTO & GENERAL REPAIR
Maintenance and repair of motor vehicles, boats, machinery and equipment
Sales of auto parts
Construction companies
Retailers of building materials, hardware, paints and glass
Rental and leasing of heavy machinery and equipment
Repair of Communication and ICT equipment
FOOD & BEVERAGES
Food & beverage suppliers (wholesale & distributors)
Supermarkets/ Grocery Stores
Bakeries
Restaurants
Roadside vendors
Food distribution by charitable organizations
MEDICAL & PARAMEDICAL SERVICES
Sint Maarten Medical Center
Medical Offices/ Practices
Dental Clinics
Physical Therapy Practices
White & Yellow Cross
Medical Offices/ Practices
Pharmaceutical Suppliers & Pharmacies
Medical Laboratories
Veterinary clinics
EMS & Paramedic Services
Mental Health & Rehab Facilities
Opticians/ Optical Stores
PUBLIC SERVICES
Government, Utilities & Postal Services
Judicial & Legal Services

Independent Governing Agencies (ZBOs)
Non-Gov't Organizations (NGOs)
Media
MEETINGS & EVENTS
Festivals
Weddings & Other celebrations
Conferences
EDUCATIONAL INSTITUTES
Day Care Centers
Early Childhood Development Institutes
Schools
Universities
Training facilities
Library
SOCIAL ACTIVITIES
Walking, Jogging along the roadside
Beach going

FINANCIAL SERVICES
Banks & Lending Agencies
Money Transfer Services
Insurance activities
PERSONAL & PROFESSIONAL SERVICES
Textiles (seamstresses, tailors and shoe repair)
Real Estate Firms
Consulting Services
Accounting Services
Employment Agencies
Funeral Services
Laundromats/ Dry-cleaners
Cleaning Companies & Garbage Collection
Hair salons, Barbershops & Nail Salons
Massage Parlors
Security Services
RECREATIONAL ACTIVITIES
Cinemas, theatres
Bars, Nightclubs & Other dance establishments
Adult Entertainment establishments (e.g. brothels)
Beach & Water Activities (incl. beach vending)
On-land outdoor activities
On-land indoor activities (e.g. game rooms, kids playrooms)
Gambling (Casino & Lottery)
Art galleries and other exhibition halls
Recreational centers
Gyms and other (indoor and outdoor) sports facilities
FREIGHT SERVICES
Shipping & Cargo (incl. FedEx & DHL)
Mailbox Services
PUBLIC TRANSPORTATION SERVICES
Bus service
Taxi Service
Tours & Groups
School Bus Services
RETAIL OF GOODS
Retail of clothing, shoes, jewelry & shoes
Retailers of computers, software and related equipment

Hardware stores & Landscaping
Retail of stationary, books, magazines & newspapers
Pet stores
Natural Health Stores
Car dealers
Furniture Stores
Market Vending
OTHER SERVICES
Suppliers of fuel (diesel & gasoline)
Suppliers of cooking gas
Car Rental Services
Manufacturers & Breweries
RELIGIOUS SERVICES
Churches and other worship establishments <i>(Must adhere to the social distancing rule of 1-2m² pp)</i>

COVID-19 Prevention and Safety Plan

All businesses must prepare a business specific COVID-19 'Prevention and Safety Plan' with measures relevant to the business, based on the specific characteristics of the business.

Businesses that are allowed to re-open, decided to re-open, have re-opened and are found without a proper plan and non-adherence to their own prevention plan and prevention guidelines will be closed until requires adjustments have been made.

COVID-19 'Prevention and Safety Plan'

Here are a number of examples which could be useful to assist employers prepare and implement an effective COVID-19 'Prevention and Safety Plan':

A. **Provide information to clients and staff.**

1. Develop and section that is clearly visible to preview '*house rules*' with clear messages (*do's and don'ts*) for your clients outside and inside the establishment. The sign / message must be translated in multiple languages and most importantly the languages of the majority of your clients that the business caters to. The use of signage is also advised.
2. Train and remind staff to follow the guidelines. Raise awareness about the consequences for noncompliance.
3. Equip staff with the necessary tools to function under the new norms.

B. **Facilitate, organize and monitor social distancing guidelines of two (2) meter for staff, clients and general public, inside and outside of the physical location / establishment of your business.**

1. Place one-way direction movement signs clearly visible on the floor, or other applicable areas.
2. Spacing marks on the floor to maintain two (2) meter distance in queues, inside and outside.
3. Monitor adherence of social distancing (of 2 meters) by staff and clients. Instruct and train staff and guards to ensure that guidelines are adhered at all times.
4. Set a maximum number of clients allowed inside and outside of the establishment/ vehicle/ship/restaurant/hotel lobby/bar.

5. Stimulate staff to work from home as much as possible or when and of possible.
6. Determine a maximum number of staff working at the office. In the case of transport services or educational services, set a maximum number of passengers and students in the class rooms, based on guidelines for social distancing.
7. Hire additional or appoint existing staff and guards to manage and monitor compliance and manage expected crowds.
8. Organize a plan for crowd management. In case of expected waiting queues outside the establishment, provide shade, hand sanitizer and drinking water for clients or customers.
9. Encourage payment by bank card instead of by cash.
10. Place a transparent sheet (e.g. plexiglass) between cashiers and clients.
11. For staff regularly exchanging goods or cash with clients: sanitize hands after every exchange. Encourage staffers to refrain from touching your nose, eyes and mouth by placing signs or reminders or announcements via an intercom system or by introducing company commercials.
12. In case social distancing guidelines (less than 2 meters) cannot be realized or guaranteed at your business due of the nature of the business and the specific work of the staff (e.g. cashiers, drivers, buses, taxis and ferries), please ensure that staffer working within close proximity of clients or co- workers are wearing a faceshield along with face mask.

C. Facilitate and organize proper hand hygiene for clients and staff

1. Place hand sanitizer at the entrance of the building and also in strategic areas of the building (fruit stations etc)
2. Refill or replace the hand sanitizer as often as possible.
3. Ensure that every staff member and every client sanitizes his/her hands when they enter especially when dealing with fresh produces.

D. Prevent staff and clients from entering the building if they have any symptoms

1. Adjust personnel policy and communicate to all staff.
2. Staff (or guards) may monitor clients if they show symptoms.
3. Staff (or guards) are trained to notice and address clients with symptoms in a professional manner.

E. Inform staff and clients that if they have flu-like symptoms they must leave and contact their family doctor immediately

F. Ensure that staff and clients adhere to hygiene etiquette.

1. Openly sneezing, coughing and spitting can cause transmission of the virus. Prevent spreading of germs and illnesses by sneezing/coughing in flexed elbow or in a tissue which is then disposed of in a closed waste bin.
2. Ensure that sufficient waste bins are placed. Waste bins should be emptied on a regular basis.
3. Request clients to leave the building if they do not adhere to the rules.
4. Carry out cautionary or disciplinary action of staff do not adhere to the rules.

G. Sanitize surfaces and items regularly touched by different people.

1. Regularly clean surfaces such as tables, door handles, toilet doors, taps and chairs with for example Lysol or similar products.

H. Evaluate how the changes in the business work are executed after introducing the measures on a regular basis.

I. Adjust your ‘COVID-19 Prevention and Safety Plan’ as you go, if required continuously update to ensure safety of staff and clients

Notice:

- It is recommended that you prepare your ‘COVID-19 Prevention and Safety Plan’¹ in close consultation with your staff and workers to achieve maximum buy in and adherence.
- You are encouraged to regularly consult with your contacts in your network of the similar type of business for consistence in the Prevention & Safety Plans, mutual learning, sharing, further development and growth.

¹ See Annex 1 below: Format of ‘COVID-19 Prevention and Safety Plan’.

COVID-19 PREVENTION AND SAFETY PLAN

Name of Business:

Type of Business:

.....

.....

Reference number of the type of Business (see above):

Address:

Contact Details:

Prepared by: Contact:

Position:

Prepared on date:

Total number of staff/personnel/workers:

Types of clients/customers/guests/passengers/visitors:

Average number of daily visiting customers/clients/guests/passengers:

What do you consider as the main COVID- 19 transmission risks in your business?

1.
2.
3. (add more if required)

What are the organizational, physical and other measures taken to ensure prevention of staff, customers and the general public from contracting and spreading COVID-19?

1.
2.
3.
4.
5. (add more if required)

How will you monitor compliance and adherence to the measures?

1.
2.

Signature: Name: Date:

COVID -19 Guidelines for the Business Community of St. Maarten'

To ensure the safety of employers, staff members, customers and clients, the Government of St. Maarten has introduced mandatory guidelines per industry that must be included in the company's 'COVID-19 Prevention and Safety Plan'.

The guidelines per business category can be found in the 'COVID -19 Guidelines for the Business Community of St. Maarten'.