



General Rules of Operation for Pacific Yacht Charters: May 2020

Specific details are included following this general outline:

The main door is to be left open in good weather.

Stern deck and bow deck doors are also to be left open in good weather.

Hand sanitizer is placed outside the main door and is to be used before entry.

If weather is inclement, hand sanitizer station is placed inside; extra sanitizing required on door handles 4 x per hour. Alternately, the greeter can open the door for guests to remove a touch point for guests.

If holding handrail when using stairs between decks, a sanitizing wipe must be used along the railing by both staff and guests.

One person (guest or staff) on the stairs at a time, no crossing on the stairs please.

Before handling cutlery or glassware (as part of a set up), staff are to wash their hands EVERYTIME. Gloves and a mask are to be worn while glass polishing, shining flatware, or preparing roll ups.

Staff are to wash their hands between tasks to prevent cross-contamination between any surfaces.

Staff are to use the proper directions when walking through the decks (note arrows on the floor plan).



Service:

- Server/bartender taking orders must stand in the walkway area.
- Server must pass food on a tray to allow guests to take their own plates off tray. No linen on the tray.
- One tray is used for each guest table and is to be sanitized between groups at a table.

Bussing:

- Busser is to don a mask and gloves. Guests are to place dishes/glassware etc onto the designated tray. Server goes directly to the Galley and drops tray in Galley on port side.
- Busser must remove gloves and wash hands, dry with paper towels both BEFORE taking their mask on or off.

Dishwashing:

- Dishwasher (who is wearing gloves and a mask) clears bussed tray(s) and sorts dishes/compostables and garbage.
- Dishwasher processes all through high temp dishwasher.
- All dishes and glassware are to be air dried.
- Dishwasher is to remove gloves, wash hands and dry with paper towel, before handling clean dishes to put away.
- Dirty dishes/cutlery must be handled with gloves on.

Sanitizing:

PYC uses Keystone sanitizer. It comes in concentrated form and is to be mixed: 1.5 ml per 1 liter of water per instructions.

It is to be sprayed on surfaces and left for 1 minute. Then wiped away with paper, single use towels.



Who will use masks?

- Dishwasher
- Server/Busser
- Greeter (optional)
- Staff preparing roll ups/polishing glassware/cutlery

The Dishwasher is always to wear a mask while handling both clean and dirty dishware.

The Busser is to wear a mask when clearing tables/glassware and delivering dirty items to the kitchen for processing. The Busser must confirm they are aware of the safe use of putting a mask on or off as they will be doing this several times during a shift.

Proper Use of a Mask:

There are some important steps in putting on and taking off a mask:

- Sanitize your hands prior to starting.
- Make sure mask is secure across the bridge of your nose.
- Do not let the mask touch your clothing.
- Sanitize your hands after putting on the mask.
- Masks are to be laundered after every shift on the highest temperature setting.

Please watch the following video: https://www.youtube.com/watch?v=iGE5eny_9gA

Posters are posted to demonstrate correct mask use.



Table Service:

- Water to be offered on request; poured from a pitcher at the bar into glasses and presented on the tables' assigned tray; guests take glasses off the tray themselves.
- Menu on the table; single use paper for each set of guests. Food is printed on one side, beverages on the other.
- Server opens ticket in Square Register with customer's last name, ordered items input, and saved.
- Server informs chef of the ticket name, and he can look on his iPad at the items ordered.
- Server is not to share their iPad; if it changes hands, it must be wiped down with a sanitizing wipe.
- Bar server brings beverages: bottles are wiped with a sanitizing wipe. And placed on tables' assigned tray.
 - Twist off caps loosened but not removed.
 - Crown caps on beer are popped off (no sharing corkscrews)
 - Soft drinks and bottled water are served unopened for the guest to take care of
 - Bottles are to be handled with linen napkins near the bottom of the bottles.
- Server can pour wine for guests, but it is preferred not.
- If you hold a wine glass, please hold it near the bottom of the stem, or by the foot. DO not touch the lip of the bottle to the glass.
- Appropriate glasses and the beverage are placed on the tables' assigned tray. Guests are presented with the tray and take bottles and glasses from the tray themselves.
- When food is ready to be served, the chef places plated food onto the tables assigned tray. The server carries it to the table, standing in the aisleway, and extends the tray to the guests. Guests take the food off the tray. Roll ups with cutlery are included on the tray for guests to use.
- Server must sanitize hands between handling table trays.
- Clearing a Table:
 - Busser is to wear gloves.
 - The tables' assigned tray is taken to the table, and the guests place the dirty items on the tray.



- The tray is taken directly to the Galley and dropped in the dishwashing area.
- The server discards gloves and wash their hands before returning to the serving area.
- Sanitizing a Table:
 - Once guest have departed, the tabletop, and underside as well as the chair pad and chair backs are to be wiped with soapy water.
 - Tabletop and seat pad and then sprayed with Sanitizer; leave for one minute, and then wipe with single use paper toweling. Please try to polish tabletop with paper towel so it is not streaky.

Handwashing Stations: are located as follows on the yacht

- Main bar
- Sky Bar

On the Sky Deck, the chef and servers will each have a small bucket of soapy water which is to be changed once per hour, or more often if needed. Each station will also have a bottle of hand sanitizer.

Capacities:

We have limited our guest counts as follows:

- Sky Deck: 20 guests/3 staff
- Dining Salon: presently no guest seating/walk through only. Directional arrows indicate pathways.
- Stern Deck: no guest seating; staff person/greeter at social distance.
- Bow Deck: 4 guests/1 staff
- Main Salon:
 - Entrance: 4 guests max (if considered same cell/family group)/1 staff member (greeter/cashier)
 - Main Salon: 4 guests max per seating area, no food/beverage service; Sky Deck or To-Go waiting area only.
- Washrooms: 1 person in either men's or women's washroom at a time.
- Galley: 2 staff max at any one time separated by 2 m, e.g. one at dishwashing station, one at work station by oven, or on stern deck.
- Main Bar: 1 staff
- Sky Bar: 1 staff



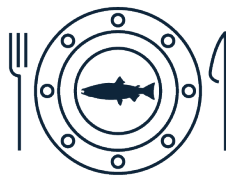
No additional staff are permitted to enter the yacht. An additional greeter/host can be on the dock, on the west side of the gangway to welcome guests, direct them to use sanitizer and welcome guests inside. Greeter directs guests to Sky Deck.

Barriers and Partitions:

A barrier table is placed in front of the cash/greeter station with the contactless payment unit. The barrier table will be sanitized 2x per hour.

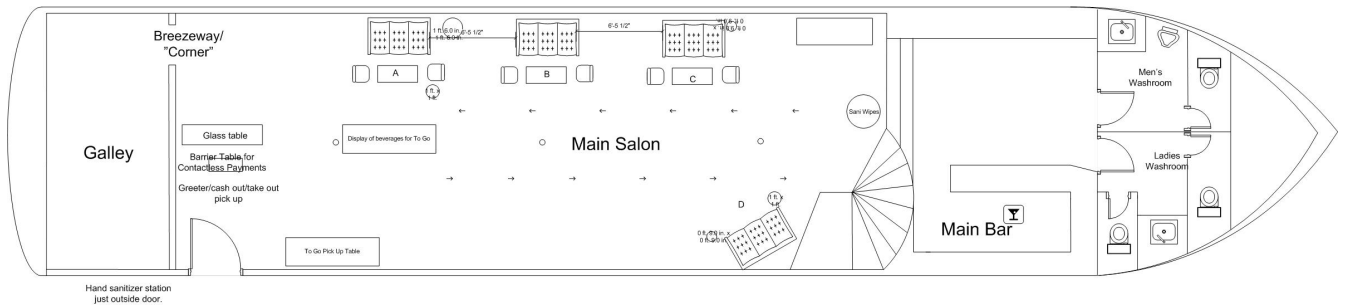
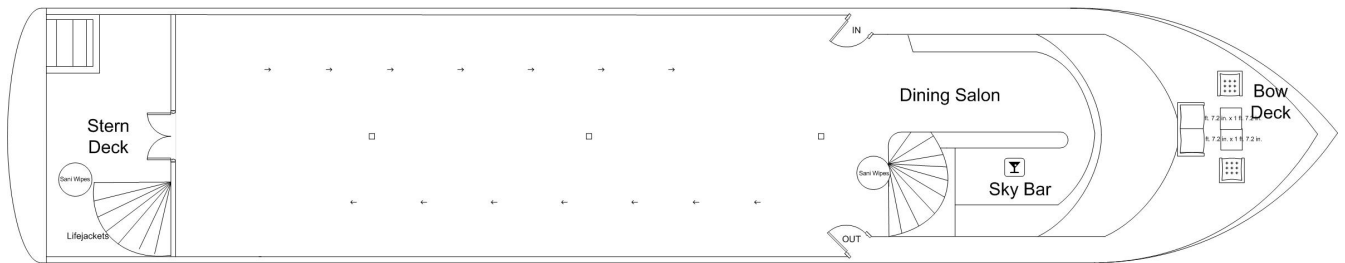
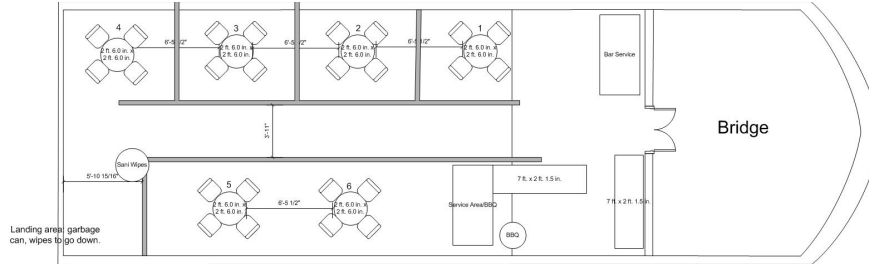
No other physical barriers are in place; guest tables are 2 m apart.

Please review the revised layout of the yacht with the locations of the Sani wipes, positions for tables etc.



PACIFIC

YACHT CHARTERS





Working Off-Site or Remotely:

- All office work is completed remotely.
- All meetings, except those pertaining to pre-shift reviews, are conducted via ZOOM, or other web-based service.
- Pre-shift reviews require only those on shift to participate. Weather dependent, these are to be conducted outside, with 2 m social distancing. Meetings are intended to be short, and cover a review of cleaning, bussing and social distancing of staff and guests.

Staff: Managing When You or a Co-Worker Feels Unwell:

- Report this to your supervisor.
- The staff member who is feeling unwell, must immediately wash their hands and don a mask.
- Your supervisor will ask about your symptoms and take your temperature.
- Supervisor will record your temperature, and symptoms.
- The worker who feels unwell will be sent home and asked to report in the following morning on their condition, and temperature, if they can provide it.
- IF THE WORKER IS HAVING DIFFICULTY BREATHING, CALL 911 IMMEDIATELY.
- All surfaces that the employee may have touched are to be sanitized immediately
- Co-workers will be monitored daily for temperatures on arrival at shift, and for 14 days be asked about any apparent Covid-19 symptoms.



Staff: If an Employee/Co-Worker is Sick:

- Employees are required to give notice that they are unwell and report their symptoms to their supervisor.
- We will review your last date worked and reference those you worked with and advise them, depending on your symptoms, that they are to monitor themselves for the same symptoms.
- You are not allowed to return to work until you are fully recovered.

Staff: Addressing Guest Concerns:

- Listen to the guests concerns.
- Advise them, politely, that you will advise the supervisor.
- Seek out your supervisor, and explain the guests concerns.
- Return to your guest and inform them that you have spoken to your supervisor and they will review and come speak to the guest.
- Supervisor will review the situation with staff, and then speak to the guest.
- If the guest prefers to leave, they are welcome to depart. We are doing our best with the information we have to cover all situations; thank you for bringing this to our attention.
- If the guest is satisfied with clarification or remedy, they are welcome to stay. Please comp a glass of wine or beverage on their bill.