



MINISTERIO  
DE TRANSPORTES, MOVILIDAD  
Y AGENDA URBANA

**PREVENTION RECOMMENDATIONS TO BE IMPLEMENTED IN  
MARITIME PASSENGER STATIONS AND ON BOARD SHIPS  
FOR THE REOPENING OF PASSENGERS TRAFFIC<sup>i</sup>**



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## **PREVENTION RECOMMENDATIONS TO BE IMPLEMENTED IN MARITIME PASSENGER STATIONS AND ON BOARD SHIPS FOR THE REOPENING OF PASSENGER TRAFFIC**

### **1. PREAMBLE**

In view of a possible opening up of the current state of confinement, and taking into account the consequential increase in the number of passengers on board ships to avoid possible contagion of COVID-19, it is essential to draw up a guide with recommendations. The guide is intended to minimise the risk of infections both for the passengers, the ship's crew and the land-based personnel involved in passenger services, while also helping to restore the passenger's confidence in maritime transport and transmitting it on the basis of tangible guarantees.

### **2. OBJECTIVE**

The objective of this document is to present a series of recommendations as guidance to facilitate the adoption of preventive measures that ships and port facilities should develop to effectively and safely manage the de-escalation of the alarm state and the new normality. These measures are intended to protect passengers, land-based personnel in contact with the passengers and crew members, while generating an environment of confidence in maritime transport of passengers.

The implementation of these recommendations will be specific to each ship, port and maritime station according to its physical and organisational characteristics, type and quantity of traffic and other factors which may influence the application of the measures foreseen in this document.

### **3. TICKET PURCHASE PROCESS AND BOARDING CARD MANAGEMENT**

- Digital travel management should be promoted to reduce the average amount of time passengers are physically present in maritime stations as much as possible. Means to manage in advance and telematically should be made available to as many of the processes as possible, such as ticket purchase, issuance of boarding pass, closure of open-date tickets, organisation of the passenger's arrival at the maritime station, boarding and access to the designated place of the ship for travel, seats, cabins among others, to reduce the maximum amount of formalities to be carried out in the terminal and avoiding unnecessary gathering.



In spite of what was aforementioned, the following objectives should be highlighted:

- In addition to the purchase of tickets online and the issuing of boarding cards on an electronic platform, the implementation of measures aimed at reducing contact between terminal personnel and passengers or the contact of passengers with objects will be encouraged. Examples of these measures include, but are not limited to: telematic payment, as well as payment terminals or portable scanners for the identification of documents, vehicles, luggage, pets or any other type to be used in the terminal or on board ships.
  - In cases where passengers purchase tickets in person, social distancing measures in queues at the sales counters should be reinforced.
  - Shipping companies and/or maritime stations will include on the home page of their websites a link to relevant information for passengers and drivers of goods trucks or buses. When the ticket is purchased or the boarding card is issued, a contact telephone number and e-mail address must be obtained from the passenger and drivers of the goods trucks or buses so that they can be made available to the shipping companies. Therefore, in the event of changes in the health situation before, during or after the journey, or if a health incident occurs that requires them to be located, contact can be easily carried out, and used to send informative messages about the journey.
  - Means of information and awareness-raising should be included in the journey in several languages so as to encourage respect at all times for health measures aimed at preventing the spread and infiltration of the virus and, in particular, at preventing the journey from taking place in the event of symptoms.
- Cabin tickets shall be sold exclusively for complete cabins or one cabin for each vehicle, avoiding the sale of loose beds, excluding drivers of transport elements subject to the cargo charge, provided that protective measures are taken to ensure distance and isolation of the occupants. The members of the same family or persons who habitually live together shall not have to respect this measure of separation between them, and may travel together in cabins.
  - During the process of purchasing tickets, both online and in person, buyers will be informed of the measures taken to ensure health safety, for their knowledge and compliance during boarding, disembarking and journey of the ship. They will also be provided with sufficient instructions and information to carry them out correctly, if possible in digital form.



- Adaptation of existing specific procedures for the care of disabled persons and/or persons with reduced mobility. Lifts shall be limited in capacity according to their size, with priority given to the use of lifts by disabled persons and/or persons with reduced mobility, which shall be clearly indicated at access points and inside the lift.

#### **4. PROCESS OF EMBARKATION/DISEMBARKATION**

##### **I. MEASURES TO BE IMPLEMENTED IN MARITIME PASSENGER STATIONS UNDER THE TRANSPORT AND CRUISE REGIME**

- The measures detailed in this section are aimed indiscriminately at the Port Authorities, port facility managers, facility concessionaires, passenger service licensees, commercial service providers, shipping companies, land-based personnel and the passengers themselves, with each party being responsible for their implementation and compliance through the corresponding Prevention Plans and the Coordination of Business Activities.
- The safe management of port facilities where activities related to passenger transport are carried out implies, first of all, the conditioning of the infrastructure, to enforce safety distancing measures between people and to reduce the physical contact of people with the environment as much as possible. These principles must be clearly conveyed to passengers and terminal staff by means of public address systems (short, regular and easily understood messages) and signage (information signs, installation of screens with information videos, distribution of up-to-date information by electronic means, floor markings, routing and separating fences for passenger and vehicle flows, signs indicating restricted access areas, or any other means to the same end). All information must be provided in Spanish, English and other languages depending on the predominant nationality of the passenger. All this is in accordance with the different phases of de-escalation and the new normality.
- Spaces will be made available, suitable for the delivery and/or sale of prevention material (masks, gloves, hydroalcoholic gel, disposable handle covers, disposable trolley handles, etc.).
- There must be a protocol for the attention of passengers with symptoms compatible with COVID-19 in the maritime stations of the Port, to be defined between the Port Authority and the Health Authority in the port. This protocol must be included in the Self-Protection Plan of the maritime station. It shall be guaranteed that the terminal staff knows said protocol.



- Adequate ventilation shall be guaranteed in any room to ensure that the maximum level of air renewal is achieved and that the circuits are kept clean at all times.
- The need to maintain social distancing requires constant supervision by land staff, in order to avoid occasional crowding in any area of the port terminals.
- It is necessary to ensure social distancing measures, in accordance with the different phases of de-escalation and new normality, by means of appropriate procedures during access to the ship both from the boarding gangway and from the holds and the transit to the decks. Whenever possible, visual tapes or markings will be used to define safety distances.
- Basic training should be given to land staff on current regulations and recommendations for the prevention of COVID-19 infections, the proper use of personal protective equipment, and how to convey instructions to passengers in an understandable and respectful manner, with patience and clarity.
- Hygiene, cleaning and disinfection measures should be reinforced in all port facilities. Particular attention should be paid to the availability of soap and paper towels and/or automatic dryers in toilets and water-alcohol gel dispensers (all with automatic activation to prevent contact) should be installed in the most appropriate places in the terminal. Sufficient waste bins shall be installed for the safe disposal of protective material by port workers and passengers, with lids and preferably with non-hand operated systems. Disinfection protocols should in any case follow the indications expressed in the following section.
- Measures may be taken for the sanitisation and disinfection of checked-in baggage at the port facilities prior to their boarding and/or before their delivery to passengers after the ship's arrival in port.
- Catering facilities in service must comply with the standards imposed by the competent administration, in addition to the recommendations in this Guide, in accordance with requirements to be determined at all times.
- In general, for terminal staff, the necessary measures shall be taken to comply with the Ministry of Health's 'Guide to Good Practice in the Workplace', as well as any updates and special features that may be applicable at any given time.



- Land staff will wear personal protective clothing in accordance with the occupational risk prevention plans of the companies involved.
- Security measures should be implemented at the front-office posts (cabins, bulkheads or similar) and cleaning and disinfection of these posts should be intensified before and after each operation of the ship. The minimum safety distance should also be identified, with a view to maintaining social distancing.
- With regard to the use of vehicles, shuttles and mobile machinery, both by terminal workers and passengers, including cruise passengers, the necessary measures will be followed in terms of cleaning and disinfecting them, as well as the maximum number of people per vehicle and distribution required to ensure the safety of the occupants.
- In every possible case, land-based personnel operating in maritime passenger stations under a transport and cruise regime should carry out their tasks in closed groups or work brigades in order to reduce the risk of COVID-19 infection, facilitate the traceability of contagion if it occurs, and ensure continuity in the provision of services.

## **II. INDICATIONS AFFECTING PREVENTION MEASURES IN MARITIME PASSENGER TRANSPORT AND CRUISE STATIONS**

- The implementation of the measures set out in the previous section shall be subject to the updating of rules and instructions that may be issued at any time by the competent authorities.
- In the case of using disinfection protocols based on the use of means such as ultraviolet light, fogging or spraying with biocides, ozonation or other means, these must have the certifications or approvals required by the competent authorities, and their use must comply with the standards and recommendations issued by the Ministry of Health, as well as the manufacturer's instructions. The products used in reinforced disinfection tasks (biocides and other disinfectants), must be included in the list of products permitted by the Ministry of Health and must be used in the manner warranted in each case. Companies carrying out these tasks must be duly authorised by the corresponding Autonomous Community.



- The digitalisation of all the procedures and formalities that workers and passengers have to carry out in maritime stations should be promoted, reducing the use of paper to the essential minimum.
- In order to guarantee social distancing measures, it will be possible to implement flow organisation measures for embarkation and disembarkation at the terminal (such as the staggered arrival of passengers, capacity control at the port facilities, the possible need for additional areas, etc.).
- It is recommended that a coordination commission be established in each port or port authority, with regular meetings, comprised of the port authority, health authority, harbour master, concessionaires, authorised persons, licensees, consignees and shipowners for the implementation of the measures to be adopted at each moment, in accordance with the instructions established by the competent authorities. It is also recommended that in the case of regular lines, the Port Authorities of origin and destination of the maritime line establish a coordination protocol for this line, taking into account its particularities, including the terminals and shipowners involved. This coordination will also be established when the origin or destination of the line is a port of another country.
- The specific procedures for the care of disabled persons and/or persons with reduced mobility shall be adapted.

## **5. ON BOARD THE SHIP**

- Each ship must have a contingency plan for the management and handling of possible cases of COVID-19 duly adapted to the peculiarities of the ship. This plan should address all aspects of the disease in accordance with the recommendations of the health authorities, including notification of suspected cases to the competent authority in the port, on-board case management, contact identification, and repatriation, isolation and quarantine procedures ashore.
- In order to guarantee the social distancing measures in force at any given time, it may be recommended that the movement of passengers be limited once they are on board, and that measures be implemented to control the capacity of common areas such as toilets, corridors, lifts, exterior decks and catering areas (if these are permitted).
- Visible information will be provided with the measures implemented and warnings will be issued through the loudspeaker in Spanish and English, as well as other languages that may be provided depending on the predominant nationality of the passenger.



- At points where queues are likely to occur, measures must be taken to ensure a minimum safety distance, by means of clearly visible fixed signs warning of the measures in different languages, such as floor markings, to ensure compliance with social distancing measures.
- Protective measures should be implemented at the on-site care stations and cleaning and disinfection of these should be intensified.
- Hygiene and cleaning measures should be intensified in all common areas, especially those of the hospitality and catering, reducing the contact of utensils intended for passage by the crew, prioritizing the use of utensils that come in packaging as much as possible.
- The installation of hand hygiene stations in all cabins should be assessed, as well as in the vicinity of possible contamination points by contact, such as access doors to the hold or decks by manual control, lifts, access to common areas, toilets, dining rooms, etc., accompanied by signs for the correct use from a health perspective.
- Minimize the use of interchangeable physical documentation between passenger and crew as much as possible.
- Information on the preventive hygiene measures should be carried out in each cabin to the awareness of the passengers on board.
- Adequacy of the implementation of emergency exercises on board to ensure the maintenance of social distance can be informed through digital media, video, indications by the crew or public address.
- Specific procedures for the care of disabled persons and/or persons with reduced mobility shall be adapted.
- Attention should also be paid to implementing hygiene and reinforced disinfection measures in the supply and provisioning operations of passenger ships.
- Where the presence of passengers or crew members with symptoms compatible with COVID-19 is detected, special attention should be paid to the delivery of waste generated by these passengers or crew members, implementing hygiene and reinforced disinfection measures in them.



## 6. MEASURES OF GENERAL PRACTICE ON BOARD THE SHIP

- Creation of specific procedures in the Company's Management System that include the measures foreseen in this guide, as well as among others those oriented to:
  - The possible minimization of grounding by the crew once the ship is berthed.
  - Minimising the necessary contact with land-based personnel for the ship's operations.
  - Acquisition of behavioural habits, crew segregation, information, isolation, prevention and detection of infection.
  - Possible assessment of establishing relief systems that take into account the creation of "closed" crew groups, taking into account good practices such as not changing the captain and chief engineer together with the respective first officers.
  - Guidance on cleaning the ship's living areas for the crew, as well as access to garages.
  - Protocolization of the management of possible COVID19 infections, their contacts on board, and conflict management.

## 7. DOCUMENTATION AND CERTIFICATION REFERENCE

This guide, as well as the recommendations and instructions issued by other administrations or competent bodies, shall be considered by the shipping companies and the port facilities when drawing up their measures.

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<sup>i</sup> In case of discrepancy, the Spanish original version shall prevail ([http://www.puertos.es/es-  
es/Documents/GUIA%20REAPERTURA%20TRAFICO%20MARITIMO%20PASAJEROS\\_rev.1.6.pdf](http://www.puertos.es/es-<br/>es/Documents/GUIA%20REAPERTURA%20TRAFICO%20MARITIMO%20PASAJEROS_rev.1.6.pdf))