

To Whom It May Concern,

The following is the Balboa Island Ferry's preventative response plan for operating during the COVID19 Pandemic, our emergency plan for a confirmed case of COVID19 in the workplace, dealing with potentially exposed employees, and maintaining continuity of operations. All procedures and plans have been prepared under the guidance of the CDC. If there is anything in the prepared plan that is not clear, or if additional information is required, please don't hesitate to reach out at any time.

Regards,

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Balboa Island Ferry COVID19 Emergency Plan

Part 1: Prevention

Part 2: Response

Part 3: Continuity Of Service

Balboa Island Ferry COVID19 Prevention Plan

Before reporting to work

- Employees are not to report to work if they are sick
- Employees are to take their temperature before leaving for work.
 - If an employee has a temperature of 100.4 or higher, they are to stay home and contact the Operations Manager.
- Employees are to make sure they have a clean, cloth mask. All employees have been issued masks by the Balboa Island Ferry. Each mask is designed to hold a filter if the employee would like to use one. Each mask is included with detailed instructions on how to use their mask properly, insert a filter, and how to clean their mask. Two filters are included with each mask.

Arriving at work

- Employees will don their mask
- Employees will take their temperature prior to clocking in
 - If an employee has a temperature of 100.4 or higher, they are to stay home and contact the Operations Manager.
- Employees will log that they have checked their temperature and indicate if their temperature was elevated.
 - The Operations Manager will check the log to ensure compliance
 - Failure for an employee to take their temperature and/or log it will be treated like any other failure to follow company policy and will be followed up with a warning, then a formal written warning, followed by disciplinary action up to and including termination.
- Deckhands will don gloves and take an extra pair with them if the pair they are wearing loses integrity. Captains may wear gloves if they choose, if the captain collects money during their shift, they must wear gloves during that time.
- While preparing for their shift all employees are to practice social distancing

During Work

- During a shift, employees are expected to be “glove smart” by:
 - Not touching their face while wearing gloves
 - Not eating during a shift period, but especially while wearing gloves
 - Removing gloves and disposing of them before entering the break room or shop
- Employees not wearing gloves will frequently use hand sanitizer
- Captain and Deckhand will coordinate together to sanitize the vessel based on the schedule placed on the boat.

- The Operations Manager will perform sanitation spot checks to ensure compliance
- If there is an issue that prevents following the sanitation schedule, the Operations Manager will find a way to adapt things to maintain continuity of the sanitation schedule.
- Failure for employees to follow the sanitation schedule will be treated like any other failure to follow company policy and will be followed up with a warning, then a formal written warning, followed by disciplinary action up to and including termination.
- Deckhands are to keep out of the wheelhouse as much as possible to maintain social distancing with the captain.
- Signage and markers have been placed on the docks instructing passengers to space themselves out by 6 feet while waiting for the ferry, and that social distancing will be taking place on the ferry as well.
- To encourage passenger social distancing we have augmented our loading procedure. Once the captain has finished loading the cars they will assist the deckhand with passenger loading, stopping each group, asking for the group size, and assigning them an area that keeps them roughly six feet away from another party
 - During times of high pedestrian traffic the Operations Manager or the Assistant Operations Manager will help with the loading of the boats.

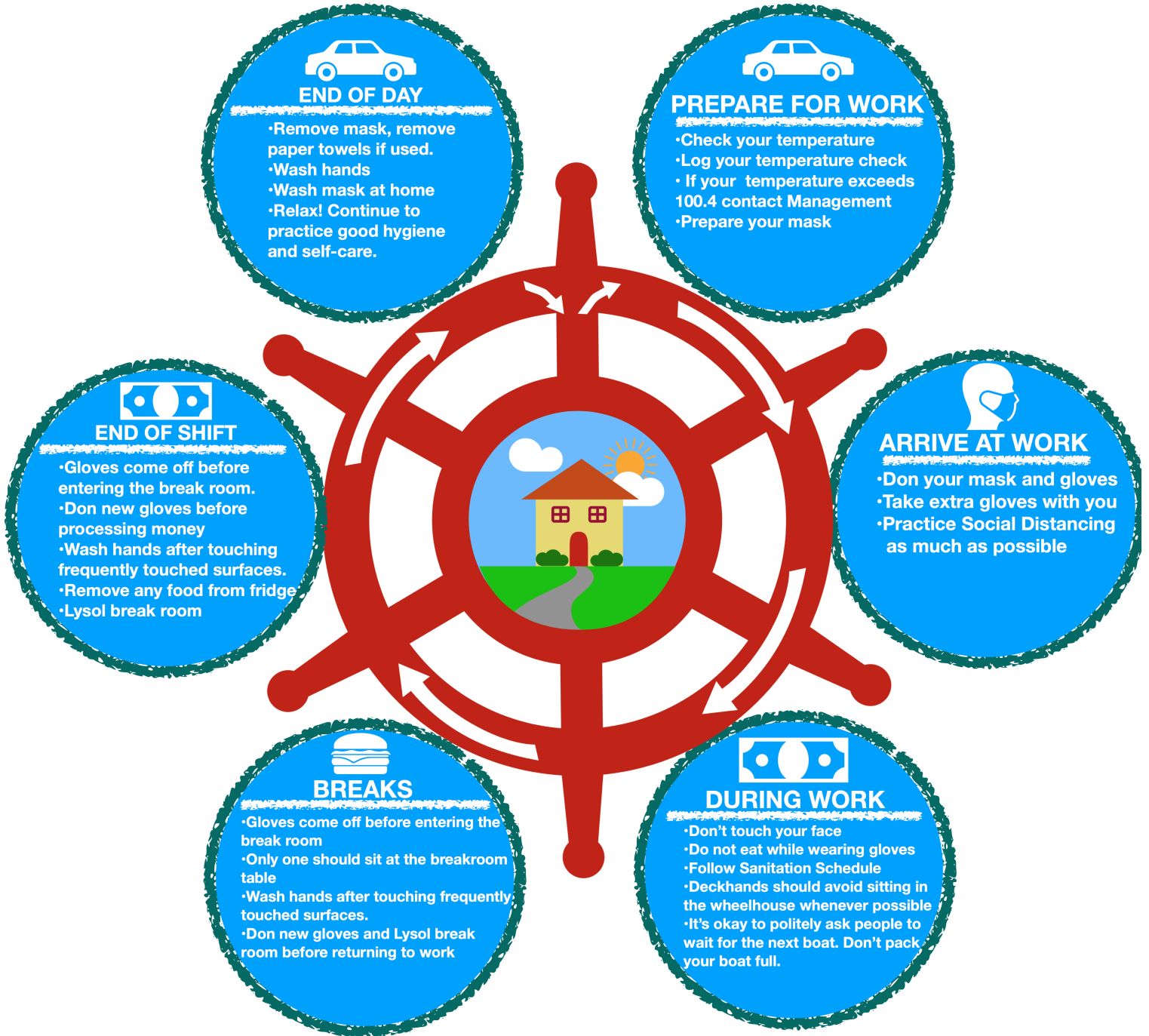
Breaks

- Before entering the break room, any employee wearing gloves will remove them and place them in an outdoor trashcan.
- Employees should wash their hands frequently, especially after contact with frequently used surfaces.
 - Posters encouraging hand washing have been placed throughout the business
 - Alcohol-Gel Hand sanitizer has been placed throughout the business and placed on all the boats.
- For social distancing purposes, employees should not both sit at the break room table. A separate table has been set up in the shop to accommodate crews on break.
- When leaving the break room employees will use Lysol spray on the rooms frequently touched surfaces.
- Deckhands should don a new pair of gloves before returning to work.
- Emphasis has been placed on maintaining a clean break room for the sake of everyone's health and safety.
 - Employees are to use the provided refrigerator only during the day of their shift. Items are not to be left overnight.
 - The Operations Manager will clean out the fridge every Monday to ensure there is no build up of old food items.
- The Operations Manager will periodically clean and sanitize the break room.

End of shift

- Employees wearing gloves will remove them prior to entering the break room.
- Deckhands and Captains who have money to process will don a new pair of gloves prior to handling it.
- Employees will remove food from the refrigerator and any personal items from the break room.
- Employees will spray the break room with lysol at the end of their shift
- After leaving the workplace, employees may remove their mask and dispose of the filter if they used one.
 - All used masks must be clean before reusing them in the workplace. Additional masks have been made available to employees with multiple shifts.

CYCLE OF SAFETY



Home is located in the middle of the Cycle, because it is the most important part. The main reason for all these precautionary measures is to not only to protect our passengers, but to get you home safe and healthy. It is important to continue good hygiene and self-care at home to ensure you remain well rested with a strong immune system. Know that you are important, that you matter, and if you are struggling right now and need help that's okay. Management is here to support you if and when you need resources. If you're not comfortable reaching out to management, the Orange County NAMI Line is available to provide emotional support and resources at 714-991-6412

Cycle Of Safety

- All of the mentioned protocols have been outlined in the distributed “Cycle Of Safety” poster that has been made available in the workplace.
- The Cycle Of Safety also puts an emphasis on self-care and mental health, and includes contact information for any employees struggling in quarantine.

Updates

- The Operations Manager will stay updated on changing laws and mandates and update the crew of any new requirements via text message as soon as possible.

Administrative Adjustments

- All traffic in and out of the office has been limited to the Company President, the Operations Manager, the Office Manager, and the Maintenance Manager.
- Everyone in the office will wear a mask.
- Anyone processing currency will wear gloves

Confirmed Cases and Potential Exposure

Employees who become sick outside of the workplace

- Employees not feeling well will not report to work.
- If an employee who has stayed away from work due to illness is confirmed to have COVID19, anyone who may have been potentially exposed to the employee, as early as 2 days before the employee has symptoms, will be contacted and follow protocol from the CDC for an exposed Critical Infrastructure employee.
- If the confirmation of the employee is within 48 hours of them being in the workplace, all areas that the individual had contact with will be thoroughly cleaned and sanitized.

Employees who become sick in the workplace

- If an employee starts feeling unwell in the workplace they are to contact the Operations manager or the Assistant Operations Manager.
- They will be immediately separated from their coworkers and passengers and sent home on their own if they are well enough to get home on their own.
- If they are not well enough, transportation will be arranged for them.
- Until an employee has been tested and received positive or negative results, the situation will be treated as if the employee has a confirmed case of COVID19.
- Any employee that may have been exposed to the sick individual will be contacted and will be instructed to follow the CDC protocol for a critical infrastructure employee who has been potentially exposed to COVID19.
- Any areas the employee has interacted with will be cordoned off for cleaning and sanitation. Any ferry they were working on will be taken out of service for cleaning and sanitation.

Return to Work

- Employees showing symptoms who have been confirmed as having COVID19 may return to the workplace 10 after symptoms first appeared, if their symptoms have improved, and they have not had a fever (without the use of fever reducing medications) for the last 72 hours.

- Employees without symptoms who have been confirmed as having COVID19 may return to work only if 10 days have past since the date of the first positive COVID19 test.

Continuity Of Operations Emergency Plan

It is possible that if multiple employees were confirmed or were suspected as confirmed, the regular operating schedule of the ferry could be impacted. As the Balboa Island Ferry is a transportation service and considered Critical Infrastructure, it is important that we maintain a continuity of service of at least one boat during our normal operating hours of 6:30am until 12am. The following plan has been put in place should staffing become an issue due to COVID19.

Phase I

In Phase I of our emergency plan, part-time employees would be called in to fill shifts. Full-time employees would receive authorization for overtime as long as the additional work would be compliant with all labor laws and compliant with the USCG. The Operations Manager and Assistant Operations Manager will also cover empty shifts until employees can return to work.

Phase II

Phase II involves the same steps of as Phase I with the addition of reducing the number of boats running. If the emergency plan is initiated during the summer season, we would reduce the number of boats running per day from 3 to 2. If it was the off season we would reduce a 2 boat day to 1 boat with a second boat entering service for only a short period during our busiest time. This will no doubt lead to longer wait times, and a continual emphasis will be put on social distancing. If the staffing issue is Captain related, extra deckhands may be brought in to assist with crowd control on the docks if needed.

Phase III

Phase III involves the same steps in Phase I and Phase II with the addition of further reduction of boats put into service. In the summer we will go down to one boat with a second boat being put into service for a brief time during our busiest time of day, and in the off season service would be reduced to one boat for the entire day.

COVID19 Workplace AntiViolence Plan

In the event that it is determined that the ferry needs to enforce any mask mandates/laws for its passengers, Balboa Island Ferry employees will do this in a polite and professional manor with a focus on non-escalation.

The Balboa Island Ferry will of course waive any mask requirement for small children under 2 years of age and anyone with an underlying health condition that would make them not able to wear a mask. If a passenger not in the above category refuses to wear a mask after a polite reminder, we will not prevent them from boarding. The goal will shift to getting them across and off the boat as quickly and safely as possible.

If other passengers complain, please help them find a socially distant solution for their crossing, or let them know another ferry will be in right away if they'd be more comfortable waiting. If needed, you can mention that you are following the guidelines of you COVID19 Workplace AntiViolence Plan. Any further questions can be directed to management by giving them a business card.

As is the policy already, anytime there is a situation with a customer who is behaving in a dangerous manner, or a manner that may become dangerous, employees should call 911 and/or Newport Beach Harbor Patrol on VHF channel 16