

Bottom Station Cable Car – Procedures for the Prevention and Control of Infection (Corona Virus)

Physical prevention measures

- Staff must continue to remind people to maintain the maximum possible distance between themselves and others whilst within the premises, especially whilst queuing. Sticker signs have been placed on the floor to remind our guests of the social distancing measures that **must** be adopted whilst queuing. Staff must continuously observe and manage the queues and ask people to keep their distance.
- Contactless payment whenever possible
- Automatic door opening or doors kept open whenever possible
- Plastic shields (perspex material) are installed strategically around counters and tills to provide a physical separation between employees and customers.
- All staff have been provided with latex gloves. They are required to wear these when cleaning or when handling money and/or tickets. If anyone is allergic to this material, they must communicate this to their Line Manager and an alternative will be provided.
- *The Port Authority are following strict guidelines and any cruise liner that docks will have cleared their security and health checks. In light of this, the risk from any disembarking passengers should be minimal. Cruise liners with any suspected cases of Covid-19 will not be allowed in Port. Similarly, people coming into Gibraltar via the airport will also have gone through temperature checks before boarding the plane and at the Gibraltar Airport on entrance to Gibraltar. Nevertheless, there will also be some clients that are coming through the border and locals that may not have undergone these checks.*

Hygienic prevention measures

- All employees **MUST** adhere to the highest standards of personal hygiene. Employees must be reminded by Supervisors/Managers to avoid touching their eyes, mouth and nose and avoid touching other people. All staff must attempt to maintain at least 1-meter distance between themselves and others.
- All employees on the premises must practice social distancing from each other and from our customers.
- All staff will be provided and must wear the company branded face mask and/or the face shield within enclosed areas (e.g. cable car) or where social distancing measures are not possible.
- Enclosed areas will be ventilated as far as is reasonably practicable (windows are to be kept open at all times on the cable cars and throughout the premises, where possible).
- All customers are obliged to wear face masks whilst on the cable car and should be encouraged to use them whilst queuing within the premises. Should a customer not have a face mask they will be able to purchase one at the ticket office.
- Both automatic and manual hand sanitiser dispensers have been installed at the entrances and throughout all Company premises. There will also be a free-standing automatic dispenser placed near the entrance to the carriage.

Hand sanitiser is also available on all buses and contracted taxis etc. providing a service to our customers who will be taking them to the cable car. NOTE: All drivers and guides must also have hand disinfection sanitisers on them whilst working. These must be used at regular intervals throughout the duration of the tour. All guests will be encouraged to use the sanitiser to clean their hands.

- Cleaning schedules have now been maximised - Specific disinfection and cleaning protocols and plans have been adapted to the needs and characteristics of the service (Specific to each Department).

The premises has been deep cleaned and disinfected by our cleaning staff. This includes all surfaces, touch points, walls, doors, cupboards, kitchens (including fridges, microwaves etc.). It is important that we all maintain this level of cleanliness within the premises and office. We must clean up after ourselves and please keep your desks/workstations/work areas free from clutter to better assist our cleaners.

Cable car staff are provided with the appropriate cleaning materials and the Cable Car Cleaning Procedures have been maximised. Cleaning will be monitored by the Manager and Supervisors. The cable car must be sanitised and disinfected by staff hourly and this will be recorded in the cleaning schedule file.

- Additional corona virus awareness and hand washing posters encouraging staff and our guests to clean their hands will be distributed and displayed around all MH Bland premises.
- Staff/guest bathrooms are well supplied with soaps and hand sanitisers and cleaned regularly. However, please advise the Line Manager should these need refilling. Please use the disposable hand towels provided to dry your hands rather than the hand dryers.

Information and communication measures

- All users are always to be reminded by staff to have due regard for others; especially within confined areas. People must be reminded to clean and sanitise their hands and sneeze into a tissue.
- Covid-19 safety awareness audio message will be provided on the Company cable car and within the cable car ticket office waiting area.
- Covid-19 (Prevent the Spread) Signage will be installed strategically around all Company premises and on the cable cars (sanitise and wash hands, signs indicating safety distance measures, signs placed on floor marking out safety distance measures that must be observed whilst queuing.)
- Marketing will be used to communicate all safety measures adopted. Social media channels will also be used to relay the messages and build confidence in our secure services.
- MH Bland Company Covid-19 protocols for the prevention and control of infections are read, understood, and signed off in acknowledgement by all Company staff.

Control room, Kitchens & Communal Areas

- Please do NOT congregate in the control room, kitchens and/or within communal areas and try to maintain the social distancing rule between yourself and others.
- There should only be 1 person in the kitchen at any time and a maximum of 2 people within the control room.

- Given the exceptional circumstances, employees must eat lunch away from the general public. They will have the option to prepare and eat their lunch at the Top Station premises.
- All kitchen appliances (fridge, microwave, kettle, coffee machine, toaster) can all be used as normal; however, it is important that we all wash our hands before and after handling communal equipment. You may also use of the hand sanitisers provided. Any food placed into the microwave is to be completely covered.
- The fridge can be used for storing your own food - any food brought into the office will need to be completely prepared and brought in within in a sealed container.
- All cups, dishes and cutlery must be placed within the dishwasher for deep cleaning. None of these are to be left around the office, kitchen or within the sink.
- Until further notice, please avoid bringing in cake, biscuits or any foods to share in order to avoid cross contamination.

Extra Precautions

- Business travel continues to be prohibited for all employees. If business travel is absolutely necessary, this must be approved by Senior Management in line with current HMGoG/GHA advice and Government controls and advice provided within the Country being visited (e.g. Spain - Ministerio de Sanidad) and it must be reported to the HR Department.

In All Cases

- If employees feel unwell with a new on-going chesty cough, fever or difficulty breathing the individual must notify their Line Manager and this individual must **CALL** their local helpline (**Gibraltar CALL 111**)
- Managers should be vigilant for staff who may be unwell.
- The helpline will then confirm the latest testing arrangements and self-isolating requirements. An employee with the above symptoms may be asked to go home by their Line Manager as a precautionary measure, until they have been tested.
- Should any employee test positive for the virus, they must self-isolate and follow GHA and HMGoG advice. The individual would need to test negative before they are allowed to come back to work.
- If an employee is made to self-isolate they must discuss this with their Manager and if possible provisions to facilitate working from home will be looked into.
- If you have come into close contact with a co-worker who has tested positive for corona virus the HMGoG Contact Tracing team will get in contact with you for testing. Your Line Manager will also be able to advise you on any further controls or precautionary measures that may be required.
- Please contact your Line Manager, HSSEQ Manager or the HR Department if you have any doubts or concerns regarding these protocols.

Mons Calpe Suite and Top Station – Procedures for the Prevention and Control of Infection (Corona Virus)

Physical prevention measures

- Perspex materials installed strategically around counters, bars, tills and between customers at the Mons Calpe Suite Restaurant and the Top Station Cafeteria to provide physical separation between people. This will prevent the exposure of our staff to customers whilst providing a service.
- Partition of restaurant tables with Perspex material to create a physical separation between restaurant tables (available on request)
- Mons Calpe Suite restaurant and Cable Car Top Station cafeteria will be catering for 50% capacity to guarantee the safety distance between users. There will also only be a maximum of 6 people on each table.
- Limitation of the maximum capacity on cable car whenever possible.
- All staff have been provided and must wear the company branded face mask and/or the face shield where social distancing measures cannot be achieved.
- Staff must continue to remind people to maintain the maximum possible distance between themselves and whilst within the premises, especially whilst queuing. Sticker markers have been placed on the floor to remind our guests of the social distancing measures that must be adopted whilst queuing at tills and at the toilets.
- Contactless payments are encouraged and are to be carried out whenever possible
- Automatic door opening or doors kept open whenever possible
- All cleaning staff have been provided with latex gloves - If anyone is allergic to this material, they must communicate this to their Line Manager and an alternative will be provided.

SUPPLIER DELIVERIES

Supplier deliveries will need to be preorganised with each supplier. A day and time will be arranged with each supplier to avoid having different suppliers arrive at the same time. For example:

- Monday & Friday at 9:00 – Saccone & Speed
- Tuesday & Thursday at 9:00 – Anglohispano
- Wednesday at 9:00 – Stagnetto

We will be using one designated space at the top station access to receive all the deliveries. This way our staff can clean the products before we store them.

Hygienic prevention measures

- Two-stage clean and disinfect practices must be undertaken prior to reopening and throughout the day to day operations using chemicals suitable for food contact surfaces (in accordance with manufacturer's instructions). This should be done at regular intervals throughout the day and before opening and closing.
- Cleaning of toilets will be maximised and carried out regularly.

- All Mons Calpe Suite Restaurant and Top Station cafeteria staff will undergo temperature checks on arrival to the top station. Anyone with a high temperature will not be allowed to work and will be sent home.
- All users are obliged to use face masks whilst on the cable car on their way up to our top station.
- Enclosed areas will be ventilated as far as is reasonably practicable (some windows and doors will be kept open for ventilation.)
- Both automatic and manual hand sanitiser dispensers have been installed at the entrances and throughout all Company premises. Small hydroalcoholic gel dispensers will also be provided on the restaurant and cafeteria tables.
- Hand sanitiser must also be available on all contracted buses, taxis etc. providing a service to our customers. NOTE: All drivers and tour guides should have hand disinfection sanitisers on them whilst working. These must be used at regular intervals throughout the duration of the tour. All guests will be asked to use the sanitiser to clean their hands before boarding the bus.
- Cleaning schedules will be maximised - Specific disinfection and cleaning protocols / plans adapted to the needs and characteristics of the service.
- Staff member who cleans cutlery, cups and plates must wear the latex gloves and face masks and/or face shield provided. He/she must ensure that his/her hands are washed at regular intervals and before leaving the kitchen.

Food hygiene measures

- Check that all out of date food has been removed from the premises.
- All staff must wear face masks and/or face shields provided, especially when handling food. All chefs must wear face shields in the kitchen.
- Hands must be washed and disinfected at regular intervals and every time the chefs/food handlers leave and return to the kitchen.

Contact Tracing Government Requirement

- Full contact details of each Mons Calpe Suite Restaurant customer will be recorded at the time of booking (i.e. Full name and phone number) and all records will be kept for 10 days. The data will be inputted into the computer system to avoid papers being misplaced.

Information and communication measures

- All users are always to be reminded by staff to have due regard for others; especially within confined areas – buses, vessels, cable car, establishments. People must be reminded to clean and sanitise their hands and sneeze into a tissue.
- Covid-19 safety awareness audio message will be provided on the Company cable car and within the cable car ticket office waiting area.
- Covid-19 (Prevent the Spread) Signage will be installed strategically around all Company premises and on all Company buses (sanitise and wash hands, signs indicating safety distance measures, signs placed on floor marking out safety distance measures that must be observed whilst queuing.)

- Marketing will be used to communicate all safety measures adopted. Social media channels will also be used to relay the messages and build confidence in our secure services.
- Safety measures required from our customers, suppliers and guests will be communicated before and during tours.
- MH Bland Company Covid-19 protocols for the prevention and control of infections are read, understood, and signed off in acknowledgement by all Company staff.
- Each Company sector will have specific safety measures and protocols depending on the nature of the job that will be read, understood, and signed off by all Company employees.

In All Cases

- If employees feel unwell with a new on-going chesty cough, fever or difficulty breathing the individual must notify their Line Manager and this individual must CALL their local helpline (**Gibraltar CALL 111; Andalucía must CALL 955 545 060 or 900 400 061**)
- Managers should be vigilant for staff who may be unwell.
- The helpline will then confirm the latest testing arrangements and self-isolating requirements. An employee with the above symptoms may be asked to go home by their Line Manager as a precautionary measure, until they have been tested.
- Should any employee test positive for the virus, they must self-isolate and follow GHA and HM GoG advice. The individual would need to test negative before they are allowed to come back to work.
- If an employee is made to self-isolate they must discuss this with their Manager and if possible provisions to facilitate working from home will be looked into.
- If you have come into close contact with a co-worker who has tested positive for corona virus the HM GoG Contact Tracing team will get in contact with you for testing. Your Line Manager will also be able to advise you on any further controls or precautionary measures that may be required.
- Please contact your Line Manager, HSSEQ Manager or the HR Department if you have any doubts or concerns regarding these protocols.



CLEANING & DISINFECTING PROCEDURES

Cleaning is done on a day-to-day basis and signed off in the cleaning schedule file. Cleaning of touch points and main areas of contact must be carried out on an hourly basis and signed off in the cleaning schedule file. All staff must carry out the hourly, daily and weekly inspection and cleaning tasks as detailed in the FMCS 6 Cleaning Checklist forms. These hourly, daily and weekly cleaning checklist forms can be found within the cleaning file in the restaurant. Once checklists have been completed, they must be handed in to a supervisor or manager for filing.

In depth cleaning is done on the off-peak season and planned at the Manager's own discretion.

In addition to personal hygiene, daily cleaning and disinfection of areas of frequent contact (touch points) such as doorknobs, railings, buttons etc. must be carried out with authorised cleaning products against COVID19.

Its important especially after the Covid-19 Outbreak that we have a routine two-stage cleaning process. The most effective way to do this is to:

1. Spray surface with sanitiser and wipe with blue roll to clean.
2. Spray surface with sanitiser again and leave for the recommended contact time to sanitise (must be 5 minutes or less to meet BS EN 1276 but we recommend a sanitiser with a contact time of 30 seconds). Then wipe with blue roll.

For effective disinfection, first surfaces will be cleaned. Cleaning must be done from the least dirty to the dirtiest areas.

Staff must ensure before every shift that they are equipped with the appropriate disinfectant spray and a roll of cleaning tissue.

Critical areas that must be cleaned and disinfected are as follows:

- Doorknobs and handles
- Grab bars
- Railings
- Armrests and seats or benches
- Window lower frames
- Toilets
- Taps
- Soap and hand sanitiser dispensers
- Toilet paper dispensers
- WC cistern push buttons & all other push buttons
- Information point counters
- Till/bar/cafeteria counters

Employees cleaning these areas must wear latex gloves provided. For cleaning and disinfection operations, use the single-use gloves provided. The paper materials used for cleaning should not be

reused. The gloves and cleaning tissue must be disposed of and the individual must clean their hands thoroughly as soon as they finish with soap and water (for over 20 seconds) and later with hand sanitiser.

Soaps & Detergents: Human Safety

Staff are to read all material safety data sheets (MSDS) for all cleaning materials used at the premises.

The safety data sheets detail how to use the product safely, how much to use, levels of intended exposure and what to do in the case of unintended exposure.

Intended exposures occur with use of a cleaning product according to the manufacturer's directions. Unintended exposures can result from misuse, through improper storage or by accidental contact, such as when a liquid detergent is splashed in the eye. Cleaning products may sometimes contain bleach and other similar hazardous substances that can be harmful to one's health.

Examples of information that can be found in a MSDS: The intended use of the product. Whether the product needs to be diluted or undiluted and how this should be done. Can the product be used daily or weekly. Toxicologists also consider the expected effect of an unintended exposure. What is the potential hazard, for example, if a child drinks a product directly from the bottle? **Material Safety Data Sheets for all cleaning products used at the Mons Calpe Suite and Cable Car Top Station can be found in a file within the main Administration Office.**

Even though manufacturers formulate cleaning products to ensure that they are safe or have very low risk, human health effects can still result from unintended exposure. To warn consumers about a specific hazard, cleaning products carry cautionary labelling whenever necessary. For consumers, this is one of the most important features of the label.

If the label reads **CAUTION** or **WARNING** this indicates a **mild hazard**.

- Signal words usually found on cleaning products.
- Product not likely to cause permanent damage as a result of accidental exposure if appropriate first aid is given.
- Examples: dishwasher detergents, disinfectants, all-purpose cleaners.

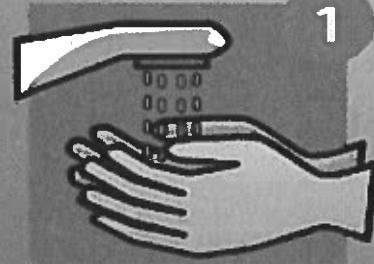
If the label reads **DANGER** indicates that **greater precaution should be taken**.

- Signal word most often found on speciality products intended for tough jobs such as oven cleaners or drain openers.
- Accidental exposure of the eye or skin to the undiluted product or swallowing the undiluted product could cause long-term damage.
- Product may ignite if exposed to an open flame.

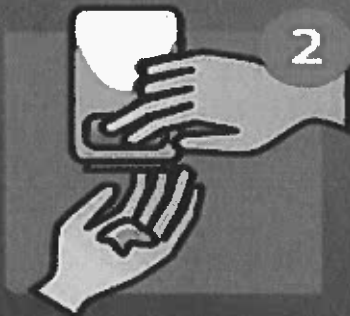
If the label reads **POISON**, which rarely appears on household cleaning products – this is the **strongest indication of hazard** and means that accidental exposure could cause severe medical effects. The term may be found on household lye and on some car care products, such as antifreeze.

EFFECTIVE HANDWASHING

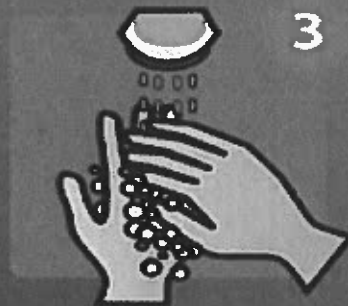
7 Steps to Prevent the Spread of Germs



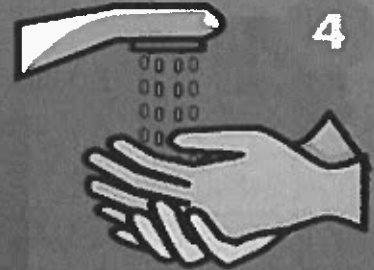
Turn on water to a comfortable temperature and moisten hands and wrists.



Apply a generous portion of liquid soap.



Generate a heavy lather and wash well for approx. 15 seconds. Clean between fingers, nail beds, under fingernails and backs of hands.



Rinse well under running water. Keeping hands low in sink to prevent splashing.



Hold hands so that water flows from the wrist to fingertips.



Dry hands completely with clean paper towels.



Use the paper towel to turn off the faucet so your hands remain clean.

Look NOW!!!...



Cleaning material used:



STERIOXY

Advanced Barrier Control



Hard Surface Cleaner Sanitiser

As part of the Sterioxy range of products our Sanitiser and Cleaner is ideal for all hard surfaces, innovative advanced barrier technology means that not only is it effective within seconds, but also continues to provide protection for at least 30 days.

Manufactured under ISO 9001 to ensure total peace of mind

Ingredients: Cationic surfactant, Nonionic surfactant, Amphoterie surfactant, Polybiguanide. Active ingredients < 5 % Contains Sterizart

Caution: Keep out of reach of children. If swallowed seek medical attention immediately. In case of contact with eyes, rinse immediately with water and seek medical advice. Wear protective gloves where appropriate, when seeking medical attention show this label. Always use Biocides safely.

CONTAINS NO PHENOL, ACID, BLEACH

Approved
BS EN 12725 BS EN 1276 BS EN 1500 BS EN 1650 BS EN 13623 BS EN 13697
BS EN 13704 BS EN 13727 BS EN 14, 48 BS EN 1656 BS EN 12791 BS EN 14476



**MADE IN
BRITAIN**

Manufactured in the United Kingdom for TDB Supply Solutions Ltd. BH21 7NL



STERIOXY

Advanced Barrier Control



Hard Surface Cleaner Sanitiser

Specialty formulated to kill

harmful bacteria in seconds

including MRSA, C-Diff, E.Coli, Salmonella, Legionella and Listeria. Kills Norovirus

ALCOHOL
FREE

Remains effective for at least 30 days after application. Ideal for hard surfaces and all food preparation areas
Contents: 750ml €





**HM Government
of Gibraltar**

CIVIL CONTINGENCIES ACT 2007

**CIVIL CONTINGENCIES EMERGENCY (CORONAVIRUS)
(BUSINESSES AND RESTRICTIONS) REGULATIONS 2020**

**PERMIT TO OPERATE A RESTAURANT, CAFETERIA, BAR OR
ANY OTHER CATERING ESTABLISHMENT**

Application Ref: J089/20

By virtue of the powers vested by regulation 12 of the above Regulations, and for the purpose of the said Regulations, the Director of Public Health of Her Majesty's Government of Gibraltar hereby grants Top Station Cafeteria, a permit for the catering activities at Cable Car Top Station in accordance with the details described in the application and Business Operating Processes and Procedures and subject to the conditions set out in the attached schedule.

This Permit will expire on the 21st July 2020

A handwritten signature in black ink, appearing to read 'Sohail Pathan'.

Director of Public Health
HM Government of Gibraltar

26th June 2020

CIVIL CONTINGENCIES ACT 2007

CIVIL CONTINGENCIES EMERGENCY (CORONAVIRUS) (BUSINESSES AND RESTRICTIONS) REGULATIONS 2020

PERMIT TO OPERATE A RESTAURANT, CAFETERIA, BAR OR OTHER CATERING ESTABLISHMENT

Schedule of conditions;

1. The permit holder is to ensure that the establishment is closed between 00.00hrs to 07.00hrs. The permit holder is to ensure that all customers have vacated the premises by 00.00hrs.
2. The permit holder is to take all reasonable actions to control patrons at their establishment to ensure that the conditions of this permit are complied with at all times.
3. The permit holder shall maintain sufficient stocks of personal protective equipment. This can include masks, aprons, visors and gloves.
4. The permit holder is to issue their employees with suitable and sufficient personal protective equipment continuously as required.
5. Masks must be worn by all employees, when indoors and also where social distancing is not possible.
6. Personal protective equipment used by staff must be disposed of into a separate closed bin.
7. No drinks or food are to be sold to anyone not sat at a table unless it is for takeaway.
8. Customers are to be served at their allocated seats only.
9. Rearrange the floor plan within both indoor and outdoor spaces to meet the following social distance requirements – 1 metre between seats facing away from each other (back to back). 2 metres between seats which are side by side, excluding patrons sat at the same table.
10. The number of people at the establishment at one time shall be a maximum of 50% of normal capacity.
11. Limit the number of party size to a maximum of SIX people. Full contact details of all customers who have booked a table must be recorded at the time of booking. All records must be destroyed at the end of the 10 days after the date for which the table was booked. All information collected must comply with The Data Protection Act and must not be shared other than for purposes associated with Covid-19. All customers must be informed that it is a condition of their booking.
12. Establishments shall be required to provide CCTV footage at the request of an authorised officer. Any footage collected will be used solely for the purpose of insuring compliance with the conditions of this permit. The processing of CCTV footage must be in compliance with The Data Protection Act.
13. Establishments are required to keep a record of staff working in the business. The records should be kept for at least 10 days. All information collected must comply with The Data Protection Act and must not be shared other than for purposes associated with Covid-19.

14. Employees to report symptoms to their manager immediately by telephone and should not report for work. Managers to inform employees to follow public health guidance.
15. The format of the records must be to the satisfaction of the Environmental Agency. The Environmental Agency reserves the right to alter or amend the format of records at any time. The records must be readily available for inspection at any reasonable time by the Environmental Agency.
16. The permit holder is to provide distance markers on the floor in bathrooms and areas where lines may form.
17. Signage to customers regarding hand-washing and social distancing must be displayed in conspicuous places within the establishment.
18. The permit holder is to provide sanitiser dispensers at a minimum by the customer and staff entrances, exits, toilet facilities, bar areas and food preparation areas.
19. All contact surfaces are to be kept clean and sanitised at regular intervals.
20. Menus must be cleansable, cleaned and sanitised between customers. If paper menus are used they should be discarded after each customer use.
21. Tables, booths and seats must be cleaned and sanitised between sittings.
22. All areas and items cleaned, disinfected and sanitised must be recorded into a documented cleaning schedule.
23. The permit holder shall maintain full and proper records as to the cleaning schedule. The format of the records must be to the satisfaction of the Environmental Agency. The Environmental Agency reserves the right to alter or amend the format of records at any time.
24. Any person having duties which are, or may be affected by the matters set out in this permit shall have convenient access to a copy of the permit and COVID-19 –Guidance for Restaurants, Cafeterias, Bars and other Catering Establishments.
25. Remove customer access to items not limited to but including condiments, cutlery, bar caddies, napkin holders, straw dispensers and/or self-service drink stations to avoid cross-contamination from asymptomatic carriers. Existing customer self-service buffets should now be served by staff members only.
26. Betting machines, arcade gaming machines, cigarette machines, vending machines pool tables and any bar game equipment must be cleaned and sanitized between users. Social distancing requirements shall be 1 metre between patrons facing away from each other (back to back) and/or 2 metres between patrons which are side by side.
27. This permit does not remove the need for the permit holder to obtain any other permits, licences or authorisations which may be required by other legislation or authorities. In particular, the permit holder must comply with all food legislation.
28. The permit conditions may be amended or replaced and the permit may be suspended or revoked if the conditions specified herein or any directions imposed by the Environmental Agency and/or the Director of Public Health in respect of any activity in connection with this permit are not met.