

SwimQuest COVID-19 Mitigation Plan

In light of the Coronavirus pandemic, we have updated our operational procedures accordingly. This document outlines any additions or changes to our usual NOP (Normal Operating Procedures / EAP (Emergency Action Plans), and any changes to trip protocol. Guides and guests will be made aware of these changes pre-tour.

As all of our locations are different, we have also amended our location specific risk assessments and guide briefings accordingly. In addition, we will work with our local partners to ensure that we are operating in line with local requirements.

These measures will be put in place across all locations and are correct at the time of print. SwimQuest realises that the Covid-19 guidelines are constantly changing and will ensure that this document is updated and reviewed on a regular basis to ensure the safest possible experience for all guests.

Accommodation and communal areas on tour

We have reviewed our NOPs in response to Covid-19 and will be making the following adjustments in all our locations.

We have worked closely with our accommodation partners to ensure all are adhering to the recommended enhanced cleaning procedures. The following measures will be put in place:

- Rooms to be cleaned and disinfected** between guests
- Hand sanitiser will be available in all communal areas, and we will encourage guests to bring their own mini sanitiser and keep it with them in their SwimQuest day bag.
- All communal areas will be cleaned and disinfected** regularly
- Cash transactions will be avoided where possible. Please note, Mathraki Island is a cash-only island and as such we will encourage guests to pay their full bill at the end of the week in order to reduce cash contact.
- Disposable gloves will be made available for guests to wear should they wish to.

The SwimQuest Team

SwimQuest guides all possess their Beach Lifeguard Qualification, First Aid at Work, and their Food Safety and Hygiene Certificate Level 2 as minimum. SwimQuest Guides have been fully briefed on our Covid-19 mitigation plan, and also have 24-hour support from the Head Office should they need it. In addition, we are working with our local partners abroad to ensure we are complying with any local requirements in relation to Covid-19.

Travel (cars, vans)

- All SwimQuest vehicles will be cleaned and sanitised before and after use
- Guests and guides will be asked to disinfect hands before getting on board and on exit from a vehicle. Hand sanitiser will be dispensed by the driver or guests can use their own.
- Guests and guides will be required to wear face coverings when in a car / van / SwimQuest vehicle if social distancing is not possible.
- Where possible, guests will be asked to sit in a socially distanced manner.

Boats

- Guests will be asked to sanitise their hands before they get on the boat, after each swim, and when they get off the boat. This will be overseen by the boat pilot and SwimQuest guides.
- Hand sanitiser will be available on board and guests will be encouraged to bring their own on board and keep in their SwimQuest day bag.
- Our boats will be cleaned and disinfected** regularly throughout the trip, and before and after use.
- If we feel guests are not able to be at least 1m apart from each other on board, the guides and Captain may ask guests to wear a face covering for the journey. Guests are encouraged to bring their own face masks, however we will provide masks for passengers if necessary.

SwimQuest Safety Equipment

- SwimQuest Guides will ensure all safety equipment is cleaned and sanitised at the start of each day, and after any use on tour.
- We will not be providing any shared drinking bottles, and will encourage guests to bring their own (clearly marked). If a guest forgets their water, we will have access to new plastic drinking bottles on board which will be passed to guests to open themselves.
- Our usual EAP applies in any emergency situation. For any minor guest incidents, guests will be encouraged to administer first aid themselves if possible. If guides do administer, they will ensure they are wearing a mask and gloves.

Guest Equipment / Packing list

In addition to our usual packing requirements, we will also encourage guests to bring:

- Their own face mask/s
- Their own bottle of hand gel
- Their own drinks bottle, clearly marked as theirs
- Daily snacks (we are unable to provide communal snacks on boats)

Guests will also be given their own SwimQuest 10L dry bag at the start of each tour which they can use to keep their equipment / costumes and towels to themselves and to avoid unnecessary contamination with other guest equipment. These bags can also be washed down each day by the guests.

Swimming

- If the EAP is put into place and a rescue is required, social distancing will not be enforced during the rescue. Immediate rescue and evacuation from the water will take priority. All guides and guests will be made aware of this prior to participation.
- When entering the water swimmers will leave a 2m gap before the next participant enters the water.
- Swimmers should endeavour to maintain a 2m distance from one another whilst in the water. Swimmers and guides recognise that if required, this may need to be adapted should this pose a danger to swimmers because of conditions of the environment (e.g. boats, weather, tides etc). In these circumstances, guides may need to ask swimmers to swim closer together temporarily.
- All other swim safety procedures shall be followed as per our NOP and EAP.

Food and drink on tours

In addition to the usual SwimQuest NOP, SwimQuest will also ensure that:

- If preparing food, guides will wear face masks and gloves, which will be changed between food preparation and any other task
- All food preparation and eating areas will be thoroughly sanitised before and after use
- One guide will be allocated the food preparation job, whilst the other guide ensures the food area is sanitised and ready, and serves any drinks
- Guides will plate up guest meals rather than serving from communal bowls / plates
- If guides feel necessary to facilitate social distancing, meals will be served with two sittings, or separate tables
- Guests will kindly be asked to avoid any food preparation areas and cannot partake in meal preparation
- Guests will be asked to sanitise their hands before and after eating / drinking
- All plates, cups, glasses and utensils shall be thoroughly cleaned and disinfected** and will be allowed to air dry rather than being dried by a cloth / dishtowel.
- SwimQuest will not be providing snacks on board the boat, and guests are advised to bring their own daily snacks.
- Guests are encouraged to bring their own clearly marked drinks bottles. If guests do not have access to drinks bottles, SwimQuest can provide new individual bottles for drinking water on the boats.
- Drinking water is accessible in different ways across our location portfolio, so guides will advise on how best to access water in specific locations during the initial briefing.

SwimQuest guides all possess the Food Hygiene Level 2 certificate as minimum and have been fully briefed on our new food safety protocols.

Eating Out

Swim Guides will inform guests of the plan for evening meals and guides will strive to find restaurants which allow for social distancing measures wherever possible. Guests are under no obligation to eat with the group if they would rather dine alone.

Mental Health

SwimQuest guides will have access to the SwimQuest Head Office 24 hour helpline, and are encouraged to speak to the office if they need any help at all.

COVID-19 Symptom Checks

If a SwimQuest Guide shows any signs or symptoms relating to Covid-19* they will be required to self-isolate, and SwimQuest will send out an alternative guide team immediately.

An altered itinerary and safety set up may be required for the trip to continue to run. This set up will be in line with the SwimQuest NOP & EAPs. If the NOPs and EAPs cannot be adhered to, the swim schedule may have to be halted until alternative guides and provisions arrive on site.

On arrival at location, at the mandatory safety briefing, guests will be required to fill in an arrival form which will check to see if they are displaying any COVID-19 symptoms*. If during the week guests begin to display any of these symptoms*, they must immediately inform their SwimQuest guides, and will be required to self-isolate.

- Guides will immediately contact the local hospital / GP to arrange a test for the affected guest. (Procedures for obtaining a test will differ for each location – and will be made clear on each location's individual Risk Assessment).
- The affected guest/s will keep in contact with guides who will ensure they have the medication and food they require delivered to their room.
- Guides should inform SwimQuest Head Office via phone as soon as possible. An accident report form will also be completed and sent back to the SwimQuest Head Office.

Ongoing review

Global travel requirements and government advice are subject to change. SwimQuest are monitoring these policies and procedures on an ongoing basis to ensure we can provide the safest possible service for our guests.

* NHS Symptom Guidelines

The main symptoms of coronavirus are:

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- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms.

**WHO Sanitation guidelines

In line with the WHO Guidelines, we will adhere to the following disinfection protocols when disinfecting surfaces: sodium hypochlorite (bleach / chlorine) at a recommended concentration of 0.1% or 1,000ppm (1 part of 5% strength household bleach to 49 parts of water). Alcohol at 70-90% can also be used for surface disinfection. Surfaces must be cleaned with water and soap or a detergent first to remove dirt, followed by disinfection.