

## “Port of Kotor“ JSC

Park Slobode 1, 85330 Kotor, Montenegro

[www.portofkotor.com](http://www.portofkotor.com); e-mail: [portofkotor@t-com.me](mailto:portofkotor@t-com.me)

# APPLICATION OF MEASURES AND GUIDELINES FOR THE OPERATION OF THE PORT OF KOTOR JSC UNDER THE CONDITIONS OF THE COVID-19

## PANDEMIC


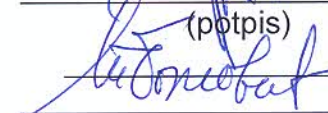
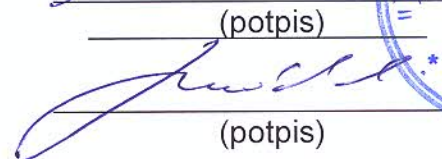
### Lkp.30




Prepared by:  
Pavle Popovic, Phd

REVIEWED BY: Tena Bozovic, PhD

APPROVED BY: Marko Radulovic,  
Acting Executive Director

  
(potpis)  
  
(potpis)  
  
(potpis)



Version	1
Amendment	0
Date of Current Version	12 May 2021
Date of First Version	12 May 2021

## TABLE OF CONTENTS

1.	SUBJECT MATTER.....	4
2.	SCOPE OF APPLICATION .....	4
3.	RESPONSIBILITY .....	4
4.	TERMS, DEFINITIONS AND ABBREVIATIONS .....	5
5.	REFERENCE TO OTHER DOCUMENTS.....	6
6.	GENERAL HEALTH MEASURES .....	6
6.1	<i>General Information about COVID-19</i> .....	6
6.1.1	Symptoms of Coronavirus .....	7
6.1.2	General Guidelines - Virus Transmission.....	7
7.	MANDATORY HEALTH PROTECTION MEASURES AND RULES .....	8
7.1.	Communication with HES and HSI.....	8
7.2.	Reporting and Treating Employees with Potential Symptoms.....	9
7.3.	General Rules.....	9
7.3.1	Rules for Users of Port Services Provided by the Port of Kotor JSC.....	9
7.3.2	Rules for Boarding/ Disembarking Passengers from Vessels in the Port of Kotor JSC Area ..	10
7.3.3.	Rules for Boarding/ Disembarking Passengers.....	11
7.4.	Limitation of the Number of Persons at the IMBCP Kotor and Queue Management.....	12
7.5.	Temperature Measurement .....	12
7.6.	Personal Protective Equipment and Hygiene .....	12
7.6.1	Mandatory Face Mask Wearing.....	13
7.6.2	Mandatory Wearing of Protective Gloves.....	13
7.6.3	Mandatory Hand Disinfection .....	14
7.6.4	Footwear Disinfection.....	14
7.6.5	Personal and Collective Protective Measures .....	15
7.7	Public Announcement of Health Protection Measures .....	21
7.7.1	Additional Passenger Information .....	21
7.7.2	Treatment of Passengers Not Adhering to Preventive Measures.....	23
7.7.3	Measures Applied at the Port of Kotor JSC.....	23
8.	RESPONSIBILITIES AND OBLIGATIONS.....	25
8.1	Responsibilities of the Port of Kotor Management in the Application of Health Protection Measures.....	25
8.2	Organizing Professional Training for the Port of Kotor JSC Employees .....	25
8.2.1	Professional Competence of the Port Service Users .....	25
8.3	Medical Examinations of Employees .....	26
8.3.1	Procedure for Determining and Checking Health Conditions.....	26
8.4	Responsibilities of Employees in the Application of Preventive Health Protection Measures at the Port of Kotor.....	26
8.4.1	Responsibilities of the Maintenance and Occupational Safety Officer.....	26
8.4.2	Responsibilities of the Internal Protection Service Manager and the PFSO Officer .....	26
8.4.3	Responsibilities of the Building Housekeeper/ Cleaner.....	26
8.4.4	Responsibilities of Port Workers.....	27
8.4.5	Responsibilities of IT Officers.....	27
8.4.6	Responsibilities of Employees at the Counter (Guard House).....	27
8.4.7	Responsibilities of Other Employees.....	27
8.5	Organizing the Implementation of Measures and Compliance Monitoring .....	27
9.	INSTRUCTIONS AND RECORDS .....	29
9.1	Output Documents .....	29
	<i>Cleaning / disinfection checklist</i> .....	29
10.	APPENDICES .....	29

RECORD OF AMENDMENTS

Amendment Number	Page	Date	Approved by	Amendment Description

## **1. SUBJECT MATTER**

This procedure is the basis for the application of public health protection measures under the circumstances of the COVID-19 pandemic in the Port of Kotor by users of port services and other entities and service providers performing activities at the International Maritime Border Crossing Point (IMBCP) Kotor. It defines the relationship between the Port of Kotor, clients (passengers, crew members) and agents, as well as the procedures applicable to all participants directly related to the operation of the port terminal and marina managed by the Port of Kotor JSC.

The document is based on instructions (guidelines) provided by the Ministry of Health and the Ministry of Economic Development of Montenegro, the Public Health Institute of Montenegro and regulations of the World Health Organization (hereinafter referred to as: the WHO).

The subject matter of this procedure is the definition of guidelines for the operation of the Port of Kotor JSC under the conditions of COVID-19, which includes the following:

- Determining preventive measures to prevent the transmission of the virus (COVID-19);
- Determining the occupational safety and health protection measures and the procedure for their implementation;
- Determining the rights, obligations and responsibilities of all employees;
- Determining and checking the health condition of employees;
- Determining measures and checking the competence of employees for safe operation;
- Determining personal protective devices and equipment at work.

The operational procedures implemented by this protocol are aimed at the following:

- Safety, health and security of passengers, crew, employees and citizens of Kotor.
- Developing a common set of basic rules (procedures) which will harmonize the activities of all entities directly involved in the provision of services to the cruise ships and yachts that enter the port of Kotor.
- Supporting the protocols of cruise companies whose ships enter the port.

## **2. SCOPE OF APPLICATION**

- This procedure is applied in the entire area of the Port of Kotor JSC (hereinafter referred to as: The Company) and is synchronized with the Port Area Management Plan for handling foreign vessels and accommodation of their crews during the COVID 19 pandemic (0308-1721 dated 1 October 2020);

## **3. RESPONSIBILITY**

The following managers are responsible for the establishment, application and maintenance of these instructions:

- Executive Director;
- Deputy Executive Director;
- Director of Administration Department;
- Director of Port Services Department;
- Managers of services;

a) This procedure is implemented by:

- Port Security Officer and Deputy Port Security Officer;
- Internal Protection Service Manager;
- Officer for Maintenance, Occupational Safety and Fire-Fighting Equipment;

#### 4. TERMS, DEFINITIONS AND ABBREVIATIONS

In this procedure, the terms and definitions given in (ISO 45001: 2018, Lkp 29 Occupational Health and Safety, Port of Kotor Security Plan) are applied.

In addition, the following definitions are used in this procedure:

- **COVID 19** - the name of a pandemic disease caused by the coronavirus that is spreading around the world. It is caused by a new strain of corona virus that has appeared in the city of Wuhan, China.
- **Coronavirus** - a virus from a family of viruses that includes MERS-CoV (Middle East Respiratory Syndrome) and SARS-CoV (Severe Acute Respiratory Syndrome).
- **SARS-CoV-2** - the scientific name of the virus that causes the disease COVID-19, which means - severe acute respiratory syndrome coronavirus 2.
- **Physical distancing (or social distancing)** - measures that limit direct physical interaction between individuals in order to prevent infection; they also apply to persons who have no disease syndromes.
- **Self-isolation** - a more serious measure of physical distancing that usually applies to persons who have isolated themselves because they belong to a high-risk group susceptible to infection.
- **Lockdown** - the term often used for a mandatory order issued by the authorities and relating to residents of a particular city, region or other locality, such as municipalities, to stay at home in order to avoid the spread of infection.
- **Occupational safety and health measures** - a part of prevention measures taken in order to improve the protection and/or hygiene, and/or health of employees;

The following abbreviations are used in these instructions:

IMBCP	International Maritime Border Crossing Point
WHO	World Health Organization
HES	Hygienic and Epidemiological Service - Public Health Institute of Montenegro
HSI	Health and Sanitary Inspection - Administration for Inspection Affairs of Montenegro

PSS	Port security screening
BPS IMBCP	Border Police Station at the International Maritime Border Crossing Point Kotor
CO IMBCP	Customs Office at the International Maritime Border Crossing Point Kotor
PPE	Personal protective equipment
QMS	Quality Management System
OHS	Occupational Health and Safety Management System
PA HMP	Port Area Handling and Management Plan for handling vessels and their crews during the COVID -19 pandemic

## 5. REFERENCE TO OTHER DOCUMENTS

- a) This document is derived from the IMS (QMS + EMS) Rules of Procedure.
- b) The following reference documents are necessary for the application of this document:
  - ISO 9000, Quality Management Systems - Fundamentals and Vocabulary;
  - ISO 9001, Quality Management Systems - Requirements;
  - ISO 45001, Occupational Health and Safety Management System;
  - Guidelines on safety and health protocols for COVID-19 (Guidelines of the Ministry of Health and Economic Development of Montenegro);
  - Law on Occupational Safety and Health ("Official Gazette of Montenegro", 34/14 and 44/18);
  - Law on Protection and Rescue ("Official Gazette of Montenegro", 13 of 18 December 2007, 5/08, 86/09, 32/11, 54/16);
  - Rulebook on Occupational Safety and Health - Port of Kotor (0202-756/1 dated 13 May 2016);
  - Port of Kotor Security Plan;
  - Protection and Rescue Plan (0307-390/1 dated 2 April 2015).
  - Port Area Handling and Management Plan for handling vessels and their crews during the COVID-19 pandemic (0308 - 1721 dated 1 October 2020).

## 6. GENERAL HEALTH MEASURES

### 6.1 General Information about COVID-19

According to the World Health Organization (<https://www.who.int/healthtopics/coronavirus>), coronaviruses (COVID-19) are a large group of viruses that cause respiratory diseases in mammals and birds. In humans, viruses cause respiratory infections, ranging from the common cold to more serious illnesses such as Middle East Acute Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). Common signs of infection include respiratory symptoms, fever, dry cough, malaise, shortness of breath and breathing difficulties. In severe cases, the infection may cause pneumonia, serious acute respiratory diseases, and even death.

The COVID-19 disease is transmitted through respiratory droplets, which are exhaled by an infected person, especially when the infected person coughs, sneezes or talks, and which are then directly inhaled by another person, or by contact transmission, usually through the hands of a sick and healthy person, where the latter one touches the face and inhales the particles that carry the virus. The virus may also be transmitted through close contacts of a sick and healthy person's hands with the same surfaces.

The largest share of infections is caused by close contact with an infected person. Close contact is usually considered to be staying at a distance of 1-2 meters for 15 minutes. Transmission of the new coronavirus usually occurs much more frequently through respiratory droplets than through contaminated surfaces and objects.

Having in mind the overall impact of the COVID-19 pandemic, a complete change of awareness, introduction, upgrading and implementation of procedures from the Security Plan and IMS of the Port of Kotor is necessary to preserve the health of port users, as well as the health of employees and other entities operating at the International Maritime Border Crossing Point of the Port of Kotor.

### **6.1.1 Symptoms of Coronavirus**

A person with the following symptoms may be infected with the COVID-19 virus: fever (38°C or higher) and/or one of the following symptoms; dry cough; dizziness; heavy breathing; muscle aches, diarrhea and vomiting; exhaustion, poor general condition.

According to the findings of a recent study by British scientists, the signs of the COVID-19 virus infection appear in the following order:

1. Fever
2. Cough and muscle aches
3. Nausea or vomiting
4. Diarrhea

### **6.1.2 General Guidelines - Virus Transmission**

Persons are considered to be most contagious when they have the most symptoms. However, it is possible for the virus to spread even before the first symptoms appear.

The World Health Organization notes that COVID-19 is spread by droplet transmission. The virus is transmitted from a sick person to a healthy person through droplets when a sick person coughs or talks closely with another person. COVID-19 may also be spread by touching infected surfaces or objects, and then by touching the eyes, nose or mouth.

It is not certain for how long the virus that causes COVID-19 survives on surfaces, yet it is thought to behave similarly to other coronaviruses. Studies suggest that coronaviruses (including preliminary data on the COVID-19 virus) may remain on the surface from several hours to several days.

## **7. MANDATORY HEALTH PROTECTION MEASURES AND RULES**

The following preventive health protection measures are introduced at the Port of Kotor and IMBCP Kotor during the COVID-19 pandemic:

- 7.1 Regular communication with HES and HSI services;
- 7.2 Reporting and treating passengers and crew members with potential symptoms;
- 7.3 Reporting and treating the employees with potential symptoms;
- 7.4 Access control;
- 7.5 Limitation of the number of persons at the IMBCP Kotor and queue management;
- 7.6 Temperature measurement;
- 7.7 Personal protective equipment and hygiene;
- 7.8 Physical distance;
- 7.9 Public announcement of health protection measures and additional information to users of port services
- 7.10 Responsibilities of entities at the Port of Kotor in the application of health protection measures.

### **7.1. Communication with HES and HSI**

Communication with the Hygienic and Epidemiological Service - Public Health Institute of Montenegro (hereinafter referred to as: HES) and Health and Sanitary Inspection – Administration for Inspection Affairs of Montenegro (hereinafter HSI) is a necessary process to ensure that the Port of Kotor, through the appointed coordinator, ensures uniform application of preventive measures by all entities performing activities at the IMBCP Kotor.

At the operational level, the responsible sanitary inspector has the obligation to notify each arrival of a vessel (information obtained from the port agent - expected number of passengers, country of departure, estimated time of berthing at the Port of Kotor) to both HES and HSI on the day before its arrival, and without delay in case of any changes or confirmation of additional touches of the shore by the vessel on the day of arrival.

Also, the Port Security Officer/Internal Service Officer for the Protection of Property and Persons notifies the HES and HSI in the event of the appearance of persons with symptoms, whether they are employees of the Port of Kotor or users of port services.

Communication with HES and HSI is maintained for the purpose of case analysis, contact tracking and other purposes aimed at health protection.

In case of a suspicious passenger on arrival, HES and HSI shall be notified in accordance with the Security Plan of the Port of Kotor and the Emergency Plan.

The main goal is to ensure that passengers boarding or disembarking from the vessel are aware of the preventive measures taken, to adhere to them and to follow all instructions set out in the area of the IMBCP Kotor.



## **7.2. Reporting and Treating Employees with Potential Symptoms**

All employees of the Port of Kotor shall report to the manager without delay if they have been in direct contact with an infected person or have potential symptoms of COVID-19, such as fever, constant cough, vomiting, diarrhea, shortness of breath or other flu-like symptoms.

The obligation of entities that operate as employers at the Port of Kotor is to conduct interviews with their respective employees in preparation for work, at the beginning of working hours, shifts, etc., in order to determine whether they were in direct contact with an infected person or whether they have the foregoing symptoms. Such interviews shall be conducted by shift leaders who shall then report to the operational manager of their service on whether any employee on duty has potential symptoms of the COVID-19 disease.

Should an employee declare any symptoms in question during the interview, or that he or she has been in direct contact with an infected person, he or she shall inform Mr. Rajko Strahinja, the Maintenance, Occupational Safety and Health Officer, accordingly, either in person or by phone: +382 (0)67 170 080, or Mr. Bosko Drakulovic, the Port Security Officer, phone number: +382 (0)69 256 657. It is necessary to instruct employees to leave the workplace without delay or not to come to work and to inform the operations manager about direct close contacts with other employees that occurred in the period from the onset of symptoms, to contact HES and HSI for further treatment of the case by the relevant health services, and to inform the operational manager about their case status (delivery of the decision on self-isolation, test results, etc.).

The manager shall inform the Port Security Officer or the Shift Leader from the Port Services Department without delay, who shall then inform HES and HSI by e-mail about the person who had symptoms and his or her relevant contacts with other employees in the period from the onset of symptoms. The Shift Leader from the Port Services Department shall inform the Director of the Port Services Department and managers of services in which the mentioned persons are employed accordingly, in order to adequately record their absence and organize the work process.

## **7.3. General Rules**

### **7.3.1 Rules for Users of Port Services Provided by the Port of Kotor JSC**

The following General Rules are defined in the IMBCP area of the Port of Kotor, that is in the area of the port passenger terminal:

- a) The measures specified on information boards shall be followed and adhered to, including an informative overview of the prescribed hygienic measures and procedures (Figure 14 Information boards).
- b) The notices on the screens and audio announcements for maintaining the distance and disinfecting the hands shall be followed;
- c) At counters/desks, work shall be carried out behind protective transparent

partitions;

- d) It is mandatory to wear a protective face mask (this applies both to employees and users of port services);
- e) It is mandatory to use sense-disinfects and floor-disinfects with antiseptic effect (Figure 6 Sense-disinfect, and Figure 7 Floor-disinfect);
- a) Mandatory periodic disinfection of the hands of employees and users of port services when entering and leaving the facilities;
- b) It is mandatory to follow the instructions given on the notice signs which refer to the separate direction of movement of the users of port services in the IMBCP Kotor area, that is at the passenger terminal.
- c) It is prohibited to use any frequently touched and shared items (magazines, brochures and flyers, etc.);
- d) Crowds in the IMBCP Kotor area and in the area of the port terminal shall be avoided. The coordinated instructions of services of the state bodies, internal protection services and port services shall be followed.
- e) In case of disembarkation of passengers with suspected or confirmed infection by the COVID-19 virus, it is mandatory to adhere to the security measures prescribed by the competent state bodies;

### **7.3.2 Rules for Boarding/ Disembarking Passengers from Vessels in the Port of Kotor JSC Area**

Before the arrival of a vessel, the following shall be provided:

- a) Verification of current information from the sanitary inspector regarding the conditions for entry of passengers from particular countries into Montenegro;
- b) Wearing a protective face mask and keeping the prescribed distance;
- c) Mandatory measurement of body temperature at the entrance of passengers to the passenger terminal or at the entrance to the IMBCP, when boarding passengers on a vessel;
- d) According to the assessment of the state bodies and the security service, that is the internal protection service of the Port of Kotor, more than one exit for passengers and crew from vessels;
- e) Where possible, passengers and crew from the vessel will not be disembarked/embarked at the same time;
- f) That the equipment (luggage) brought in / taken out of the vessel is disinfected;
- g) To provide, at the discretion of the state authorities and the security service, ie the internal protection service of the Port of Kotor, more than one exit for passengers and crew from vessels;
- h) Prohibited free access to the passenger terminal passengers and crew in case of performing some symptoms like temperature above 37 degree, cough, short breath, ect., unless hospital treatment is required.
- i) That agents of cruising companies and other agents who use passenger transport services in the Port of Kotor, submit at least 24 hours in advance to the

security service or the internal protection service a list: number of buses, taxis and other.

### **7.3.3. Rules for Boarding/ Disembarking Passengers**

- a) The services of the state bodies, the security service and the internal protection service of the Port of Kotor AD will coordinate the embarkation / disembarkation of passengers in order to avoid congestion in the area of M.P.G.P. Kotor, ie in the area of the port terminal;
- b) At check-in counters, passengers, as well as check-in staff, must wear protective masks and respect social distance;
- c) Info notices - Follow the instructions on the warning board (information on hygiene measures and procedures). Detailed description in section 7.7.1 Additional passenger information);
- d) Video notifications - Follow instructions that are regularly published through sound announcements and video notifications on screens (reminder to keep a distance and wash / disinfect hands);
- e) Dispensaries - Use disinfection dispensers with mandatory hand disinfection when entering / leaving the area M.P.G.P. Kotor or port terminal;
- f) Hygiene of the port terminal area - Technical maintenance service of the Port of Kotor regularly maintain and clean the interior of the port terminal according to the description in the chapter (7.6.5.2 - Enhanced hygiene measures and according to IMS procedure - Lko 25 Maintenance and cleanliness control);

Access control is defined in the Plan (PA HMP - Restricted Access Zone). Access control is applied in order to ensure that access to the IMBCP Kotor or port passenger terminal is limited to passengers, crew members and employees (officials of the competent state bodies - border police and customs, providers of port and other services required to enter the terminal to do their respective jobs), as much as possible. Through access control, reception of passengers is relocated outside the passenger terminal, in order to avoid the formation of crowds inside the facility. Persons accompanying passengers shall be granted access only under special circumstances, until they are picked up by the port employees (e.g., escorts or meeting the passengers in need of assistance - persons with reduced mobility, unaccompanied minors, etc.).

Access control is procedurally defined in the Port Security Plan and the Port of Kotor Protection and Rescue Plan

Passenger entry into the IMBCP Kotor or the passenger terminal is regulated in such a way that, by using fences, it is possible to control access and line up passengers into queues where the measure of physical distancing can be effectively implemented. The flow of passengers exiting the IMBCP Kotor or the passenger terminal is protected by the use of fences, in order to reduce the risk of passengers coming into closer contact with persons who meet passengers.

The entrance to the administration building of the Port of Kotor is also limited to employees and clients, in order to perform certain tasks.

#### 7.4. Limitation of the Number of Persons at the IMBCP Kotor and Queue Management

Limitation of the number of persons at the IMBCP Kotor/terminal and queue management is achieved by granting passage to passengers in a controlled manner and queue management in places with a high concentration of passengers, as follows: guard house of the internal protection service, passport control counters in departures and arrivals, controlled by the Police and Customs Administration, buses for the transport of passengers who are allowed access to the IMBCP to receive passengers from the cruise ships.

The main principle of operation is to manage the flow of passengers in the passenger terminal in order to avoid granting passage to more passengers at one point, which will cause unnecessarily long and/or dense queues at the next point, depending on its available space and capacity, in order to first of all create the conditions for complying with the measure of physical distancing in those places with a high concentration of passengers (Figure 1).



*(Entrance to the IMBCP)*



*(Entrance to the Terminal Building)*

*Fig. 1 and 2 - Limiting the number of people and queue management*

#### 7.5. Temperature Measurement

Temperature measurement shall be carried out by the duty officer of the Internal Service for the Protection of Personal Property and Goods at the entrance to the IMBCP Kotor and by the reception desk officer at the entrance to the administration building of the Port of Kotor.

#### 7.6. Personal Protective Equipment and Hygiene

### 7.6.1 Mandatory Face Mask Wearing

Mandatory wearing of a face mask (Fig. 3 and 4) and protective gloves (Figure 5) with hand disinfection is a measure that achieves the mandatory use of personal protective equipment by all users of port services at the IMBCP Kotor, from the moment they disembark a vessel and enter the terminal building until boarding the vessel or leaving the IMBCP Kotor, for persons who are not passengers or crew members.

Wearing a face mask is mandatory for all passengers and persons at the IMBCP Kotor. The security service and the internal protection service shall warn passengers and crew members of vessels to follow the measures of social distancing and wearing a face mask.

Passengers and crew also have to be instructed to follow the procedure for safe disposal of used face masks.

Bins for the disposal of infectious waste with an opening pedal have been placed at the IMBCP Kotor (the locations of the bins, the method of use and emptying, and appearance will be described in more detail in separate instructions).

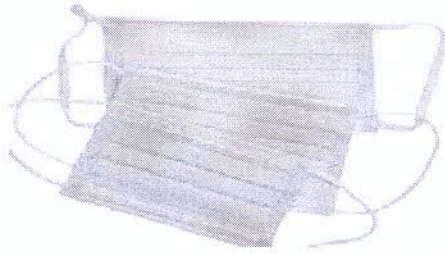


Figure 3 - Disposable surgical masks mask



Figure 4 -How to properly wear a face mask

(Exemption from the obligation to wear a face mask can only be granted during security checks, border controls or passenger identification at the boarding exit). Children under the age of 6 and persons who cannot wear a face mask for health reasons are exempted from applying this measure.

### 7.6.2 Mandatory Wearing of Protective Gloves

Wearing gloves is mandatory for all employees who interact with passengers (security screening employees, employees of service providers for passenger and baggage arrival and departure handling procedure, employees in charge of cleaning, officers of the Border Police Station and Customs Office). When used, gloves have to be changed regularly. Not all types of gloves can be disinfected with an alcohol-based solution. Some may experience significant deterioration and may contribute to contamination. Therefore, no disinfection of gloves is recommended.



Figure 5 – Disposable (medical) gloves

### 7.6.3 Mandatory Hand Disinfection

Hand disinfection is performed by spraying the hands of all individuals with hand sanitizer before entering the administration building (Figure 6) and upon entering the IMBCP Kotor (Figure 7) or passenger terminal. Users of port services who transport passengers by bus from vessels shall disinfect their hands in the bus, before entering/ exiting the bus.



Figure 6 – Touchless Disinfectant Dispenser (Sense-disinfect)  
(Location: entrance to the Port of Kotor IMBCP building)



Figure 7 – Touchless Disinfectant Dispenser (Floor-disinfect)  
(Location: Port of Kotor administration)

### 7.6.4 Footwear Disinfection

Footwear disinfection is a measure that ensures that all individuals, before entering the administration building of the Port and at the IMBCP Kotor or passenger terminal, step on a dedicated shoe mat soaked in disinfectant.

A mat as a disinfection barrier soaked in disinfectant that both the

passengers and employees must step on is a measure by which footwear disinfection is achieved.

Mats are placed at the following sites:

- Administration building - in front of the building entrance (Figure 8);
- Terminal building - in front of the entrance hall and inside the hall (port service offices, toilets) (Figure 9);
- Terminal building - in front of the entrance hall and inside the hall (offices of the state bodies) (Figure 9);



Figure 8 - Disinfection barrier, entrance (admin. building)

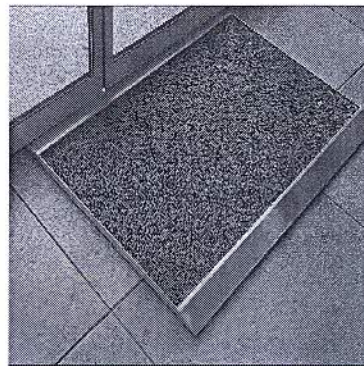


Figure 9 - Disinfection barrier mat (terminal building)

### 7.6.5 Personal and Collective Protective Measures

All state bodies, entities and service providers at the IMBCP shall provide their employees with the necessary personal protective equipment (hereinafter referred to as: the PPE) and training for its proper use and safe disposal.

PPE shall be used by all employees in accordance with the following:

All employees shall be required to:

- a) Wear a protective mask during their stay indoor in the facilities and spaces in the passenger terminal and administration building, as well as during contact with other persons in the IMBCP Kotor area;
- b) Carry out hand disinfection and footwear disinfection before entering the IMBCP Kotor/passenger terminal and administration building of the Port of Kotor;
- c) Maintain physical distance and avoid gathering in small rooms where no physical distance can be maintained; and
- d) Reinforce hand hygiene (more frequent and longer hand washing with soap and hand disinfection with a dedicated disinfectant).

Employees who interact closely with passengers, such as internal security officers, police and customs officers, port workers, as well as cleaners, etc., shall be required to maintain the hygiene of their uniforms on a regular daily basis (clothing

that can be used as a replacement for uniforms shall be subject to the same treatment). Cleaners shall use gloves and be obliged to change them when cleaning different zones of the passenger terminal.

Notes:

All employees shall be responsible for preparing/ borrowing the necessary PPE for their work during the shift period in a timely manner;

Regardless of the use of PPE, all employees shall be required to:

- a) Change their disposable protective face masks regularly, every four hours or in longer intervals, provided that this is the manufacturer's recommendation.
- b) Regularly wash and disinfect cloth protective face masks by ironing;
- c) When used, gloves shall be changed regularly. Not all types of gloves can be disinfected with an alcohol-based solution. Some may experience significant deterioration and may contribute to contamination. Therefore, no disinfection of gloves is recommended;
- d) Disinfect face shields (if used as a more stringent precaution) before and after use.



### 7.6.5.1 Protective Barriers on Counters

In addition to the prescribed use of PPE, the Port of Kotor management shall ensure the presence of physical barriers at fixed locations where interaction with passengers takes place, such as counters for passport control and information desks, whose role is to protect the employees from respiratory droplets of passengers, and vice versa.



Figure 10 - Protective barriers –crew and passenger control in the terminal building

### 7.6.5.2 Reinforced Hygiene Measures

#### *Cleaning and Disinfecting Public Spaces*

At the IMBCP Kotor, floors, surfaces and toilets are cleaned on a regular basis using standard cleaning agents. During the COVID-19 pandemic, cleaning activities have been temporarily improved, both in scope and frequency, and for this purpose the form (Lko 71 - *Cleaning/Disinfection Checklist during the application of preventive measures for COVID-19, THE PORT OF KOTOR JSC*) is filled in.

It is archived in the office of the Occupational Safety and Maintenance Officer, for the entire period of application of preventive health protection measures against COVID-19.

- a) Surfaces are cleaned and disinfected on a regular basis using common detergents and special attention is paid to surfaces that are frequently touched (e.g., door handles, fence handrails, etc.). Cleaning and disinfection activities have to be performed in a way that does not aerosolize any particles that already exist on different surfaces (e.g., avoiding airflow procedures, use of

vacuum cleaners, dry sweeping, etc.). For that reason, the provision of cleaning services for the terminal building and the plateau of the operational shore implies the removal of bulky waste.

- b) Adequate air ventilation has to be provided, minimizing the percentage of air recirculation and, where possible, favoring the use of fresh air.
- c) Intensified cleaning and maintenance also have to include toilets, all frequently touched surfaces and the air conditioning system.
- d) The Protection and Rescue Service of the Municipality of Kotor, within their regular activities, disinfects public spaces in front of the border crossing point.

### 7.6.5.3 Reinforced Hygiene Measures

Reinforced hygiene measures include a set of the following measures:

- a) Disinfection by wiping work surfaces and work equipment, counters and desks, with an emphasis on disinfection of counters and desks used by users of port services - **responsibility of the employees who use them**;
- b) Disinfection by spraying all toilets, counters and associated waiting areas, and offices for employees in the passenger terminal - **responsibility of port workers, every day at the end of working hours**.
- c) Disinfection by spraying offices for employees and toilets in the administrative and terminal building of the Port of Kotor JSC – **responsibility of the employees who use them**;



Figure 11 - Disinfection equipment - spray pump

- d) Disinfection of the trays for the disposal of passengers' belongings at the point of security screening of passengers and the terminal building – **responsibility of employees at the points of security screening of passengers**;
- e) Periodic disinfection of handles and handrails (indoor and outdoor), contact surfaces that are pushed to open doors, faucets on fountains, buttons on cisterns – **responsibility of the hostess of the terminal building and cleaners in the terminal building**;
- Periodic disinfection of telephone handsets, radio stations and devices for electronic attendance records – **responsibility of IT officers in the technical service by order of the service manager (at least once a week)**
- in other facilities, if possible due to the structure of the administration building/terminal and weather conditions, the windows will be kept open for additional fresh air supply, provided that there are no horizontal air flows -

mandatory application by all employees;

- Organization of disinfection of public spaces in front of the Terminal building – responsibility of the Maintenance and Occupational Safety Officer.

### Infectious Waste Disposal Bin

Using dedicated bins for infectious waste for the purpose of disposal of used protective equipment: – responsibility of passengers and employees.

Dedicated bins for infectious waste (Figure 12) with tabular notices (Figure 13) are placed at the following sites:

- Entrance to the IMBCP;
- Administration building - in front of the building entrance;
- Terminal building - in front of the entrance hall and inside the hall (port service offices, toilets);
- Terminal building - in front of the entrance hall and inside the hall (offices of the state bodies);



Figure 12 - Infectious waste bin



Upotrebijene maramice,  
bacite u kantu za otpatke.



Please throw used wipes in the waste bin

Figure 13 - Information board

The house keeper/cleaner shall empty the bins at the end of each working day and put new special-purpose bags for infectious waste inside. When being removed, the medical waste bags shall be hermetically closed (tying in a knot), previously squeezing the excess air out (to prevent the closed bag from bursting during manipulation) paying special attention that the air from the bag is not squeezed towards the face. Used medical face masks and other infectious waste shall be safely disposed of in a tightly bound waste bag, which can be disposed of as ordinary waste.

Only dedicated bags for infectious waste that have been properly marked shall be placed in bins for infectious waste.

The Public Health Institute of Montenegro published on their website COVID-19 Tips and Recommendations and the document (<https://www.iz.cg.me/me/savjeti/covid-19>) entitled *General Tips for Cleaning and Disinfection (Spaces where No one with Coronavirus has Stayed)*, which forms an integral part of this document (1). APPENDICES – Appendix 2).

#### **7.6.5.4 Treating Potentially Sick Persons and Cleaning the Area**

In the event that any person exhibits COVID-19 symptoms such as fever, persistent cough, vomiting, diarrhea, shortness of breath, fever or other flu-like symptoms, the employee who sees or is notified about that shall notify the Port Security Officer or Occupational Safety Officer.

If assessed that a person is potentially ill, the vessel's agent, that is the Kotor Emergency Medical Service, shall be invited to transport the potentially ill person to the relevant medical institution with their ambulance. The physician on duty shall notify the competent sanitary inspector, the competent epidemiologist and the maritime agent.

Access control shall be carried out on a daily basis by the security service and internal protection service handling passenger arrivals, as well as passenger control officers, in such a way that the shift leader will make a schedule in agreement with the service manager and deploy the employees not performing their main activities to carry out access control.

Employees of the Internal Protection and Property Service will warn the users of port services at the entrance to the IMBCP about keeping the prescribed physical distance and wearing a protective face mask properly.

Representatives of the Administration for Inspection Affairs and the Communal Police of the Municipality of Kotor will occasionally check the implementation of the recommendations of the PHI of Montenegro within their competence (public space).

## 7.7 Public Announcement of Health Protection Measures

Health protection measures and guidance shall be publicly announced in order to inform passengers, employees and persons using the passenger terminal and staying at the IMBCP Kotor about health protection measures. Passengers, employees and persons using the services of the Port of Kotor are informed about protection measures and guidance through both visual and verbal communication.

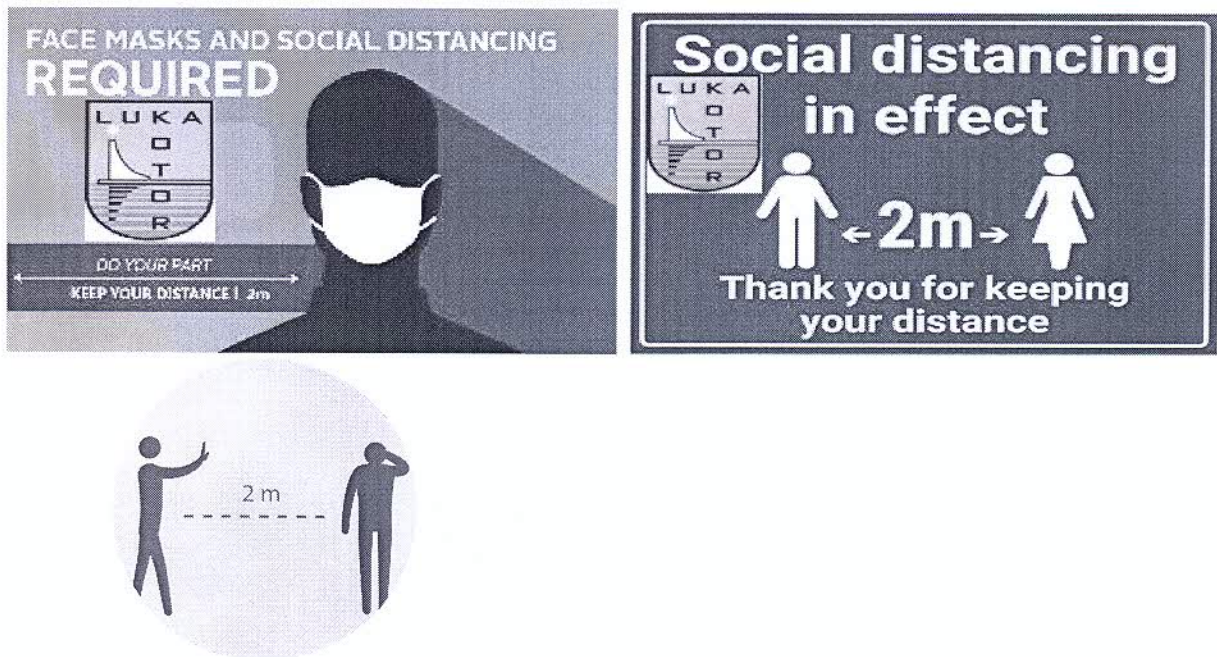
Health protection measures are visually communicated by posting the approved material on the website of the Port of Kotor JSC, as well as in the form of information signs in the areas used by passengers and persons using the services of the Port of Kotor. Special attention has to be paid to areas that are expected to have a high concentration of passengers.

From the aspect of announcing health protection measures and guidance, the following measures are mandatory:

- Promoting health protection measures (distance – face mask - hand hygiene) and guidance in verbal communication with passengers, employees and persons using the services of the Port of Kotor, regardless of whether it is oral (telephone call or personal contact), written (e-mail, etc.) or verbal communication;
- Reminding passengers of the proper use of face masks, and that face masks usually need to be replaced after 4 hours of wearing, unless otherwise advised by the face mask manufacturer, or when they become wet or dirty, and that they need to ensure a sufficient quantity of masks for the entire duration of their journey;
- Referral of passengers to procedures for safe disposal of used face masks. The Port of Kotor has provided non-contact disposal bins, enabling the disposal of used PPE without additional risk;
- Informing the users of port services about the consequences of non-compliance with health protection measures;
- Advising the interested public that access to the terminal building of the Port of Kotor is restricted to passengers, crew members, employees of the Port of Kotor and service providers in the port, and that no entry of other persons without a permit to enter the IMBCP shall be allowed. The Port of Kotor shall also mark the points to which persons other than passengers, crew members and port employees will have access.

### 7.7.1 Additional Passenger Information

At the IMBCP Kotor, **passengers are informed on a regular basis** through visual messages - (Figure 14 Information boards on the obligation to comply with existing preventive health measures in the terminal building and operational shore), including the consequences of non-compliance with measures in force. Visual notification is performed in direct communication.



Budite na udaljenosti  
2m od ljudi.



Keep a distance of 2 m between yourself and other people

Figure 14 - Visual notice (information boards)

Visual information on health protection measures is provided by posting materials on the website of the Port of Kotor JSC (<https://portofkotor.co.me/>), as well as in the form of pictures and floor stickers in the areas used by passengers and persons using the services of the Port of Kotor.

#### 7.7.1.1 Additional Guidelines on Health and Protective Measures

General messages:

- a) Wear face masks, ensure their proper use and disposal, and replace them every 4 hours (unless the instructions read otherwise);
- b) Keep a physical distance;
- c) Wash your hands regularly for at least 20 seconds with soap and water or, if this is not available, use alcohol-based hand sanitizers;
- d) Cover the mouth and nose with a handkerchief or bent elbow when sneezing or coughing;
- e) Limit direct contact with surfaces and persons; and
- f) Show mutual kindness - that is the only way to get over this.

Before departure of the vessel from the IMBCP/ Port Terminal:

- a) Read promotional material on health protection from your port service user (inform yourself through the vessel's port agent);
- b) Check that there are enough medical face masks and gels for sanitary care.

At the IMBCP/ Port terminal:

- a) Contacting the vessel crew members (signature of the safety checklist in accordance with the procedures referred to in the Safety Plan);

- b) Compliance with physical barriers and signs indicating distance requirements;
- c) Minimal use of the port facilities; and
- d) Wearing a face mask, observing hand and foot disinfection measures.

### **7.7.2 Treatment of Passengers Not Adhering to Preventive Measures**

Employees of all entities at the IMBCP Kotor shall warn the users of port services of the obligatory observance of the prescribed preventive measures, as well as about potential consequences of non-compliance with the given measures (in the text below). If any user of port services still fails to comply with the measures in question, it is necessary to inform the relevant state bodies accordingly (Police, Customs), which will conduct further procedure.

### **7.7.3 Measures Applied at the Port of Kotor JSC**

The Port of Kotor JSC, as the concessionaire and provider of main port services, in cooperation with relevant state bodies, shall apply the following measures when handling port service users:

1. Traffic planning (entry and exit of buses and vans in the area of the IMBCP Kotor) in a way to avoid overlapping operations in arrival and departure, where the implementation of measures specified in these instructions is jeopardized due to the number of passengers;
2. Active involvement of the medical team (in cooperation with the ship's agent) in the IMBCP area, headed by the physician on duty, in the process of handling passengers in terms of performing thermal scanning of passengers who show symptoms that may indicate the COVID-19 disease, and further related notification of passengers, HES and HSI;
3. Enabling users of port services to accelerate embarkation and disembarkation and additional movement and passing of passengers with the aim of avoiding physical contact as much as possible and ensuring compliance with the measure of keeping a physical distance;
4. Touchless boarding of passengers (upon acquisition of technical conditions);
5. Boarding/disembarking of passengers in groups/rows in order to reduce mutual contact between passengers and/or crew members, with the aim of avoiding the formation of queues (in accordance with the shipowner's instructions);
6. Boarding/disembarking of passengers by guiding them to the means of passenger transportation (bus-van - from the vessel to the bus or vice versa, with the provision of preventive measures) (protective face mask, physical distance);
7. Collection and safe disposal of waste from vessels (in accordance with the applicable procedures of ISO standard and national legislation);
8. Implementing additional requirements in accordance with the mutually reached agreement/contract between the shipowner and the Port of Kotor JSC, other entities and service providers in the waters of the Port of Kotor JSC;
9. Responding to extraordinary events of interest to public health in accordance with the Emergency Plan of the Port of Kotor (Security Plan);

### **7.7.3.1 Measures Applied by Other Entities in the Port of Kotor JSC**

Other entities in the Port of Kotor JSC shall apply the measures prescribed as mandatory for the activity they perform in accordance with the applicable regulations in force.



## **8. RESPONSIBILITIES AND OBLIGATIONS**

### **8.1 Responsibilities of the Port of Kotor Management in the Application of Health Protection Measures**

The Port of Kotor management has appointed a coordinator tasked to provide and implement preventive measures by all actors providing services at the Port of Kotor. The coordinator is in constant communication with the ship's agent, the Public Health Institute of Montenegro/ Competent HES (Hygienic and Epidemiological Service) and the Administration for Inspection Affairs - Health and Sanitary Inspection.

Responsibilities of the Port of Kotor management:

- a) Organizing professional trainings of employees;
- b) Providing health examinations of employees;
- c) Ensuring compliance with the imposed measures and recommendations (distance – face mask - hand hygiene)
- d) Monitoring the application of preventive health protection measures.

### **8.2 Organizing Professional Training for the Port of Kotor JSC Employees**

In the Port of Kotor, training needs are determined by the managers of all services and the competent management person.

The managers of services compile the Draft Employee Training and Development Plan for the following year with the emphasis on the inclusion of training related to the application of health protection measures (form Lko.104 - Lkp.08), Draft Plan/ Employee Training and Development Plan for the year \_\_\_\_\_).

Based on the consolidated Draft Employee Training and Development Plan for the given year, approved by the Executive Director, Director of the Port Services and IMS Department will compile (Lko 13-Employee Training and Development Plan for the current year) and submit it to the Financial Service Manager by June 30<sup>th</sup> of the current year, to be integrated into the Financial Plan (defined in the procedure Lkp.10, Business Planning, Analysis and Reporting).

Basic training of employees in the field of application of health protection measures is organized for all employees in agreement with the competent state bodies. The knowledge of employees is practically tested by legal entities that meet particular conditions and have the approval of the Ministry of Health of Montenegro.

#### **8.2.1 Professional Competence of the Port Service Users**

Entities that use the port services in the Port of Kotor shall ensure that employees in their organizational units are trained to apply health protection measures in proportion to the jobs and functions they perform in accordance with applicable regulations. The training of employees must be documented in the form of written documents, such as reports on the training of these persons, and they must be presented to the management of the Port, in case of state audit for compliance with the relevant regulations.

## **8.3 Medical Examinations of Employees**

### **8.3.1 Procedure for Determining and Checking Health Conditions**

In order to reduce the risk of coronavirus transmission to the lowest possible level, the Port of Kotor JSC has introduced regular employee testing. The Test Implementation Plan is carried out on a weekly basis in groups and according to the respective schedules submitted by service managers. The Primary Health Care Center Kotor provides PCR testing services, as well as the possibility of vaccinating employees who have given their consent for its implementation.

## **8.4 Responsibilities of Employees in the Application of Preventive Health Protection Measures at the Port of Kotor**

### **8.4.1 Responsibilities of the Maintenance and Occupational Safety Officer**

- a) Specifying the procedure Lkp 25 "Maintenance and Inspection of Cleanliness", which lists the procedures for cleaning and disinfection of work surfaces;
- b) Ensuring the application of preventive measures by all actors providing services at the IMBCP Kotor and communicates with the PHI of Montenegro and Administration for Inspection Affairs - Health and Sanitary Inspection;
- c) Checking the procurement of equipment, cleaning/ disinfection agents and products, as well as personal protective equipment for employees.
- d) In communication with the Municipal Protection and Rescue Team, providing disinfection of public spaces in front of the border crossing point and coordinating the occasional presence of employees of the Administration for Inspection Affairs and the Communal Police of the Municipality of Kotor.
- e) Keeping the archive-registrar (Lko71 Checklist for cleaning/ disinfection of the Terminal building during the application of preventive measures against COVID-19;
- f) Applying and checking the application of preventive health protection measures contained in this document

### **8.4.2 Responsibilities of the Internal Protection Service Manager and the PFSO Officer**

- a) Checking the application of preventive health protection measures contained in this procedure.

### **8.4.3 Responsibilities of the Building Housekeeper/ Cleaner**

- a) Carrying out periodic disinfection of handles and handrails (indoor and outdoor), contact surfaces that are pushed to opens doors, faucets on taps, buttons on cisterns;
- b) Carrying out regular maintenance of working premises in accordance with the form (Lko71 Checklist for cleaning/ disinfection of the Terminal building during the application of preventive measures against COVID-19);
- c) Applying the preventive health protection measures contained in this document

#### **8.4.4 Responsibilities of Port Workers**

- a) In coordination with the Cleaner, they carry out disinfection by spraying all toilets, counters and associated waiting areas and offices where work with clients is performed, as well as the employees' offices in the passenger terminal;
- b) Before the arrival of a ship/yacht, during the stay of a ship/yacht, and after the departure of a ship/yacht, they carry out a detailed disinfection of the port terminal using the pumps provided for that purpose.
- c) They take part in the application of preventive health protection measures contained in these instructions.

#### **8.4.5 Responsibilities of IT Officers**

- a) They carry out periodic disinfection of telephone handsets, radio stations and devices for electronic attendance records;
- b) They apply and check the application of preventive health protection measures contained in these instructions.

#### **8.4.6 Responsibilities of Employees at the Counter (Guard House)**

- a) Disinfection by wiping work surfaces and work equipment, counters and work desks, with an emphasis on disinfection of counter surfaces and counters used by users of port services;
- b) Advising and reminding users of port services to follow the social distancing measures and wear face masks;

#### **8.4.7 Responsibilities of Other Employees**

- a) Carrying out disinfection by wiping work surfaces and work equipment they use;
- b) Applying the set of preventive health protection measures contained in these instructions

### **8.5 Organizing the Implementation of Measures and Compliance Monitoring**

All entities that use port services in the Port of Kotor are responsible for organizing the implementation of measures and monitoring compliance with the implementation of measures prescribed by these instructions and applicable regulations, which includes monitoring compliance with the implementation of measures closely related to their activities.

The Port of Kotor management is responsible for supervising compliance with the implementation of measures by all entities at the IMBCP Kotor.

The Port of Kotor management is not responsible for supervising compliance with the implementation of measures that are closely related to the activities of state bodies working at the IMBCP Kotor.

OBLIGATIONS OF PORT SERVICES USERS, CREW MEMBERS, EMPLOYEES AND ENTITIES AT THE IMBCP KOTOR IN ORDER TO APPLY HEALTH MEASURES IN THE PORT OF KOTOR WATERS	7.1 Communication with HES and HSI	7.2 Reporting and treatment of passengers and crew members with potential symptoms	7.3 Reporting and treatment of employees with potential symptoms	7.4 Access control	7.5 Limitation of the number of persons at the IMBCP Kotor and Queue Management	7.6 Temperature measurement	7.7. Personal Protective equipment and hygiene	7.8 Physical distancing	7.9 Health protection measures	7.10 Responsibilities of entities in the Port of Kotor in the application of health protection measures
Users of port services	X	X	X			X	X	X	X	X
Vessel crew members		X	X	X		X	X	X	X	X
Port of Kotor JSC - Security Service; - Technical Maintenance Service; - Internal Protection Service;	X	X	X	X	X	X	X	X	X	X
Police and Customs at the IMBCP Kotor	X	X	X	X	X	X	X	X	X	X
Other vessel operators	X	X	X			X	X	X	X	X
Maritime agents (guides, etc.)	X	X	X			X	X	X	X	X
Tenants of terminal business premises	X	X	X			X	X	X	X	X

The following are responsible for compliance and monitoring the application of the package of preventive measures referred to in this document:

- Port terminal employees;
- Employees of service providers (port agents, bus drivers, guides, etc.);
- Officials of competent state bodies (Border Police Station and Customs Office)

Users of port services who do not follow the existing preventive measures shall be denied access to the IMBCP Kotor or terminal building on arrival and departure, and shall be removed from the premises in accordance with national legislation. Any person who refuses to apply the existing preventive measures shall be treated in accordance with the procedures referred to in the Security Plan of the Port of Kotor and with the assistance of the police at the IMBCP Kotor.

## 9. INSTRUCTIONS AND RECORDS

This procedure is complementary to the following documents:

- Port Area Management Plan for handling foreign vessels and accommodation of their crews during the COVID 19 pandemic (0308-1721 dated 1 October 2020);
- Instructions for safe operation - U.07 (P.29).

### 9.1 Output Documents

The following forms and records are derived from or used in this procedure:

No.	Document Title	ID	Issuing Period	Filing		Kept for
				R-	FL-	
1.	<b>Cleaning / disinfection checklist</b>	Lko 71				1 year
2.	Reports on occupational safety and health	External doc.no.8	as needed	08		5 years
3.	Records of previous and periodic health examinations	External doc.no.9	as needed	08		5 years
4.	Report on documents on occupational health protection	External doc.no.12	as needed	08		5 years

## 10. APPENDICES

- Appendix 1: Port Area Management Plan for handling foreign vessels and accommodation of their crews during the COVID 19 pandemic (0308-1721 dated 1 October 2020);
- Appendix 2: Guidelines for cleaning the areas where a person suspected of being infected with Covid-19 coronavirus stayed (PHI of Montenegro)
- Appendix 3: Information boards - Coronavirus protection measures and recommendations;