



# Executive Summary

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**T**hank you for taking a moment to learn more about Safe Harbor. Our network of 100 marinas\* is the largest and most advanced in the world.

You will discover that our organization is defined not only by a spirit of innovation and adventure, but also a commitment to creating something truly unique in the marina industry.

Above all, we are a company that takes care of people. We believe it is within our capacity to positively impact the lives of people around us.

Our top priority will always be to serve people with excellence. We do this by operating with humility, a willingness to learn, and the pursuit of constant improvement. Moreover, whether it is for our Members or our own teammates, we exist to create an environment that fosters treasured memories, unforgettable adventures, and genuinely meaningful relationships. This philosophy is woven into the fabric of everything we do.

*\* includes two under contract*

In the era of COVID-19, our operations are in a position to serve as never before. Boating in general is a great option for people. It provides a sense of freedom and adventure in a context that is open and natural by design. Furthermore, boaters are typically in small groups comprised of family and/or small collections of friends.

At Safe Harbor, we deliver on small details with excellence. We pride ourselves on operational excellence with respect to (i) service of vessels, (ii) care of our properties and (iii) care of our teammates and boaters.

Because of this, we've always had a high sensitivity to safety and environmental programs. For us, they are a living and breathing initiatives. They are always changing and growing.

Now in response to COVID-19, we have had occasion to advance our safety protocols still further. As you will see in recent photos in the pages ahead, our teammates are resourced for, and tasked with, operating safely in the new environment.

We take safety extremely seriously at Safe Harbor. It is central to our name, our brand, and the service we provide to the nation's boaters. There is a very important reason for this.

As you will hopefully come to understand quickly, we are all about people. We steward some of the country's most precious waterways. But, more importantly, we serve hundreds of thousands of families around the USA – both through employment and through access to boating. We take our opportunity to care for them very seriously.

Sincerely,



**BAXTER UNDERWOOD | CHIEF EXECUTIVE OFFICER**

## Contents

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Safe Harbor has taken comprehensive operational measures to ensure we can perform our essential business in a safe & responsible manner.

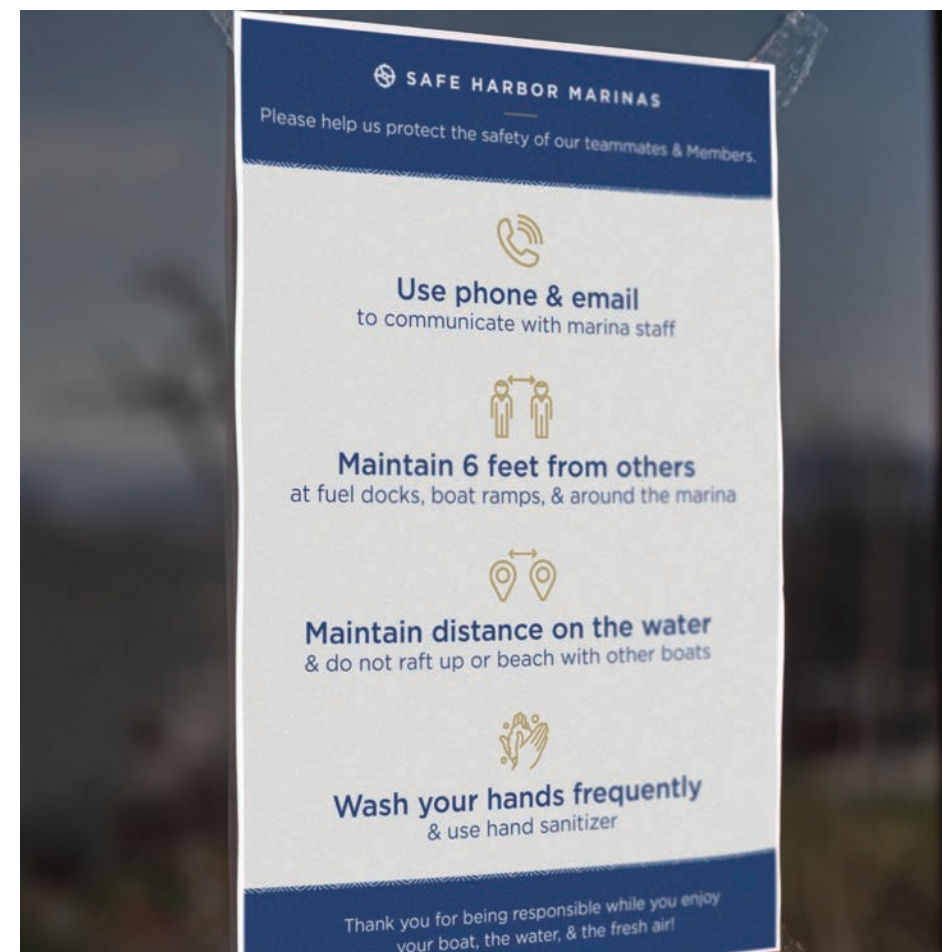
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# Restricted Human-to-Human Contact

Safe Harbor locations nationwide have been adjusted to limit human interaction during operation in the following ways:

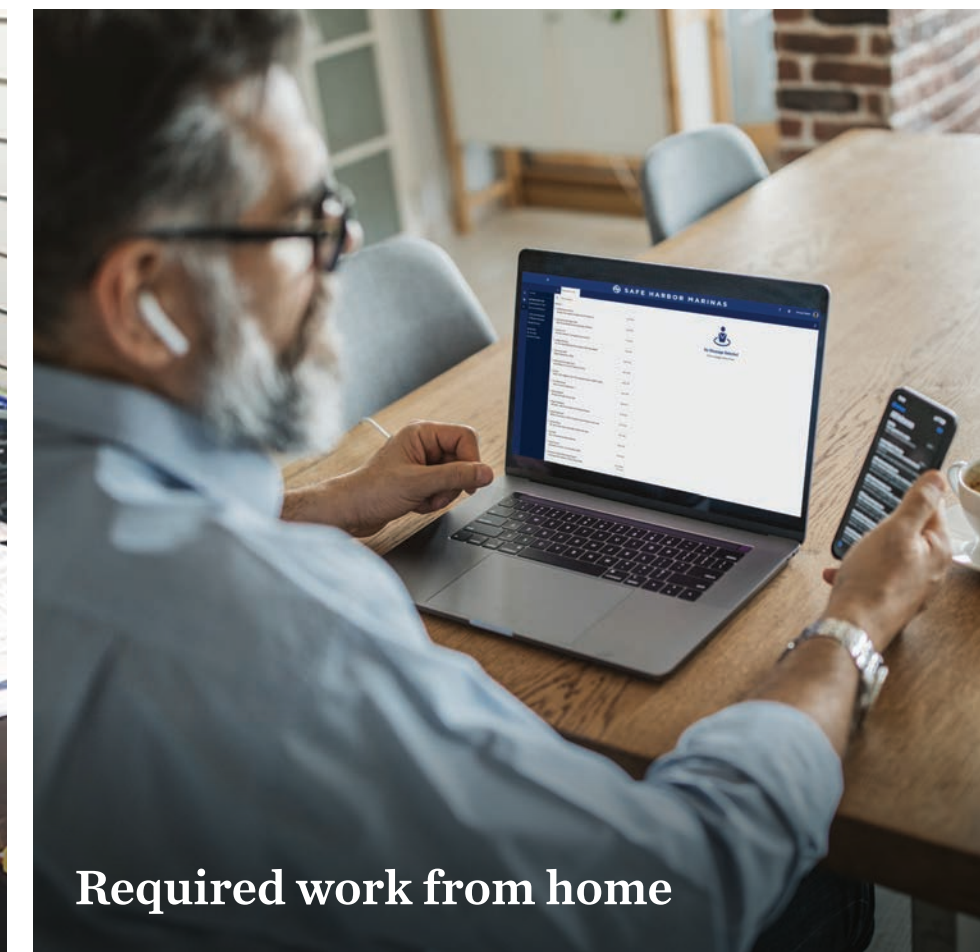
-  **Revised Staff Schedules:**  
Staggered breaks & shifts for all yard employees
  
-  **Closed Yard Office:**  
All external business conducted by email & phone
  
-  **Required Social Distancing:**  
Enforced social separation for all on-site staff & customers
  
-  **Closed Until Further Notice:**
  - Shipyard Offices
  - Retail Operations
  - Common Areas
  - Recreational Amenities
  - Picnic Areas & Playgrounds
  - Community Restrooms



Restricted boatyard access



Mandated PPE



Required work from home



## Operational Procedures

Much of Safe Harbor's work has always been performed independently & with full PPE. In the current environment, however, policy has been expanded to include the following:

### Vessel Launch/Haul

- Technicians separated by 15 feet
- Full PPE for vessel launch & haul

### Marine Service

- Segmented work zones
- Tool sanitization between uses
- One tech per vessel policy
- Vessel sanitation before/after boarding

### Fueling & Pump-out

- Mask & gloves required by dockhands
- Accessible hand sanitizer
- Sanitation of pumps between uses

### Hourly Disinfection Protocol

- Single-occupancy restrooms
- Offices & break rooms
- Parts room & storage areas
- Shared equipment



## Employee Guidelines

Our employment handbook has been updated to include the enhanced enterprise-wide health & safety policies:



### Strict Stay-At-Home Policy

Expanded PTO for sick employees & those caring for sick family members



### Hand Sanitizer

Convenient access to hand sanitizer for all on-site employees at key points at all locations nationwide



### Visible Property Signage

Installation of hygiene & social distancing permanent signs & temporary posters at all locations



### Bathroom Conversions

Change of multiple-service bathrooms to single-service, & increased cleaning protocols





## Summary

Intent & expectation of policy enhancements to substantially eliminate threat of viral spread (COVID-19 or other) at Safe Harbor properties



### No Increased Threat

Given the nature of our business & the comprehensive health & safety policies, Safe Harbor's operations do not pose an *increased* threat of COVID-19 infection to its employees or the public.



### Essential Services

Safe Harbor provides essential services to the community in normal times, but this is particularly true in the current environment.

## IMPACT

Through vigilant care of our employees & boaters, Safe Harbor is able to deliver an environment of safety, freedom, & adventure - much needed commodities in the current social context

