Guidelines for Passenger Vessel Operations

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Abu Dhabi Ports

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Revision History

Date	Issue	Section	Description
January 2012	First Issue		
January 2020	Second Issue		Substantive revisions throughout document to reflect introduction of licensing regime by Abu Dhabi Ports for all Passenger vessel and Terminal operations in Abu Dhabi waters.

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1. INTRODUCTION

1.1 Abu Dhabi Ports

The Abu Dhabi Ports Company (Abu Dhabi Ports) is the Ports Authority for the commercial non-petroleum ports of the Emirate of Abu Dhabi.

We are responsible for overseeing the wide range of work activities that take place in our ports, aiming to ensure health, safety and environmental risk is maintained as low as reasonably practicable.

To achieve this goal, Abu Dhabi Ports has established a framework of policies, rules, standards and procedures – collectively, the Port Rules – which form an essential component of the Port Integrated Health Safety & Environment Management System.

We use a wide variety of methods to encourage and support port users to manage risk in a sensible and proportionate way, and to secure compliance with the Port Rules including the international and local regulations and standards applicable to port operations.

1.2 Purpose

These Guidelines for Passenger Vessel Operations apply to any vessel or Terminal utilised in relation to a Passenger transportation operation in the Emirate of Abu Dhabi.

These guidelines has been designed to encourage the adoption and use by all vessel and Terminal operators of a consistent set of standards that will provide opportunity to service customers to a high standard.

In the interests of promoting safety in Abu Dhabi ports, Masters and owners of all private recreational craft, including personal watercraft, are encouraged to abide by these guidelines.

1.3 Licensing of Passenger Vessel Operations

Abu Dhabi Law (6) of 2018, on the establishment of the Department of Transport[1], requires and empowers the Department to undertake the following functions, among others:

(1) Supervision of the transport sector in accordance with national and international regulations in force, in coordination with the relevant authorities in the State and beyond.

(2) Licence all entities, companies and persons operating in the transport sector, and monitoring the extent to which they are committed to optimizing the quality of their services.

[1] Now the Department of Municipality and Transport (DMAT).

In relation to item (2) above, all operators (owners) of vessels that transport Passengers within the Emirate of Abu Dhabi, including operations to facilities located in the territorial waters or the exclusive economic zone (EEZ) of the United Arab Emirates (UAE) under the jurisdiction of the Emirate, must secure a licence issued by the Department to do so.

In addition, the operator of each Terminal utilised for the embarkation or disembarkation of Passengers from a vessel within the Emirate of Abu Dhabi must likewise secure a licence from the Department to do so.

The operators of vessels transporting Passengers to / from a location outside the Emirate of Abu Dhabi are not required to secure a licence from the Department[2]. Notwithstanding, due account should be taken by said operators of these Passenger Vessel Guidelines including ensuring each Terminal(s) used to embark or disembark Passengers is duly licensed.

1.4 Delegation to Abu Dhabi Ports

All functions related to the licensing and superintendence of Passenger vessel services in accordance with Law (6) of 2018 have been delegated by the Department of Transport to Abu Dhabi Ports. Licenses as referred to in these Passenger Vessel Guidelines may be granted on application to Abu Dhabi Ports through the MAQTA Gateway. Further information on licensing, including fees, is available on the Abu Dhabi Ports' website.

1.5 Definitions

The following definitions apply to these Passenger Vessel Guidelines:

Crew - the Master and any person employed or engaged on the business of the Vessel.

Master - any person whether the owner or Master lawfully having or taking command or charge or management of the Vessel for the time being.

Passenger - any person carried in the Vessel other than a Crew member.

Terminal - any facility as may be used for the embarkation or disembarkation of Passengers from a Vessel

Vessel – any craft used for the transportation of Passengers.

1.6 Compliance with Applicable Law

These Passenger Vessel Guidelines do not reduce, extend or modify obligations contained in any legislation applicable to Passenger vessel operations in the Emirate of Abu Dhabi.

Further, these Passenger Vessel Guidelines are expressed in general terms. Service providers should not assume that they deal with all operating conditions and circumstances.

[2] Non-UAE vessels may be required to secure a 'navigation licence' from the Federal Transport Authority (FTA).

In the event of any inconsistency between these Passenger Vessel Guidelines and the legislation under which Abu Dhabi Ports exercises a statutory function, power or discretion, the legislation will prevail.

1.7 Coming into Force

These Passenger Vessel Guidelines come into force on 1 January 2020.

2. RESPONSIBILITIES

2.1 Overview

The safety of Passenger vessel operations is of paramount importance. Although the Master has overall responsibility for the safety of a vessel and those onboard, everyone concerned with this operation has at least some responsibility for ensuring safety.

2.2 Vessel Operator

The operator of a vessel carrying Passengers has primary responsibility for ensuring that systems are in place to provide a safe working environment. In so doing the operator should take into account the views of appropriate members of the Crew; the commitment of the Crew is essential for ensuring that hazardous situations are truly resolved. In particular the operator should ensure:

(a) The vessel holds all necessary licences and certifications as required by Federal and Amiri law.

(b) The vessel has undergone and completed all statutory inspections.

(c) Appropriate survey requirements are met.

(d) The vessel is fit to undertake the voyage and the duties intended.

(e) The vessel carries sufficient equipment and supplies to meet the needs of the voyage and intended duties.

(f) The vessel is manned by sufficient Crew and service personnel to meet the needs of the voyage and intended duties.

(g) All Crew are appropriately qualified and trained.

(h) The Master is provided with copies of all relevant:

  (i) company policies and procedures;

  (ii) licences and certificates; and

  (iii) authorisations.

2.3 Master

2.3.1 Authority

The vessel operator should ensure the Master of each vessel has the necessary authority to make decisions affecting the safety and conduct of the vessel and those onboard. A notice to this effect, in Arabic and English, should be displayed on the vessel and obviously visible to Passengers and Crew alike.

2.3.2 Duties

The Master is at all times responsible for the safety of the vessel. In discharging this duty the Master should:

(a) Complete all pre-sail checks before Passengers board, taking into account the instructions issued by the vessel operator, including ensuring:

(i) copies of all necessary licences and certification are onboard and are current;

(ii) the vessel is in a suitable condition to undertake the voyage and duties intended;

(iii) there are sufficient Crew to meet the needs of the voyage and intended duties;

(iv) the Crew are appropriately qualified, trained and fit for their nominated duties for the entire duration of the voyage;

(v) there is sufficient equipment and supplies to meet the needs of the voyage and intended duties;

(vi) copies of all relevant company policies and procedures are available;

(vii) copies of all relevant authorisations are available; and

(viii) the weather is suitable for the journey to be made.

(b) Take into account:

(i) not all Passengers are necessarily fit and may be 'mobility impaired'; and

(ii) Port waters are rarely entirely calm and wash from passing traffic must be expected.

3. SAFE WORKING PRACTICE

3.1 Overview

The Port Rules require each operator of a Passenger vessel, or Terminal, to provide a safe working environment, and to promote and encourage a safety-conscious culture through implementation of a comprehensive risk-based safety management system (SMS).

3.2 Risk Management

Risk is the chance of something happening that will have an impact upon objectives and is measured in terms of consequence and likelihood.

To accommodate the variables that exist, each Passenger vessel and Terminal operator should apply the principles of risk management detailed in the Technical Guidelines for the Process of Risk Management published by the Abu Dhabi Occupational Safety and Health Center (OSHAD)[3].

Underlying this risk management approach is the principle that Passenger vessel operators, Masters and Crew, and related Terminal operators, should be constantly vigilant in looking for and minimising hazards. Essentially, a hazard is anything that may result in injury to a person or cause harm to the health of a person. Hazards include chemicals, radiation, moving objects or processes of work.

In its simplest form, operators should methodically 'self-assess' for risk within their own operations. By referencing relevant regulations, and utilising the practical experience and detailed knowledge of operators and Crews, a process of hazard identification, risk assessment, risk control and review is undertaken. The information generated from this process may then be used to:

(a) Review / refine an existing procedure (where it exists).

(b) Provide the basis of a new procedure (where none exists).

(c) Define essential equipment purchases and maintenance requirements.

(d) Clarify employee roles / job descriptions.

(e) Clarify employee induction / training requirements.

This process should involve the following key steps:

(1) **Identify Risks:** Identify where, when, why and how events could prevent, degrade or delay the achievement of health and safety objectives.

(2) **Analyse Risks:** Identify and evaluate existing controls, consequences and likelihood of hazards and hence level of risk. This analysis should consider the range of potential consequences and how these could occur.

[3] Other than vessels certified compliant with the International Safety Management (ISM) Code.

(3) **Evaluate Risks**: Compare estimated levels of risk and consider the balance between potential benefits and adverse outcomes. Make decisions about the measures required to deal with the risks and consider priorities.

(4) **Treat Risks**: Develop and implement cost-effective strategies and action plans to increase health and safety benefits and reduce costs.

(5) **Monitor and Review**: Monitor the effectiveness of all steps of the risk management process to ensure changing circumstances do not alter priorities.

3.3 Policies, Plans and Procedures

Within the adopted safety management system, each vessel and Terminal operator should establish and document clear policies, plans and procedures for the following, as appropriate:

(a) Decision-making for responsibilities such as command, purchasing, maintenance, emergency situations and conduct.

(b) Procedures describing specific functions undertaken on the vessel such as evacuation, cleaning, maintenance.

(c) Storage and use of hazardous substances on the vessel.

(d) The process by which improvements identified by any person associated with the operation of a vessel are analysed and implemented.

(e) Ensuring frequent and regular communications with employees, and how the workforce may communicate with the operator.

(f) Ensuring that navigational information such as charts, navigation warning broadcasts by radio, Notices to Mariners, Harbour Master Instructions etc. are promulgated to all appropriate personnel in a form that may readily be understood.

(g) The working language to be used – some care may be required as Arabic or English may not be understood by all staff employed on the vessel.

(h) Emergency response for situations such as fire, flooding and collision that are known to Crews and exercised.

(i) Drug and alcohol consumption - the possession and / or consumption of alcohol or drugs by any member of the Crew while on duty, other than prescribed medication, is strictly prohibited.

(j) Ensuring all Crew are properly trained to perform their functions, this includes irregular staff, such as catering staff etc., and a record maintained for audit purposes.

All policies and procedures issued should be communicated in a language (or languages) understood by each employee engaged on a vessel, whether the employee is permanent or temporary.

4. VESSEL OPERATIONS

4.1 Harbour Master Consent and Directions

Masters are reminded that the consent of the Harbour Master must be obtained prior to any movement of a vessel into or within port waters. Normally this consent is granted through the Vessel Traffic Service (VTS) using VHF radio.

Masters are likewise reminded that they are obliged to comply with any direction issued by or under the authority of the Harbour Master in relation to, among other things, exclusion zones and speed limits.

4.2 Charts and Passage Plan

Vessels should carry the appropriate charts for Abu Dhabi waters, corrected and in date. Recognising that standard charts may be too cumbersome for convenient use in a cramped wheelhouse a suitable electronic chart may be substituted.

Additionally, each vessel should develop and maintain a passage plan for each voyage or trip undertaken. As a minimum, the passage plan should contain:

(a) The basic route to be taken.

(b) Exclusion zones.

(c) Areas sensitive to wash and recommended speed at which to pass.

(d) Areas of reduced depth and tidal limitations.

4.3 Commercial Vessels

The main channel(s) used by large commercial vessels operating to / from Abu Dhabi ports are shown on the relevant chart(s). Masters should, where possible, keep clear of these channels, to allow large commercial vessels to pass safely, while always obeying the International Collision Regulations.

4.4 Incident Reporting

The Master of any vessel involved in a navigational incident either directly or indirectly as a witness must immediately notify the Harbour Master through the VTS, ensuring all relevant facts are recorded for subsequent reporting to Abu Dhabi Ports in accordance with the Port Rules.

4.5 Mooring and Passenger Access

Each vessel operator should clearly state in written procedure how the operator expects the Master(s) to moor when embarking or disembarking Passengers. Wherever practicable, the aim of this procedure should be to provide Passengers with 'step-free' access to the vessel; this means that Passengers should not have to stretch or step up or down in order to access the vessel. Ideally, the whole length of the vessel should lie alongside the quay or jetty. Where a gangway is to be used, this should be provided with a safety net and adequate lighting.

On smaller vessels carrying 12 or less Passengers, mooring and Passenger embarkation / disembarkation arrangements may differ, but should be fully risk assessed and be safe and appropriate for the location and circumstances.

4.6 Coming Alongside

4.6.1 Passenger Warning

Passengers should be warned by an announcement over the public address system, or by the Crew, when the vessel is approaching the berth and advised that they are to remain seated until the vessel is securely alongside.

4.6.2 Communications

The Master or other person manoeuvring the vessel should remain in communication with the Crew handling lines at all times during mooring operations.

4.7 Mooring Equipment

4.7.1 Cleats and Bollards

Cleats should be appropriately fixed to a firm section of deck not prone to any movement. A smooth surface is essential to prevent any chafing of mooring lines. Any sign of wear between the cleats and decking should be reported and repaired as soon as possible. If easy access can be had underneath the deck where the bollard or cleat fixings are apparent, this should be included in any documented safety checks.

4.7.2 Mooring Lines

Polypropylene and Nylon ropes are generally used as mooring lines, being strong, light and water and oil resistant. However, they require careful handling and storage. Particular attention should be paid to ensuring mooring lines are kept out of direct sunlight when not in use, which weakens the rope.

Man-made fibre, surging under strain in normal use may develop glazed areas where it has worked around a bollard or cleat. This glazing may either be paint rubbed off or, more dangerously, the heat generated by friction as it surges around a bollard or cleat etc., which can also cause the fibres in the rope to fuse together, making the rope brittle and weak.

Mooring lines should be inspected regularly for any signs of wear and replaced as necessary.

When making fast, other than as required for handling, hands and feet should be kept out the way of mooring lines. Care should be taken if wearing gloves not to snag hands in lines. Anything likely to cause a distraction during the handling of mooring lines, e.g., mobile phones, should be disabled or removed from the area.

Care should also be taken not to make fast too quickly. This may result in breaking the line; a line breaking under strain may cause a whiplash effect, resulting in serious injury. This whiplash effect may occur without breaking the rope; in such instances the shockwave travels down the rope with sufficient force to be potentially fatal.

Lines should not be dropped or trailed in the water. Man-made fibres will float on or just under the surface, hazarding propellers, engine intakes etc.

4.8 Mooring Arrangements

Mooring arrangements will vary between vessels due to design but the fundamental principles of mooring are similar.

A safe mooring requires a minimum of two or three lines. One as a spring to position the vessel alongside, a second for retaining close contact between the berth and head of the vessel, and thirdly a line at the centre or stern of the vessel, again to keep it alongside the berth. The vessel should be laid as close as possible alongside the berth and whenever possible the main engines should be in neutral.

The practice of 'steaming against a single short spring without a gangway may put Passengers and Crew at risk, and leaves the Master open to accusations of failing in his duty of care in event of an accident; the vessel and berth owner or operator may also be liable. A vessel should always be properly moored alongside.

When out of service and moored alongside for longer periods or during inclement weather then, as a minimum, vessels should use two 'springs'; one leading forward and the other aft, plus two ropes each from the head and stern of the vessel.

4.9 Embarkation and Disembarkation

The responsibility rests with the vessel operator and Master to ensure each Terminal and berth used to embark or disembark Passengers is licensed and fit for purpose.

4.9.1 Use of Gangways

If a gangway is used, Crew members should always ensure that the vessel is securely moored and the gangway suitably manned, with gangway operating procedures laid down by the vessel operator. The following considerations are important in the design and operation of gangways:

(a) Ensuring the gangway allows reduced mobility access (including wheelchairs) – or providing alternative arrangements, documented in procedure, to ensure persons with special needs may safely embark or disembark from a vessel.

Note: Crew should not be required to physically assist persons with special needs on or off a vessel. This should only be performed by appropriately trained persons with suitable equipment.

(b) The Crew ensure Passengers do not bunch up on the gangway.

(c) At least one Crew member, clearly identified and suitably equipped with lifejacket and safety footwear, attends the gangway to assist Passengers.

(d) Provision of a slip resistant walkway.

(e) Provision of incorporated handrails that are tested regularly.

(f) Regular checks are undertaken for any signs of wear or deficiencies, which are documented.

(g) Gangways are securely fixed at one end and allow for movement between the vessel and the berth at the other end with adequate overlaps for the type and location.

(h) The gangway is stowed when not in use.

4.9.2 Passenger Access Points

Passenger access points, both on the vessel and on the berth, including the gangway, should be well illuminated and marked with high visibility tape or paint. The edge of the deck and the berth at the access points should be highly visible so that any gap between the ship and berth is obvious. Additionally, these areas should be non-slip treated.

4.9.3 Control of Wash

Ideally, Passenger vessel engines should be in neutral while alongside. However, vessels may sometimes need to keep engines running in gear when embarking or disembarking Passengers. This can cause considerable propeller wash or turbulence, and the effects worsen as the vessel accelerates or decelerates on coming alongside or departing. Masters of vessels approaching from astern should take care to allow for the effect of this propeller wash on the control of their own vessels.

5. PASSENGER MANAGEMENT

5.1 Safety Briefing

Before departure, Passengers should be briefed on safety and emergency procedures relevant to the particular vessel, including those relating to fire prevention, protection of limbs, and the effect of Passenger movement on boat stability. The Master or person navigating the vessel should not be distracted by simultaneously attempting to conduct Passenger safety and / or public commentaries.

The pre-departure briefing should be in, at least, Arabic and English and contain verbal instructions and demonstrations that inform and prepare Passengers to respond in the event of an emergency. The briefing should make Passengers aware of the location of life jackets closest to their position on the vessel, and the survival craft they should board if the vessel has to be abandoned.

Information cards or posters may be used to supplement the verbal briefing, but should not replace the announcement. The public address system should cover all areas where Passengers and Crew have access, escape routes, and places of embarkation into survival craft.

Emergency instructions including a general diagram of the vessel showing exit locations, evacuation routes, emergency and life-saving equipment should be available to Passengers.

5.2 Embarkation and Disembarkation

The following should be taken into account by vessel operators in the development of procedures for Passenger embarkation or disembarkation:

(a) Access gates on the vessel and berth, if provided, should not be opened until the vessel is safely alongside and the Master has given permission. they should be closed again and latched securely before the vessel departs.

(b) The Master should give permission positively to begin embarking or disembarking Passengers.

(c) Ideally, the Master should be able to observe the entire Passenger transfer process, but if this is not possible he must be able to communicate with the Crew at the access point.

(d) All Crew members should be aware of the danger that passing vessels may present to Passengers transferring.

(e) The Passenger access point should be manned at all times, by at least one appropriately uniformed Crew member when Passengers are transferring.

(f) Passengers should be counted on and off the vessel so that the exact numbers of 'Persons On Board (POB)' is known.

(g) In the event of a person falling overboard, emergency procedures should begin immediately, which should ensure:

(i) unless required for wider safety reasons, e.g., evacuation from fire, Passengers are prevented from transferring to or from the berth; and

(ii) Passengers are prevented from jumping into the water to attempt a rescue.

5.3 Uniform

Each Crew members should be provided with and wear at all times smart and practical uniform with the appropriate safety equipment, e.g. a personal flotation device. This conveys an impression of a professional and well run operation, and makes the Crew immediately identifiable to Passengers both during routine operations, but more importantly during emergency situations.

5.4 Passengers with Special Needs

Passengers with special needs include those persons with physical disabilities, speech, hearing or sight limitations and those with mental health problems, including the elderly and parents with young children.

Wherever practicable vessel and berth operators should support access for Passengers with special needs but some considerations are required. The following is a guide:

- assess whether the Passenger can safely embark / disembark from a vessel with reasonable assistance - reasonable assistance includes guiding and advising but excludes lifting or hoisting by vessel or berth staff;
- use of signs;
- additional handrails, wider passageways, lifts etc.; and
- ensure limitations for hosting Passengers with special needs are clearly stated in booking and ticket terms and conditions.

If the Master considers Passenger safety is in doubt, then polite but firm refusal to embark the vessel must be given to the person(s) with special needs together with the reason.

5.5 Monitoring of Passengers

Passengers should be kept under control and prevented from interfering with vessel operations. During mooring, ideally Passengers should be kept well clear of the access point until the vessel is safely alongside.

Crew members should watch Passengers closely and be alert to anybody likely to do something foolish or dangerous, particularly if they appear to be under the influence of drink or drugs, or appear to be ill.

5.6 Unruly or Aggressive Passengers

There are several approaches that may be taken with unruly or aggressive Passengers, and each situation must be quickly assessed and acted upon by the Crew. In some cases police assistance may be necessary and Masters should not hesitate to call the police if the circumstances warrant.

5.6.1 Pre-Voyage Evaluation

Vessel operators should attempt to anticipate problem situations by evaluating parties and groups at the time of booking. Often potential antisocial situations can be recognised during the initial booking procedure and appropriate judgements made then. Operators should consider viability of the event and measures to prevent crime and disorder.

Adopting robust assessment processes will assist in identifying appropriate measures to reduce risks, which may then be embodied in booking conditions and include such measures as limiting party size, restrictions on alcohol etc.

5.6.2 Incident Response

The following list is not exhaustive but illustrates some situations that may arise involving unruly or aggressive Passengers:

- an individual is aggrieved by some aspect of the trip and is making a considerable disturbance;
- an individual has boarded either under the influence of alcohol or drugs and is behaving aggressively or in an anti-social manner; or
- a large party has consumed excessive amounts of alcohol and is disrupting other Passengers or worse, started fighting.

In response to a developing situation, the response of the Crew may include:

- assess the risk and / or danger to other Passengers;
- try to calm the situation – talk quietly;
- try to understand the reason for the behaviour;
- request peer Passenger or organiser to assist;
- call for emergency services, including the police; and
- attempt to clear Passenger(s) from the vessel and / or berth.

6. CREW SAFETY

6.1 Overview

The Master is at all times responsible for the safety of the Crew. However, vessel operators are also responsible for ensuring that their vessels are operated without endangering the Crew, who should be trained in health and safety matters and, in particular, on accident prevention.

Crew members should be supplied with, and always wear the appropriate safety equipment. In particular, lifejackets and non-slip safety footwear should be worn when working on deck and assisting Passengers embarking and disembarking. Masters should ensure that safety requirements are enforced and set a good example.

Crew members should be properly rested at all times. Vessel operators should ensure:

(a) The working day of a Master does not exceed 12 hours.

(b) After 6 hours work, the Master has a break of at least 30 minutes.

6.2 Operational Briefing

At the beginning of each working day or event, the Master should brief the Crew, especially all catering, hospitality and entertainment staff, on their duties and responsibilities; a common misconception is that contract catering, hospitality and entertainment staff are not part of the Crew.

The briefing provided by the Master should include:

(a) Identifying members of the Crew, their roles and responsibilities;

(b) The itinerary, outline timing and overall plan for the day or watch.

(c) Location and operation of safety equipment.

(d) The emergency organisation onboard, including escape routes.

(e) The duties of the Crew in the event of an emergency.

(f) Emphasise the importance of Crew members remaining alert and aware of their surroundings and the activities going on around them.

The vessel operator should ensure its procedures require that a signed record of the receipt by Crew members of their briefing is maintained.

6.3 Training

Crews may not always recognise the importance of safety training, believing raining is unnecessary because they have "been doing it for years". However, periodic safety training is vitally important and reminds everyone that potential danger exists, and that no one is immune to accidents. Therefore, vessel operators should ensure Crews understand:

(a) The purpose of the training session.

(b) Why the training is useful to them.

(c) The consequence of not following safety rules and procedures.

Safety training should be organised so that the order in which the material is presented matches the actual steps that would be taken on the job. Vessel operators should ensure every Crew member understands the content of the training and that the training is much more than just a record that certain people were present, or a particular drill carried out. Crews should immediately practice and apply new knowledge and skills to ensure they understand and implement safety requirements. There should be rapid feedback if Crews are not doing their job safely and Masters should watch Crew members to identify where weaknesses exist.

Training is only effective when Crews understand and are able to use what they've learned.

6.3.1 Training Manual

Each vessel operator should produce a training manual. This manual should contain instructions and information in easily understood terms, illustrated wherever possible, on evacuation, fire and damage control appliances and systems and on the best methods of survival. Information may be provided in audiovisual form in lieu of the manual, and this is recommended where Arabic or English is not understood by all Crew members. Where appropriate the contents of the training manual may be included in the vessel operating manual. The following should be explained in detail in the manual:

(a) Donning of lifejackets.

(b) Muster at the assigned stations.

(c) Launching and boarding survival craft.

(d) Illumination in launching areas.

(e) Use of handheld VHF radios, if provided.

(f) Operation of survival craft, including securing.

(g) Instructions in the use of fire-fighting appliances and systems.

(h) Use of alarms and communications associated with fire safety.

(i) Use of damage control appliances and systems including operation of watertight doors, bilge pumps and engine room vents.

(j) Passenger control: communication with Passengers in an emergency.

7. EMERGENCY MANAGEMENT

7.1 Emergency Plan

The vessel operator should establish and document an onboard emergency plan for each vessel. The emergency plan should contain step-by-step procedures the immediate actions to be taken by the Crew, and others as necessary, to bring any untoward incident swiftly under control. Each emergency is different and severely tests the organisation and the skills and expertise of its Crews. Arranging the plan in the form of checklists is a good way to ensure that key steps are followed.

The most important thing is that Crews are prepared to respond quickly to restore order and normality, learn from the experience and instil confidence into the Passengers and general public alike.

Furthermore, vessel operators should be aware that, afterwards, the manner in which the emergency was handled will be the measure by which the public judges the vessel operator.

The key to successful incident control is co-ordinated and pre-planned response to emergencies. Vessel Crews should be well rehearsed and thoroughly familiar with emergency plans and know exactly what to do.

Contact details for authorities to be notified in an emergency such as the emergency services, Abu Dhabi Ports, insurers etc. should be included with the plan. It is also worth including details of service-provider specialists.

7.2 Drills and Exercises

Routine voyages, dull alertness and familiarity can result in complacency. On many vessels the same route is transited daily and the same tasks repeated, often with little conscious thought. Without some periodic reawakening to the ever-present hazards, lethargy deepens and odds increase of an accident occurring.

To avoid complacency Emergency fire and evacuation drills for the Crew should be held on board at regular intervals. Each member of the Crew should participate in evacuation, fire and damage control drills. Exercise scenarios can include but not be limited to the following:

- fire in all sections of the vessel, particularly machinery spaces;
- Passenger management and human factors in emergencies;
- rescue of people from the water, man overboard and multiple survivors;
- first Aid procedures and Passenger care following an evacuation;
- procedures following grounding;
- failure of machinery and electrical supply;
- pollution Prevention and response to a shipboard pollution incident;
- security incident onboard;

- going to anchor; and
- steering gear failures.

For each scenario training should be staged through the four steps described below:

(a) **Communications Exercises**: A simple check that communications between the command post – normally the wheelhouse - and out-stations functions correctly.

(b) **Table-top Exercises**: An essential step, particularly useful for testing the organisational and coordination aspects of emergency response.

(c) **Walk-through Exercises**: Similar in philosophy to the communications exercises, these exercises enable people to 'walk through' their functions and roles in a benign environment with no pressure to:

- ensure people know exactly what to do; and
- give the Crew confidence that they know how to do it;

Such exercises may simply be operating fire-fighting and damage control equipment, turning out oil spill containment equipment, walking through evacuation routes. Ideally each part of an exercise or anticipated emergency should be 'walked through'.

(d) **Full Scale Exercise**: Needs careful planning to replicate or simulate a 'real-life' incident or emergency as closely as is safe and practicable. Such simulations should include instruction and operation of the evacuation, fire and damage control appliances and systems of the vessel.

(e) **Evacuation Drills**: Evacuation drill scenarios should vary so that different emergency conditions are simulated, and may include:

- summoning Crew to muster stations with the alarm and ensuring that they know the order to abandon craft specified in the muster list;
- reporting to stations and preparing for duties described in the muster list;
- checking that Crew are suitably dressed;
- checking that lifejackets are correctly donned;
- operation for launching liferafts;
- testing of emergency lighting for mustering and abandonment; and
- giving instructions in the use of the craft's life-saving appliances.

Emergency instructions, including a general diagram of the vessel showing the location of all exits, evacuation routes, emergency equipment, life-saving equipment and appliances and illustration of lifejacket donning should be available to each Crew member and posted on notice boards.

Exercises should be imaginative and include discussion and debriefs so that participants can debate the effectiveness of emergency procedures and systems and identify other additional or new potential emergency shipboard situations.

7.3 Records

Details and dates of musters, abandon ship drills and fire and flooding drills, drills of other life-saving appliances and on-board training should be recorded and scrutinized by the vessel operator.

7.4 Port-Wide Aspects

7.4.1 MAYDAY

A MAYDAY situation is when a vessel or person is in grave and imminent danger and requires immediate assistance, for example, fire, explosion or sinking.

The Master may use any means at his disposal to notify a MAYDAY situation. However it is recommended an initial call is made on VHF Channel 16, with full use made of the emergency flares and other pyrotechnics carried onboard.

Whilst permitted, Masters should avoid using a mobile phone to make a MAYDAY call. Vessels in the area that may assist will be unaware of the emergency.

7.4.2 PAN PAN

PAN PAN indicates an urgent situation of a lower order than a "grave and imminent threat requiring immediate assistance", but where life is not in peril. This might include a mechanical breakdown, loss of rudder and control or a medical problem. PAN PAN informs potential rescuers (including emergency services and other craft in the area) that a safety problem exists whereas 'MAYDAY' obliges them to drop all other activities and immediately attempt a rescue. On hearing a PAN PAN call, other vessels should listen and establish whether they are able to assist, if not remain silent and keep listening.

7.5 Man Overboard

Immediate response by the Master to a man overboard (MOB) is critical if the casualty is to be recovered alive, but he should take care not to neglect the safety of the Passengers remaining on board.

7.5.1 MOB While Underway

Each vessel operator should have establish procedure for recovering a MOB. The following serves as a general check list of actions to take in response to a MOB:

- make every attempt to mark the last known position of the person with a life buoy, light or flare;
- post additional lookouts to maintain visual contact with MOB;
- reduce speed and manoeuvre vessel initially to keep propellers away from the MOB, and then to recover MOB and provide lee;
- contact Abu Dhabi Ports' VTS – make PAN PAN call and provide as much detail as possible including:

  - time of discovery of MOB;
  - number of MOB;
  - weather conditions;
  - direction of flow;
- sound general alarm;
- alert other vessels or persons ashore and seek assistance;
- keep constant communications with Passengers and ensure other Passengers do not take risks;
- crowd control – ensure entrances / exits are kept clear;
- stop Passengers congregating on one side of vessel which may cause list hindering vessel manoeuvrability and rescue efforts;
- delegate MOB procedures to Crew;
- do not put other Passengers at risk.
- stop music or entertainment;
- keep rescue zone clear for retrieval;
- have blanket and other first aid equipment available and prepared for the rescue zone;
- sound horn regularly to advise vessel whereabouts;
- ensure statements and witness names and address are taken and photos as appropriate; and
- stand by to assist emergency services.

7.5.2 MOB Alongside

If a person is lost while Passengers are transferring to or from the vessel other Passengers nearby may seek to attempt rescue, by jumping into the water, so doing putting themselves into danger. Passenger embarkation and disembarkation needs firm control to prevent such misguided heroics.

The following actions are recommended in response to a MOB alongside:

- sound general alarm;
- if appropriate deploy Crew ashore to undertake initial search;
- contact the VTS for assistance and provide as much detail as possible;
- alert other vessels or persons ashore and seek assistance;
- ensure other Passengers do not take risks; and
- stand by to assist emergency services.

8. TERMINAL AND BERTH OPERATIONS

8.1 Overview

An operational port is a potentially hazardous location. Further, Passengers may need to wait for some time before they can embark. A dedicated Terminal may be appropriate to ensure the safety of Passengers and their amenity. This section provides guidance on its design and operation.

Not all the Terminal design and operations guidelines outlined in this section will be applicable, for example if the Terminal is of temporary construction or small vessel operations are undertaken to / from a beach. Nonetheless, irrespective of size or location, each Passenger vessel Terminal is required to be licensed and, to the fullest extent practicable, comply with the minimum standards laid down in the Port Rules and these Passenger Vessel Guidelines.

8.2 Design Considerations

8.2.1 General Requirements

Ideally the Terminal should be adjacent to the berth(s) to be used for Passenger vessel embarkation / disembarkation. In addition, the Terminal and / or associated berth should:

(a) Ensure safe access to / from the berthed vessel.

(b) Have flexibility to allow the berthing of different types and sizes of vessels, and to meet the need of different operational modes adopted by vessel operators for different market segments.

(c) Be provided with fender and mooring systems appropriate for the different types and sizes of vessels anticipated to use the facility.

(d) Provide user-friendly facilities and services to all potential users.

(e) Offer Passengers and other visitors a good experience, each feeling welcomed through, where appropriate, the baggage handling, security screening, check-in, embarkation and disembarkation procedures.

(f) Provide berthing facilities with:

  (i) adequate number of gangways for Passengers depending on the capacity of the vessel(s) using the facility;

  (ii) lifting equipment and / or gangways provided for the loading and unloading of provisions, baggage, etc. to and from vessels; and

  (iii) a well illuminated apron area large enough to be configured, operated, managed and maintained to allow efficient and effective loading / unloading of supplies / provisions as well as Passengers / Crew, which is expected to serve also as an emergency vehicle access for firefighting and rescue operations.

(g) Be capable of operating as either a home-port or port-of-call facility at any time.

8.2.2 Accessibility

In the development of any Passenger vessel Terminal, the needs of persons with special needs should be included. Terminal and vessel operators should consult with persons knowledgeable in issues related to customers with special needs at the planning and design stage of any Terminal development project. This is especially important when addressing issues that are not already considered in other relevant accessibility standards.

Vessel operators should ensure that accessibility features of a Terminal are maintained in good working order. To avoid the creation of new barriers, the repair of uneven surfaces and the removal of furniture, fixtures or obstructions that encroach on corridors or accessible paths of travel and other such maintenance should be performed on a regular basis. If repairs or maintenance are required, or if an obstruction must remain in the path of travel, vessel operators should ensure that the obstruction is detectable by those persons using canes to guide them and clearly colour contrasted so as to be detectable by a person with impaired vision.

8.2.3 Rest Areas

Some people have difficulty standing for long periods or walking long distances and may experience difficulty if seating is not provided. Where this is the case, Terminal operators should provide seating along the circulation path at regular intervals. If seating is not possible, some other means should be available upon request, to assist Passengers with mobility impairments in getting to their destination.

8.2.4 Processing of Passengers

The Terminal should be provided with Passenger processing facilities that ensure:

(a) A minimum of 90% of Passengers are cleared during disembarkation in 30 minutes or less - this is defined from the time the Passenger enters the Terminal until they exit the Terminal into the ground transportation area.

(b) A minimum of 90% of the Passengers clear each queue within 5 minutes on disembarkation or embarkation.

(c) The total disembarkation process including Passengers, Crew, and baggage is completed within 3.75 hours.

(d) The embarkation process including Passengers, Crew, baggage, stores is completed within 5 hours after completion of the disembarkation process.

8.3 Safety

Safety is the prime consideration while embarking and disembarking Passengers. This is best addressed through recognising and mitigating risks as described in Section 3. Clear management of the process and an understanding of the roles and responsibilities of all vessel Crews, and the Terminal staff concerned are essential. Vessel Crews and Terminal staff alike are responsible for Passenger safety, as well as their own.

8.3.1 Risk Assessment

The design and installation of each berth and Terminal should be based upon risk assessment. The risks associated with Passenger vessel and berth / Terminal design and operations are mitigated by safety conscious processes and actions. The berth should in all respects be fit for purpose and take account of the following:

(a) Suitable rescue equipment should be located on the berth, accessible in case of emergency and properly maintained.

(b) Wherever possible there should be a 'Help Point' or source of guidance where any person in difficulty or with special needs may contact a source of assistance.

(c) The berth structure should be checked regularly for serviceability, particularly for security to the shore and water tight integrity.

(d) Berth fendering and vessel securing arrangements should be regularly inspected and maintained in good working order.

(e) Bollards and cleats should be inspected and the maximum permitted loading determined and promulgated to all interest parties.

The Harbour Master reserves the right to issue notice to require any deficiencies in berth design or maintenance be corrected. The berth operator is obliged to comply with such notice.

8.3.2 Berth Operations

During berth operations:

(a) Passengers should be provided with clear guidance and signage noting that some may have limited/no ability to speak / understand Arabic or English.

(b) Vessels should be moored securely before Passenger transfer.

(c) Gates, if provided, and gangways should be held securely.

(d) Crews should attend while Passengers are embarking / disembarking.

(e) Crew and berth staff should be trained and briefed on their duties.

Gangways are required to provide Passenger access from the vessel to the Terminal above the apron area. The gangway should be supported above the apron by a gantry system that will permit, as far as is practicable, unobstructed access for vehicles beneath. For large vessels, consideration should be given to the use of two gangways; as the gangway width sets the maximum flow rate of Passengers into and out of the Terminal, no amount of design efficiencies within the Terminal can contribute to expedited Passenger processing more than access by multiple gangway.

8.3.3 Gangways

Wherever possible, each gangway should provide a weather protected safe passageway for Passengers boarding and disembarking. For large vessel operations, the interior temperature within the gangway should be maintained at 21 degrees Centigrade +/- 4.5%.

Where a large, mobile gangway system is used, this should:

(a) Be divided in sloping tunnel sections, interconnected with horizontal tunnels.

(b) Have a slope not exceeding 8%.

(c) Be suitable, with adjustment, for each vessel scheduled to use the Terminal.

(d) Be provided with an emergency power supply of sufficient capacity to fulfil all electrical requirements of the Mobile Gangway, to serve as a back-up power source, which should transfer automatically in the event of utility electrical power loss.

(e) Automatically compensate for ship movements and provide an alarm in the event the ship movement exceeds the service limits.

(f) Incorporate provision for an emergency exit stairway to the apron.

(g) Be provided with devices for holding down the equipment to the apron during inclement weather conditions.

(h) Be adequately protected from being struck by any vehicle movement.

(i) Be certified by a recognised body such as a member of the International Association of Classification Societies.

8.3.4 Passenger Control

Under no circumstances should Passengers be permitted to enter an operational area of a port other than along clearly marked and fenced access routes. Suitable fencing should be provided around the Terminal facility and / or berth, and along all access routes, which should be clearly marked. Where this is not practicable, transport should be provided between the Terminal and / or berth and a suitable location ideally beyond the port gate.

The movements of all Passengers should be monitored and controlled at all times. Clearly identifiable wardens should be deployed to prevent potential Passenger trespass into an operational area. Vehicle access routes and Passenger drop off / pick up areas should also be monitored and supervised to ensure an effective and efficient flow of traffic, and that no vehicle accessing the Passenger Terminal and / or berth enters an unauthorised area.

8.4 Emergency Power Distribution

An emergency / standby power system should be provided for each Terminal. An independent diesel generator would normally be appropriate to meet this requirement, which should not be any diesel generator required for normal service. The emergency electrical supply system should have sufficient capacity for the following loads:

(a) Emergency life safety system, including:

  (i) emergency lighting as required by the Abu Dhabi Building Code (e.g. exit illumination; exit signs; electrical, telephone, power generation, and mechanical rooms; building management system room; restrooms, etc.);

  (ii) emergency egress lighting;

  (iii) exit signs;

  (iv) fire alarm and detection systems;

  (v) fire pump and controls; and

  (vi) miscellaneous critical loads, i.e., power generation auxiliary equipment fire and life safety equipment and building management system, etc.

(b) All equipment required to maintain Terminal security.

(c) Data equipment of the telecommunication system.

(d) Equipment in intermediate distribution frame (IDF) and main distribution frame (MDF) Communication Rooms.

(e) Equipment in Telephone Rooms.

(f) Selected lighting in the public areas.

(g) Selected heating, ventilation, and air conditioning equipment.

(h) All cooling equipment dedicated to systems capable of 7 days / 24 hours operation.

8.5 Fire Alarm and Detection Systems

The Terminal fire alarm and detection system should be designed in compliance with the Abu Dhabi International Fire Code. The system should be fully addressable with a main fire alarm evacuation control panel located in the Terminal fire control room or similar facility.

8.5.1 Alarm System

The fire alarm system should receive signals from the following indicating services, as appropriate:

(a) Automatic sprinkler water flow indicators and valve supervisory switches.

(b) All area smoke detectors.

(c) Manual fire alarm stations.

8.5.2 Smoke Detectors

Area smoke detectors should be provided at the following locations:

(a) Where fire-rated doors and held open by magnetic devices.

(b) Mechanical rooms.

(c) Security, electrical, transformer and telecommunication rooms.

8.6 Security Systems

The security provisions of a Terminal should be designed to support the operational and regulatory requirements of, as appropriate, Abu Dhabi Ports, Customs, Immigration and the General Authority of Ports, Borders and Free Zones Security (Manafth).

The overarching objectives of the security systems in place at a Terminal are to provide awareness, establish boundaries, and provide controlled access where required and authorized. All equipment and systems should, where appropriate, comply with the requirements of the International Ship and Port Security (ISPS) Code, and any additional requirements of Abu Dhabi Ports, and should meet industry standards for this type of usage.

8.7 Ground Transportation

8.7.1 Design Goals

Each Terminal and, as appropriate, vessel operator should provide ground transportation that:

(a) Ensures all vehicles heading to or from the berth, or Terminal, are segregated from any area used for commercial port operations.

(b) Minimises pedestrian crossings of vehicular traffic areas.

(c) Allows for simultaneous arrivals and departures.

(d) Provides clear signage.

(e) Provides weather protection at curbside.

This should include adequate parking, queuing and drop-off/pick-up spaces should be provided adjacent to the Terminal for the use of, amongst others:

- coaches;
- taxis;
- vessel supply and servicing;
- Abu Dhabi Ports and Terminal operator staff; and
- Government officials.

8.7.2 Passengers with Special Needs

Terminal and vessel operators should ensure that accessible ground transportation is available for all Passengers with special needs wishing to use the Terminal. This includes those who may need to use large mobility aids and, therefore, require adapted vehicles. Key elements for the provision of accessible ground transportation to take into account are:

(a) Accessible vehicles are permitted to be called out of a taxi queue to serve travellers with special needs.

(b) Service animals are permitted to accompany the customer in the Passenger compartment of the vehicle.

(c) Aids to mobility for persons with special needs may be carried consistent with the capability of the vehicle - small mobility aids such as walkers, canes, crutches, braces and manually operated folding wheelchairs, should be carried in all vehicles.

(d) There should be no extra charge to transport service animals or aids to mobility.

(e) Adapted vehicles should be available to accommodate the transportation of persons with special needs using large mobility aids.

(f) A higher fee should not be charged to transport a Passenger with special needs.

(g) Training should be provided to all staff interacting with Passengers with special needs to assist with transportation.

Terminal and vessel operators should ensure that information is made available to Passengers relating to the provision of ground transportation services. For example, Passengers should be made aware of any need to make advance reservations for accessible ground transportation.

8.8 Training

Training is an integral and vital part of most aspects of Terminal operations, and plays a key role in many of the provisions contained within these guidelines. This includes the operation of specialised equipment that may be used for boarding a Passenger vessel, the provision of Passenger assistance, ground transportation, and the security screening process.

Vessel operators should ensure that Terminal staff and contractors are properly trained to interact with Passengers. This includes general sensitivity training to be able to identify and respond to persons with special needs while they travel. In addition, when making decisions, Terminal staff should have knowledge of Abu Dhabi Ports Port Regulation, Policies and Procedures, particularly those related to handling persons with special needs.

8.9 Communications

Communication is essential to Terminal operations. Without effective communication, including accessible information, Passengers may not be aware of what facilities and services are available to them. Communication also plays an important role in aspects such as ground transportation, Passenger assistance and customer service.

Areas for vessel operators to address in their communications include improving access to print, telephone, and Web based information for Passengers. Also, provision should also be made for improving communications in Terminals such as signage, public announcements, dispensing machines, automated information kiosks and arrival and departure monitors.

It is essential that any information provided at a Passenger vessel Terminal is made available in a language and a form that the Passenger is expected to understand. As a minimum, Terminal operators should ensure information is supplied in Arabic and English noting that many Passengers may not fully understand either, thus full use should also be made of pictorial information conforming to international best practice standards.

8.10 Service Considerations

8.10.1 Passenger Assistance

Terminal and vessel operators should provide a means for Passengers to access information or assistance once they have arrived at the Terminal. The means to secure information or assistance should be available as close as possible to the Terminal entrance(s).

8.10.2 Escort Passes

A Passenger with special needs may require an escort to or from the vessel. Vessel operators should, therefore, liaise with the relevant authorities to provide temporary passes to escorts.

8.10.3 Facility and Service Awareness

Vessel operators should have a means available to make Terminal accessibility features and services known to Passengers. In particular, this allows Passengers with special needs to be aware of what accessibility features and services are available at the Terminal prior to travel. This also allows Passengers to familiarize themselves with any required accessibility information independently, prior to travel, and ensure that if vessel operators expend resources to provide accessible features and services, the intended users will be aware of their existence and be able to make use of them.

At a minimum, information on the following features and services should be made available by the operator, as applicable:

- hours of operation;
- location of designated parking areas;
- location of designated drop-off and pick-up areas;
- check-in procedures;

- departure procedures;
- Passenger assistance information, including telephone numbers for accessibility information;
- wheelchair or electric cart services;
- accessible ground transportation;
- escort passes; and
- any other relevant information.