



ACCESS & USE GUIDE

Third Edition: March 2013



ACCESS & USE GUIDE INTRODUCTION

Dover Harbour Board (**DHB**) owns and controls a significant area of land in Dover, principally the Eastern Docks, the Seafront/Promenade, Dover Marina, the Cruise Terminals, Western Docks and Port Zone. For ease of reference, these are the areas shown for the purposes of identification only coloured green on the plans at Appendix A. Throughout this Guide, these areas are together referred to as **DHB premises**.

While some of these areas are freely accessible by members of the public, DHB exercises ultimate control over all uses of its land. This is reinforced under DHB's byelaws, whereby no person is entitled to enter in or remain on DHB premises unless he has lawful business or has received permission to do so. Furthermore, as a responsible landowner, DHB is committed to ensuring that anything done on its premises is undertaken in a professional and safe manner.

DHB's principal sites are the operational areas of the Eastern and Western Docks (together, the **Port of Dover**), where DHB oversees the throughput of around 13 million passengers and five million vehicles each year (over two million of which are lorries/HGVs, in connection with its roll-on roll-off ferry operation), as well as other major shipping activities such as general cargo, cruising and a marina. Given the volume of traffic and visitors, the Port of Dover is an extremely busy area with a variety of port operations that may potentially cause hazards. DHB aims to minimise and control the risks so that the Port of Dover remains a safe place for all. To this end, DHB applies health and safety regulations and sets its own standards and procedures to apply specifically to the use of its land.

The purpose of this Guide is to draw attention to the key issues for consideration when using or working on DHB premises. Please refer to the Quick Guide on the next page for an indication of what you should do when planning to use or work on DHB premises, as the full extent of this Guide only applies in certain circumstances.

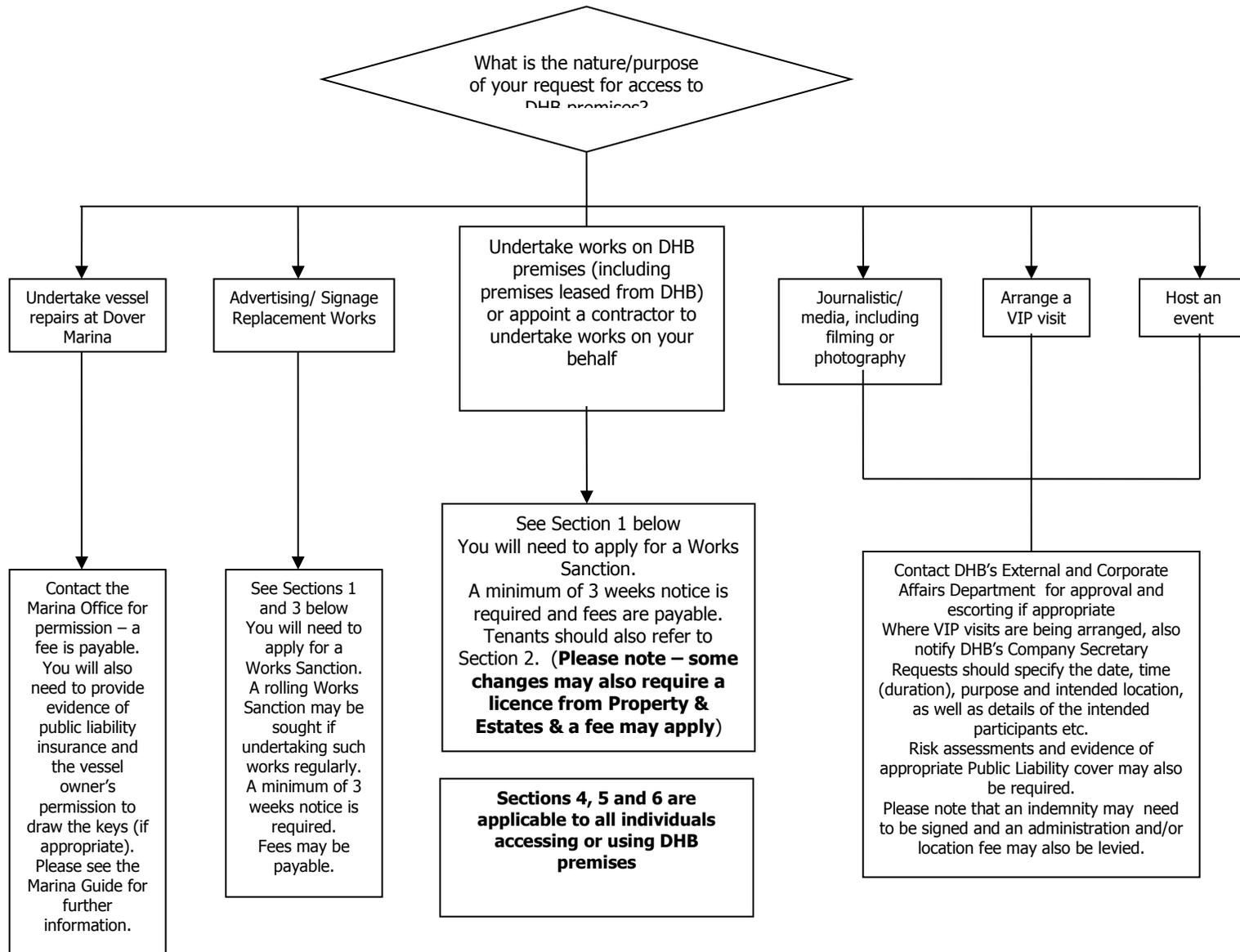
Failure to comply with the requirements set out in this Guide may result in you being required to leave DHB premises immediately and DHB taking action against you to recover any costs incurred as a result of non-compliance, e.g. temporarily or permanently making good the site, arranging for appropriate disposal of waste, etc.

DHB welcomes your feedback on this Guide and the processes it is currently operating. If you have any comments or suggestions for improvement, please contact the Access & Use Co-ordinator at:

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SECTION 1 – GENERAL CONTRACTORS

A **contractor** for the purposes of this Guide means any organisation or person(s) intending to undertake works of any nature within DHB premises, whether for themselves or on behalf of a third party. It includes main contractors, sub-contractors and their agents and employees. This section of the Guide applies equally to approved contractors and contractors who regularly work on DHB premises. However, it does not apply to contractors appointed directly by DHB to undertake works on behalf of DHB.

The following section has been developed to help contractors, as well as organisations (the **client**) appointing contractors, when planning and/or implementing work on DHB premises. It sets out the procedures and practices applicable when carrying out works of any kind whatsoever on DHB premises and aims to remind clients and contractors of their duties, in particular in relation to DHB as landowner.

PLEASE NOTE: *Clients are responsible for ensuring that their contractors deal appropriately with all Health and Safety matters and the security of others within their work area. Nothing in this section is intended to replace mandatory regulations, standards or legislation or in any way alter either the client's or a contractor's responsibilities in this regard. Clients and contractors are still obliged to comply with all necessary standards that apply to their work. Furthermore, nothing in this Guide is intended to substitute either (i) any measures that the client should take in selecting or appointing a contractor or (ii) the client's responsibility to control and manage the work to be undertaken by the contractor on its behalf.*

A. CONTRACTORS UNDERTAKING WORKS

For the purposes of this section A, the term **works** means any activities undertaken by a contractor within DHB premises which has not been previously authorised by DHB. For example, if a leasehold covenant requires a tenant to repaint the interior of the premises every few years, bringing a contractor on site to do the repainting will not be classed as **works** and will not require a Works Sanction (as defined below). By contrast, if a tenant wishes to bring a contractor on site to make alterations to its premises (e.g. install a partition wall), this will be deemed to be **works** and the provisions set out in this section A will apply. For the avoidance of all doubt, for the purposes of this Guide **works** include any activity to be undertaken (i) in operationally critical or key areas and (ii) works as defined in the Construction (Design and Management) Regulations 2007¹.

¹ The Regulations define "construction" works as:

- (a) the construction, alteration, conversion, fitting out, commissioning, renovation, repair, upkeep, redecoration or other maintenance (including cleaning which involves the use of water or an abrasive at high pressure or the use of substances classified as corrosive or toxic substances), de-commissioning, demolition or dismantling of a structure
- (b) the preparation for an intended structure, including site clearance, exploration, investigation (but not site survey) and excavation, and laying or installing the foundations of the structure,
- (c) the assembly of prefabricated elements to form a structure or the disassembly of prefabricated elements which, immediately before such disassembly, formed a structure,
- (d) the removal of a structure or part of a structure or of any product or waste resulting from demolition or dismantling of a structure or from disassembly of prefabricated elements which, immediately before such disassembly, formed a structure, and
- (e) the installation, commissioning, maintenance, repair or removal of mechanical, electrical, gas, compressed air, hydraulic, telecommunications, computer or similar services which are normally fixed within or to a structure.



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The following provisions apply to any works being undertaken within DHB premises. Clients should take note of the sections below, principally those entitled Duty to Inform, Application for a Works Sanction and Preliminary Issues, and ensure that their contractors are aware of the relevant sections as appropriate.

Duty to Inform

Regulation 11 of the Management of Health and Safety at Work Regulations 1999 requires organisations such as DHB who are in control of certain premises to be aware of work being carried out on their premises which may have an impact on persons unconnected with the work, e.g. members of the public, employees of other organisations, etc. Under these Regulations, DHB also needs to provide those working on DHB premises with information relevant to the workplace and to define the limits of DHB's control in line with DHB's induction process.

In addition, a major aspect of DHB's planning responsibilities is the control of the use of its land and buildings to make sure that any development is carried out in an effective way without causing undue harm to the locality or affecting DHB's own Development Plan. The Building Regulations set standards for the design and construction of buildings, primarily to ensure the health and safety of people in or around those buildings, as well as for energy conservation and access. The question of what needs planning or building control permission can be quite a complex matter and will be dealt with under the granting of a Works Sanction.

Regardless of who the client is for any works being undertaken, if a contractor is on DHB premises, DHB needs to know what works are being done so that any relevant operational issues can be addressed and any known risks are notified to the contractor (via the client) and/or others as necessary.

In terms of security, DHB also needs to know who is present on its premises and for what purpose, so clients or contractors will need to provide personal details of all operatives involved, the expected start time and date of the work and its anticipated duration.

Application for a Works Sanction

A **Works Sanction** is the form of written permission given by DHB to allow works to begin. It is given to confirm that DHB has approved the works to be undertaken within its premises only; it does not, and is not intended to, constitute any acceptance of responsibility for the works, which must continue to be managed by the client or the contractor as appropriate.

In order to obtain a Works Sanction, the client must submit an application to DHB detailing the nature of the works required, the affected location(s), the proposed time-frame and dates. The application form, a copy of which can be found in Appendix B, can be submitted either in hard copy or electronically.

The application form must be accompanied by the application fee at the prevailing rate published in DHB Commercial Tariff Book, but where applications are submitted electronically, payment should be made by BACS, debit/credit card or cheque. Applications will not be processed until the application fee has been received in cleared funds.

Please note that where a tenant or occupier appoints a contractor to undertake works, it is their responsibility as the client to notify DHB of the planned works and the details set out under the Duty



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to Inform section above in order to ensure that all relevant permissions have been obtained from DHB prior to any works being undertaken.

In addition to an application fee to cover the cost of an outline review of the application and notification of a decision in principle, charges may be levied in connection with the administration and granting, where approved, of a Works Sanction based on the level of involvement of DHB staff. Please refer to DHB's current Commercial Tariff Book for the prevailing charges. Any client appointing a contractor will be liable for all such charges.

An application for a Works Sanction must be submitted at least three weeks in advance of the start date of the works. While DHB aims to deal with all applications promptly, much will depend on the circumstances and the nature of the works to be undertaken. It is advisable to give DHB as much notice as possible of all planned works to avoid any unnecessary delays.

Please see section below regarding emergency works.

Preliminary Issues

Depending on the nature of the works to be undertaken, DHB may request the client or the contractor to submit risk assessments, method statements and/or health and safety plans prior to issuing the Works Sanction.

All risk assessments must be site specific and should address the following issues, as appropriate:

1. risk to the public and port staff;
2. risk to the building structure;
3. chemical risk, i.e. COSHH;
4. fire risk; and
5. traffic risk.

All method statements should include the following information, as appropriate:

1. building structural work calculations;
2. electrical work calculations;
3. mechanical work calculations;
4. lifting (crane) works, including lifting plans;
5. details of any intended cable installations;
6. indications of where DHB permits (hot works, permits to dig, etc.) will be needed;
7. traffic management plans in accordance with the New Roads and Street Works Act 1991 – Code of Practice Safety at Street Works and Road Works so far as reasonably possible.

DHB also requires evidence that the client or contractor has adequate public liability insurance in place in respect of the works.

Where applicable, the Access & Use Co-ordinator will ensure that the client or contractor is advised of:

- the need for planning or building control permission;
- confirmation regarding labelling requirements in respect of new cables;
- any specific permits required for the work;
- any relevant working time restrictions;
- any limitations to be imposed (e.g. limitations on use of electricity, voltage limits, etc.);
- guidance on weight/height restrictions of various routes; and
- any relevant access conditions (e.g. passes, vehicle permits, etc.).

It is the client's responsibility to ensure that their contractor is aware of these issues as appropriate.

The client or the contractor may be required to sign a licence for the works or an indemnity in favour of DHB, setting out any agreed provisions. In particular, please note that where equipment is being



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installed, the client/organisation responsible for the equipment will be required to sign a licence to cover the maintenance obligations and requirements regarding removal etc. in advance of the installation works commencing. If this licence is not in place, a Works Sanction will not be granted.

Provided that all the requirements and conditions attached to a Works Sanction application have been fulfilled, the Access & Use Co-ordinator will issue the Works Sanction and the works can proceed on the basis agreed.

The granting of a Works Sanction (see sample at Appendix C) is purely to ensure that DHB as the landowner has given its consent to the works being undertaken on DHB premises; all consents are given without any liability on the part of DHB and shall imply no responsibility for any equipment installed nor for any works, their design or execution. Responsibility for managing the works remains at all times with the client/contractor as appropriate.

Contractors and their staff may need to obtain dock passes (please see Section 4 below) prior to starting on site.

Prior to commencing any works, anyone attending DHB premises in connection with the works must receive a site specific induction which may include a Technical Services Induction DVD and supplementary briefings. Contractors will also be provided with copies of DHB's safety information for contractors. It is the responsibility of the client to ensure that their contractors receive the site induction.

Where sub-contractors are used, the main contractor will be obliged to ensure that they read this Guide, comply with these requirements and any relevant conditions of the Works Sanction whilst on site.

Obligations on Site

Depending on the type of works being carried out, the contractor may be required to display the Works Sanction at the work site. If the Works Sanction is not required to be displayed at the work site, the contractor's nominated person on site must keep it at hand and must produce it upon request by any member of DHB staff or its agents or representatives.

The client or the contractor must ensure that all staff involved with the works:

- (a) are competent to perform their tasks;
- (b) behave appropriately at all times whilst on DHB premises;
- (c) do not behave in a manner which may interfere with DHB's operations or cause damage, inconvenience or nuisance to other port users;
- (d) know how to flag safety concerns; and
- (e) are familiar with the emergency procedures and other procedures set out in this Guide.

The contractor must ensure that, when on DHB premises, an appropriate staff dress code is adopted. Tops must be worn and, ideally, staff should be identifiable by their uniform. Wherever appropriate, staff must wear PPE (hi-viz, life jackets as appropriate) and ensure that their dock pass is visible at all times whilst on site. Any individual found not to be displaying a valid pass where required will be instructed to stop work, questioned and may be required to leave the premises immediately.

If the works encroach on the roadway, appropriate traffic management measures must be put in place, e.g. reduced speed limits are properly displayed around the works site, barriers or cones around the work area, sufficient and compliant signage etc. These measures must comply with the New Roads and Street Works Act 1991 – Code of Practice Safety at Street Works and Road Works so



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far as reasonably possible and must be approved in advance by DHB. In particular, no roadway is to be closed, obstructed or reduced in width and no scaffolding is to be erected on roadways or assembly lanes without the prior agreement of Terminal Control.

Attention is also drawn to the additional requirements of the Contractor's Code of Conduct and Site Conditions, a copy of which will be provided on request.

It is important that contractors comply with all of the provisions set out in this section, as DHB staff will carry out spot checks and, if contractors are found to be in breach, they may be required to stop work immediately and/or leave the premises.

Equipment used in connection with the works should be in good order, comply with the required standards and have valid certification where necessary.

If a contractor wishes to store equipment on DHB premises during the works, the client or the contractor must notify the Access & Use Co-ordinator who will advise whether this is acceptable, provide an agreed location and specify any requirements for securing the equipment. *Please note that, should it be possible to arrange appropriate storage facilities, a charge may be levied and all such equipment will be stored at the owner's risk.*

Where equipment of any nature is being installed, the contractor must ensure that it is properly labelled so that ownership can be easily identified.

Finally, the contractor must provide emergency contact details for the duration of the works.

Completion of the Works

The contractor is responsible for ensuring that they make good the site and that all waste is removed at completion and disposed of appropriately and in accordance with environmental legislation, leaving the site clear and safe. DHB staff may inspect the site post-completion to ensure compliance. In the event that DHB needs to take any remedial action to make the site clear or safe or arrange for appropriate disposal of waste left on DHB's premises, the client or the contractor will be required to indemnify DHB for any such costs incurred.

Upon completion of the works, the client or contractor will provide DHB with a post-completion certificate in the form of Appendix D confirming that the works have been undertaken in accordance with the requirements of the Works Sanction and providing any appropriate post-completion documentation, e.g. as-built drawings, electrical testing certificates, etc. The completed form and all additional documentation should be submitted to DHB within 28 days of completion of the works.

Emergency Works

Should it be necessary to carry out emergency works on DHB premises, the client or the contractor will still need to provide DHB with advance notification of the location of the works and confirm that all health and safety measures have been put in place. The contractor will also still need to comply with the requirements set out above under Obligations on Site and Completion of the Works.

In the event of emergency works, please contact Terminal Control on 01304 240400 ext. 5512 (24 hour) to make appropriate arrangements. Should Terminal Control, upon reviewing the information submitted, conclude that the works requested are not emergency works, it will be necessary to make an application for a Works Sanction in the usual way, subject to a minimum of 3 weeks notice.



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Where works are of an emergency nature, charges will be payable retrospectively. On completion of the emergency works, the client or contractor shall submit all relevant documents to DHB to evidence why the works needed to be undertaken as a matter of urgency.

Any subsequent works in respect of permanent repairs or making good will also require approval and will be charged as per the rates set out in the prevailing edition of DHB's Commercial Tariff Book.

CONTRACTORS WHO REGULARLY WORK ON DHB PREMISES

DHB is aware that certain organisations regularly carry out works on its premises and therefore have all passes etc in place. However, DHB still requires such contractors to notify DHB of their intended works and locations in advance so that all attendant risks are addressed. For example, if hot works/welding/spray painting is being undertaken in the vicinity of a car park, DHB will want to ensure that drivers are given sufficient notice to park elsewhere while the work is being carried out or it may wish to check what precautions the contractor is putting in place to avoid damage to DHB or third party property.

DHB will be undertaking spot checks to ensure that all contractors are complying with the requirements of this Guide. Where any non-compliance is found, DHB reserves the right to withdraw passes, immediately stop any works in progress, levy administration charges and/or take action to recover costs incurred by DHB as a result of the breach.

B. OTHER CONTRACTOR VISITS

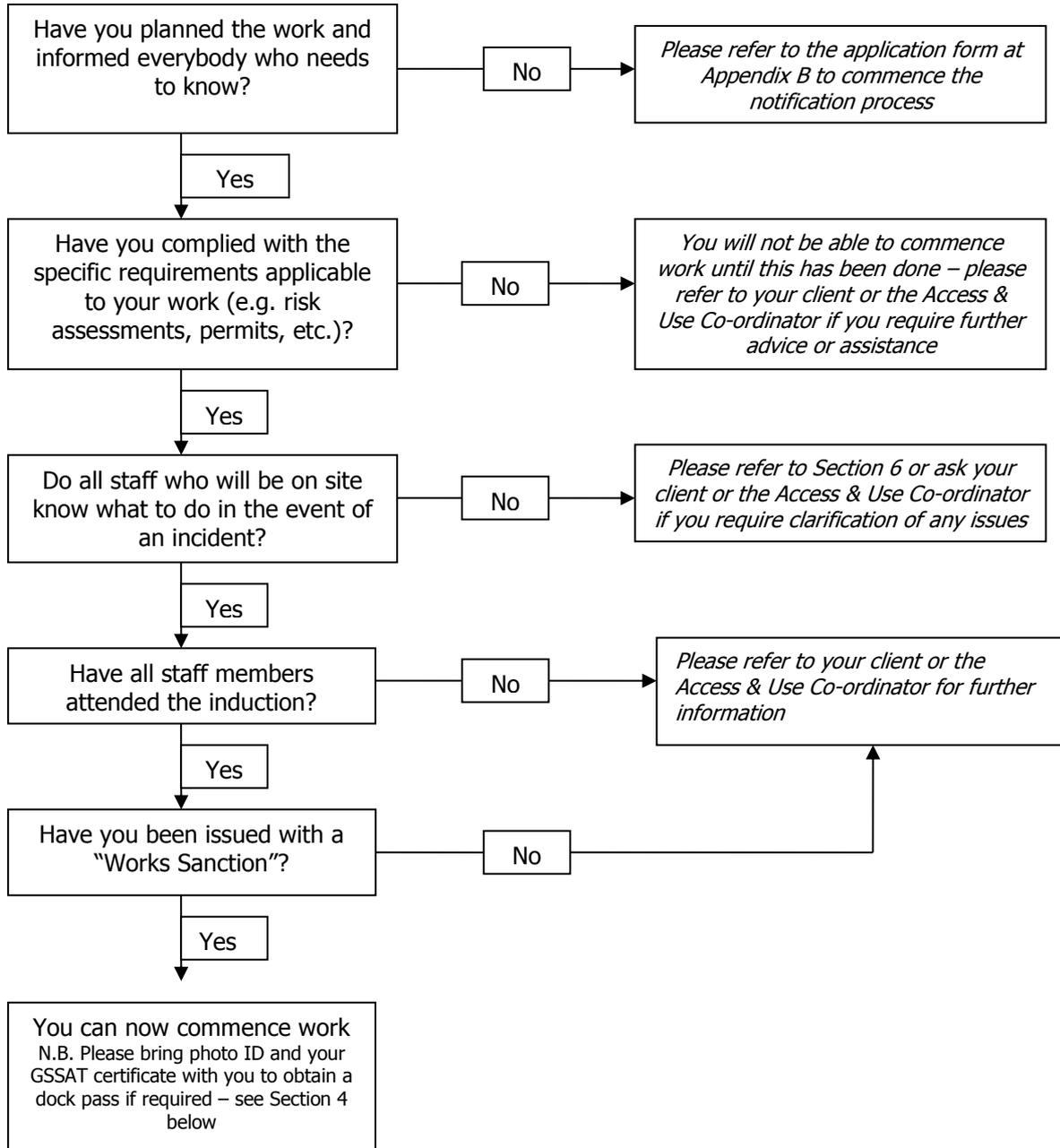
If a contractor is entering DHB premises to do anything other than works as defined in section A above, subject to the normal access rules regarding passes etc., it will be sufficient for the client or the contractor to be satisfied that the contractor is aware of the risks affecting their area of work and the emergency procedures.

As long as this is the case, there is no obligation to notify DHB of such visits.

By way of example, the type of contractor envisaged here are contractors replenishing vending machines, contractors undertaking works which are a requirement of a tenant's lease or pest control contractors.



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Please ensure that, once the works have been completed, the site is made good, left safe and clear, all waste is appropriately disposed of in accordance with environmental legislation and the post-completion certificate is returned in a timely fashion.



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SECTION 2 – TENANTS & OTHER OCCUPIERS

Should you occupy premises (whether land or building) provided by DHB, whether as a tenant, licensee or otherwise, you must ensure that you and your staff are aware of all relevant issues set out in this Guide.

Employer's Duties

As an employer, you have a duty under the Health & Safety at Work Act 1974 to ensure that your staff and any persons employed directly or indirectly by you are provided with a safe place of work, so you are responsible for ensuring that premises provided are suitable for their purposes and enable your staff to carry out their work safely. You must also have due regard for members of the public who may be affected by your activities.

DHB Property

Tenants and other occupiers must ensure that they inform DHB's Property & Estates Department immediately if they become aware of any defects with their accommodation which DHB is responsible for repairing. Where defects are the responsibility of the tenant/occupier, immediate action should be taken to undertake appropriate repairs.

Where any equipment is provided by DHB, you are responsible for its safe use, so you must ensure that staff are properly informed and trained to use the equipment. You and your staff must also take action to limit damage and, in the event of damage to the equipment caused by a third party, ensure that their details are passed to DHB to enable recovery of repair costs. Failure to obtain relevant third party details may result in a claim for the repair costs against you as the user of the equipment.

Works

If you intend to appoint a contractor to undertake works (as defined above) on your behalf on DHB premises, please refer to section 1A above, under which you will be classed as the client. All provisions of section 1A will apply equally to you if you are undertaking any works yourself.

In particular, you should note that:

- if you are having equipment installed or if works/alterations are taking place on your leased premises which are not provided for in your lease or arrangement under which you occupy the premises, you are responsible for obtaining landlord's consent from DHB for such works or alterations. **Failure to do so may result in an actionable breach of (leasehold) covenant.** Please contact DHB's Property & Estates Department in the first instance;
- you are responsible for ensuring that inductions for all contractors are carried out (please see section 1A above); and
- you are liable to pay all administration fees chargeable in respect of the granting of a Works Sanction, a licence to install and/or a licence for alterations where appropriate – see the prevailing Commercial Tariff Book for further details.



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Should you bring a contractor onto DHB premises to do anything other than works as defined (for example, internal redecoration, vending machine replenishment, etc.), there is no obligation to notify DHB of such visits or to obtain a Works Sanction. However, you are still responsible for the actions of your contractor while they are on DHB premises. As such, you must ensure that the contractor is aware of the risks affecting your area of work and the emergency procedures, as well as for giving inductions where appropriate.

You should also note that a major aspect of DHB's planning responsibilities is the control of the use of its land and buildings to make sure that any development is carried out in an effective way without causing undue harm to the locality or in such a way that it affects DHB's own Development Plan. The Building Regulations set standards for the design and construction of buildings, primarily to ensure the health and safety of people in or around those buildings, as well as for energy conservation and access. The question of what needs planning or building control permission can be quite a complex matter and will be dealt with under the granting of a Works Sanction.

Visitors

In certain circumstances, DHB needs to be aware of any persons you are bringing onto its premises and for what purpose so that safety and security issues can be addressed.

Where you are bringing consultants, job applicants, etc. onto DHB premises, it will be sufficient for you to ensure that they hold the appropriate passes and are made aware of the risks that may be present in the areas that they are visiting and of the procedure to follow in the event of an emergency. You are responsible for such visitors while they are on DHB premises and you must ensure that they are accompanied throughout. There is no need to notify DHB of such visitors.

Should you intend to bring VIPs onto DHB premises, you must ensure that:

- DHB's Company Secretary is notified at least 5 days in advance of the VIP's intended visit and purpose;
- the VIP obtains an appropriate dock pass if required; and
- the VIP is properly escorted at all times.



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SECTION 3 – ADVERTISERS/SIGNAGE REPLACEMENT WORKS

Anyone wishing to advertise on DHB's premises must first apply to DHB's Property & Estates Department for permission. DHB reserves the right to grant such permission subject to any conditions it deems appropriate.

A Works Sanction will be required before the actual advertising and/or signage replacement works are undertaken and the conditions set out in Section 1 will apply equally to such contractors.

Contractors who are regularly appointed to undertake advertising and/or signage replacement works on behalf of third parties can apply to DHB for a Rolling Works Sanction which will, subject to condition, cover all such works during a defined period. Anyone wishing to apply for a Rolling Works Sanction under this section should contact the Access & Use Co-ordinator for further information.

All risk assessments/method statements for this type of work should be site-specific and include the following information, as appropriate:

- any work at height, ensuring the proper access equipment is used;
- any electrical risk in lit systems;
- any risk to the public or other workers in the vicinity;

If advertising and/or signage replacement works encroach on the roadway or pedestrian route, appropriate traffic management measures must be put in place, e.g. reduced speed limits are properly displayed around the works site, barriers or cones around the work area, sufficient and compliant signage etc. These measures must comply with the New Roads and Street Works Act 1991 – Code of Practice Safety at Street Works and Road Works so far as reasonably possible and be approved in advance by DHB's operational departments. In particular, no roadway is to be closed, obstructed or reduced in width and no scaffolding is to be erected on roadways or assembly lanes without the prior agreement of Terminal Control.

Anyone undertaking the erection of advertising signs within the Port of Dover should report to Terminal Control upon arrival (on each and every day for the duration of the works) to ensure that no operational issues will impact on their works.



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SECTION 4 – GENERAL ACCESS ISSUES

Although access to some areas of DHB premises is “open”, this does not negate the need to comply with the requirements set out above in terms of seeking appropriate permission from DHB depending on the reason for accessing its premises.

Anyone accessing DHB’s premises must obey all instructions given by the Port of Dover Police and/or DHB staff and appointed security officers whilst on DHB premises. Attention is also drawn to DHB’s byelaws, which must be observed where they apply. A copy of the relevant byelaws may be obtained by contacting DHB’s Company Secretary.

The additional provisions set out below apply principally to access to the Port of Dover.

Personal Access & Dock Passes

The Port of Dover operates under the International Ship and Port Facility Security Code and accordingly access to certain areas of the Port of Dover requires a dock pass. Pass-holders are required by law and have a responsibility to observe and comply with security arrangements (including searches), to secure all property and possessions and report any suspicious behaviour to a Port employee. Unauthorised entry into the Restricted Areas is a criminal offence which is actively enforced by the Port of Dover Police.

Dependent on the nature of your business at the Port of Dover, you may be issued with either:

- a permanent pass (for employees of DHB or other organisations based on DHB’s premises)
- a temporary pass (for visitors, contractors, emergency workers, work experience);
- a regular visitors pass (which requires re-activation on each subsequent visit); or
- a VIP pass (an escort is required at all times for VIPs)

Unless a valid Works Sanction is in place for works to be undertaken, the Pass Office will not issue a visiting contractor with a dock pass.

The Port of Dover is a busy operational area with many hazards so, from a safety perspective, awareness is key. Accordingly, anyone applying for a pass must first undertake the General Safety and Security Awareness Training (GSSAT). GSSAT aims to give pass holders an insight into the safety requirements and procedures in place at the Port of Dover and to highlight the hazards specific to working in an operational dock. It also covers security awareness, reporting of suspicious events and emergency procedures.

Anyone applying for a pass will need to provide proof of identity in the form of a valid Passport, Driver’s Licence, European National Identity Card or Government-issued Identity or Warrant Card. Failure to produce valid proof of identity at the time of applying for a Dock Pass will result in access being denied.

Dock passes are issued at the discretion of DHB and may be withdrawn immediately at any time and without notice or reason.



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The key terms applicable to dock passes are:

1. Passes must only be used for facilitating access to the Port of Dover and other DHB premises (where applicable) for authorised business purposes.
2. Passes must be clearly displayed above waist height and worn openly at all times.
3. Lost passes must be reported to the Pass Office immediately.
4. Passes are not transferable and under no circumstances should they be used to facilitate the entry or exit of others (whether pass holders or not) into or out of the Port of Dover or other DHB premises.
5. A change of circumstances (i.e. change of address, employer, name, etc.) must be reported immediately so that an updated pass can be issued.
6. Once the purpose for which the pass was issued has come to an end, the pass must be surrendered to the Pass Office immediately.
7. Permanent passes need to be revalidated annually (on the pass-holder's birthday) and the pass-holder will be required to refresh their GSSAT certification prior to revalidation.

Applicants will be required to sign a Conditions of Issue Statement containing the key conditions set out above and certain other provisions that must be complied with.

Once within the Port of Dover, all persons must exercise proper care and attention for their own safety and the safety of others and, when on foot, should use the designated walkways at all times where available. **BEWARE** as the walkways do not give pedestrians right of way and drivers, in particular foreign drivers, may not stop to allow pedestrians to proceed.

Working close to the quay edge is a high risk activity. Some unprotected quay edges allow direct access to the sea and tidal levels vary, depending on your location within the Port. Life jackets must be worn by any person undertaking activities in the vicinity of quay edges.

When working on or near quay edges which are close to shipping movements, all persons should be aware of the following which are likely to apply:

- mooring operations - involving heaving lines being thrown from the vessels onto public areas;
- shipping movements - causing water disturbance;
- port staff making fast or slipping ships' mooring lines;
- ships' crews performing maintenance operations;
- vehicles and plant manoeuvring on piers in support of the mooring operation or for maintenance purposes; and
- cargo operations, including crane and fork lift truck operations, at the cargo and cruise terminals.

Access to vessels/craft in the Port of Dover must always be via a specified safe access i.e. gangway/accommodation ladder/ fixed passenger access.

When boarding any DHB's vessels/craft the Master or person having conduct of that vessel will brief the passenger on relevant safety precautions and these safety instructions must be followed at all times whilst on board.

Vehicular Access & Parking

Dock passes are granted to individuals. If access to DHB premises is sought with a vehicle, a separate application for a parking permit may also be necessary. Vehicles are parked at the owner's risk.



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The key conditions applicable to vehicle permits are:

1. Vehicle permits authorise parking in designated car parking zones for purposes in connection with authorised business purposes only.
2. The vehicle permit must be clearly visible and displayed on the front windscreen of the vehicle to which it refers at all times whilst the vehicle is parked in the designated car parking zone.
3. No permit authorises a vehicle to be parked in contravention of any traffic sign or road marking.
4. Vehicles may only be parked in spaces specifically marked for the purpose of parking cars and for a duration of no more than the maximum time permitted for the particular area.
5. Issue of a permit does not guarantee the availability of a parking space in the designated area.
6. Permits that are no longer required should be returned immediately to the Pass Office.

Applicants will be required to sign a Conditions of Issue Statement containing the key conditions set out above and certain other provisions that must be complied with.

Delivery companies/drivers whose vehicles are sign-written and, therefore, clearly identified and who will be on site for a short period of time will not require a parking permit. However, drivers of unsigned delivery vehicles are advised to obtain a temporary parking permit before making their delivery to avoid being clamped.

All vehicular access, irrespective of whether a parking permit has been obtained, is granted strictly on the basis that drivers comply with normal Road Traffic legislation applicable at the Port of Dover, which is actively enforced by the Port of Dover Police. In particular, drivers shall:

1. observe the maximum speed limit of 20mph and obey all road signs;
2. not take short cuts across the heads of berth or loading lanes;
3. use the designated service routes at all times unless otherwise directed - plans of the routes are available at the Pass Office;
4. not park on or otherwise obstruct pedestrian walkways, which are indicated on a drawing which is available from the Pass Office; and
5. remove the vehicle from any designated parking area if requested to do so by any member of DHB staff.

DHB reserves the right to take action under its Port Users Driver Safety Initiative where dangerous driving is reported.

Drivers must adjust their speed to the prevailing conditions and drive defensively. REMEMBER many of the Port users will not be familiar with the area, so pedestrians may wander unexpectedly into traffic routes and other drivers may suddenly change their route. In addition, drivers of freight vehicles may have limited visibility when reversing and/or when other vehicles are following closely behind - be aware and give pedestrians and freight vehicles plenty of room. If in any doubt, HGV vehicles should use a banksman when reversing.

PLEASE ENSURE THAT ALL APPOINTED CONTRACTORS AND STAFF MEMBERS USING THE PORT OF DOVER ARE AWARE OF THESE GENERAL ACCESS ISSUES



ACCESS & USE GUIDE

SECTION 5 – WASTE MANAGEMENT

Anyone using DHB premises for any reason must deal with any waste they produce in line with legislation and in particular the provisions below.

Any person or organisation carrying out an operation on DHB premises which produces, sorts, stores or recovers waste or carries out any other sort of waste operation must hold the correct permits in accordance with the Environmental Permitting (England and Wales) Regulations 2010, unless otherwise exempt.

Any person or organisation operating plant or an installation on DHB premises involved in a waste operation must hold the correct permits or exemptions in accordance with the Environmental Permitting (England and Wales) Regulations 2007. It is the responsibility of the operator to ensure that the waste activity is carried out in accordance with the requirements of the permit or exemption.

It is the legal responsibility of the waste producer to ensure that their waste is transferred, stored and disposed of appropriately. Any waste left on DHB premises, including within a waste receptacle, will be treated as fly tipping unless a contractual arrangement exists between the waste producer and DHB for its disposal. Any fly tipping found will be investigated and prosecuted.

All waste must be disposed of via a licensed waste carrier and the associated Waste Transfer Notes obtained and retained for a period of at least 2 years. A copy of the waste carrier licence must be obtained by the waste producer prior to use and a copy sent to DHB Environmental Office.

If waste materials are to be stored on site, they must be stored appropriately to prevent any escape of the waste material to the air, soil or water. Waste receptacles therefore need to be of an appropriate standard for the intended waste type and need to be maintained to that standard to prevent leaks. Inappropriate storage has the potential to lead to a pollution incident. Please be aware that DHB enforces a 'polluter pays' principle whereby anyone causing pollution of any kind will be held liable and consequently will be charged for the clean-up operation, remedial work, equipment used etc. In addition, waste receptacles need to have lockable lids and they must be adequately secured on site to ensure that they do not move in high winds.

DHB encourages reducing, reusing and recycling waste wherever possible. To enable this, waste should be segregated appropriately into waste streams according to the required disposal or recycling criteria which may be determined by the hazardous nature of the material.



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SECTION 6 – PROCEDURES IN AN INCIDENT

Emergency Procedures

All users of DHB premises must be aware of the procedures and of their responsibility in the event of an emergency. DHB publishes general emergency procedures on its website. If you are unable to access the site, please contact the DHB's Port Resilience Co-ordinator.

In the event of an emergency, please ensure that you and your staff comply fully with all requirements of the Port of Dover Police and/or any DHB member of staff.

As far as summoning the emergency services to the Port of Dover is concerned, please call 999 or 112 directly then ensure you notify the Port of Dover Police immediately on 01304 216084, so that they can provide the appropriate assistance. Without this notification, emergency service vehicles could arrive on site and either not know where to go or, in the event of traffic congestion, may not be able to get to the scene at all.

Any emergency service vehicles attending the Port of Dover must be given all necessary assistance and unhindered access as far as is reasonably practicable.

Environmental

All spillages must be dealt with immediately. For all major spillages within the Eastern Docks, Terminal Control must be advised even if you are dealing with the clean-up. For all major spillages within the Western Docks, depending on the exact location, the Cruise Office, the Marina Office or the Freight Services Agency must be notified.

Anyone clearing a spillage must be properly trained for the task. The proper materials must always be used to clean up spillages and these must be disposed of in the proper manner according to current environmental regulations. If in any doubt about these requirements, please contact either Terminal Control or DHB's Environment Office for guidance.

The DHB section receiving a report of a spillage will appoint a member of staff to complete relevant internal reports. This person will require full details of the incident and the apparent cause from the organisation(s) involved, whether directly or indirectly involved.

Please be aware that DHB enforces a 'polluter pays' principle whereby anyone causing environmental damage will be held liable and consequently will be charged for the clean-up operation, remedial work, equipment used etc.



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Reporting of accidents, dangerous occurrences, incidents and near misses

The potential for accidents, dangerous occurrences, incidents or near misses to occur is particularly high in any port and therefore requires the utmost vigilance and effort on the part of everyone at the Port of Dover to minimise the risk of such occurrences.

If a hazard is under your control, you must take steps to minimise the risk of an accident happening. If you are aware that a hazard is under the control of others, then you should alert them to the potential for an accident to occur.

If an accident or incident has taken place, you should report it by the quickest means possible to Terminal Control who will arrange attendance, if appropriate. If the circumstances warrant it, you should also report the event to the Port of Dover Police either personally or by calling 01304 216084. All accidents resulting in personal injury must be reported to DHB's Port Safety Section. Wherever possible, immediate steps should be taken to highlight the hazard and minimise the danger.

Damage Reporting

If damage to DHB property, infrastructure or equipment is as a result of a road traffic collision or what appears to be a deliberate act, the Port of Dover Police must be informed as soon as possible. Subject to availability, a Police officer will attend.

Any other damage, such as weather or unknown impact-related damage, should be reported to Support Services during office hours by calling on 01304 240400 Ext 5801 (record details on answer phone outside office hours).

If the damage requires urgent attention and you are unable to contact Support Services, please call Terminal Control.

A DHB damage report will be completed by the person taking the call.

Fault Reporting

Any faults with DHB systems, structures, equipment or facilities must be reported immediately to Support Services (record details on answer machine outside working hours) so that the fault can be repaired as soon as practicably possible.

If the fault requires urgent attention and you are unable to contact Support Services, please call Terminal Control.



ACCESS & USE GUIDE
APPENDIX A
Plans of DHB Premises



33335-WHOLE
HARBOUR.pdf



33335-PORT
ZONE.pdf



**ACCESS & USE GUIDE
APPENDIX B**





**ACCESS & USE GUIDE
APPENDIX C**

SAMPLE WORKS SANCTION

Applicant Details:			
Organisation:		Contact Name:	
Contact Details	Tel:	E-Mail:	
Nominated Contractor:			
Works Details:			
Details of the Works:			
Agreed Works Date(s)			
Agreed Duration:		Location:	

Sanction Reference Number: _____

Specific Conditions:

- The Applicant is satisfied that the documentation supplied by their nominated contractor is both site specific and fit for purpose and complies with all Health & Safety regulations.
- The Applicant is responsible for providing their nominated contractor or their staff (where the Works will be carried out by their own employees) with site inductions and relaying the relevant information from Dover Harbour Board's Contractors Code of Conduct.
- All waste associated with the Works must be removed from the Port of Dover and disposed of appropriately and in accordance with environmental legislation without cost to Dover Harbour Board. The Applicant will be charged for the disposal of any waste left on site or elsewhere within the Port of Dover after completion of the Works.

Authorising Signature :			
For and on behalf of Dover Harbour Board			
Print Name		Date:	

I acknowledge receipt of this Works Sanction and confirm that I have provided full information to the Dover Harbour Board regarding the Works. I accept all special conditions set out above and confirm that all staff involved in the Works will be advised of their duties and monitored throughout.

Signed:		Time:		Date:	
Print Name:		Position:			



APPENDIX D

SAMPLE POST-COMPLETION CERTIFICATE

Applicant Details:			
Organisation:		Contact Name:	
Contact Details	Tel:	E-Mail:	
Nominated Contractor (if applicable):			
Works Details:			
Details of the Works:			
Location:		Reference Number:	

We hereby confirm that the Works referred to above have been completed in accordance with the conditions set out in the Works Sanction dated [], that the site has been made good and that all waste has been appropriately disposed of.

We hereby enclose copies of:

1. as-built drawings
2. electrical testing certificates

Signed For and on behalf of [client]			Date:	
Print Name:		Position:		

Once completed, please return to the Access & Use Co-ordinator at access.use@dovertport.co.uk or to Harbour House, Marine Parade, Dover, CT17 9BU.



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APPENDIX E

Contact List

The numbers given below are DHB internal extension numbers; if you do not have access to a DHB internal phone, please call 01304 240400 followed by the internal extension number.

External and Corporate Affairs	4445
Port Resilience Co-ordinator	5748
Port of Dover Police	5700
Port Safety Department	4105
Property & Estates Department	5540/4102
Support Services	5801
Terminal Control	5512/5513