



ACCESS & USE GUIDE

Fourth Edition: March 2020



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INTRODUCTION

Dover Harbour Board (**DHB**) is the owner and operator of the Port of Dover (the **Port**). The Port's operational activities are mainly at the Eastern and Western Docks (including the Marina). DHB also owns and controls the Dover Seafront and the area known as Port Zone in Whitfield. For the purposes of identification only, the land owned by DHB is shown coloured green on the plans in Appendix A. Throughout this Guide, these areas are together referred to as **DHB Premises**.

DHB oversees the movement of around 13 million passengers and 5 million vehicles each year (over 2 million of which are lorries, in connection with its roll-on roll-off ferry operation), as well as other major shipping activities such as cargo, cruising and a marina. Given the volume of traffic and visitors, the Port 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 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.

While some areas within DHB Premises are freely accessible to members of the public, DHB exercises ultimate control over all use of its land. This is reinforced under DHB's byelaws, whereby no person is entitled to enter in or remain on, the DHB Premises within the Harbour 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 DHB Premises is undertaken in a professional and safe manner.

The purpose of this Guide is to draw attention to the key issues for consideration when using or working within 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 within 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.

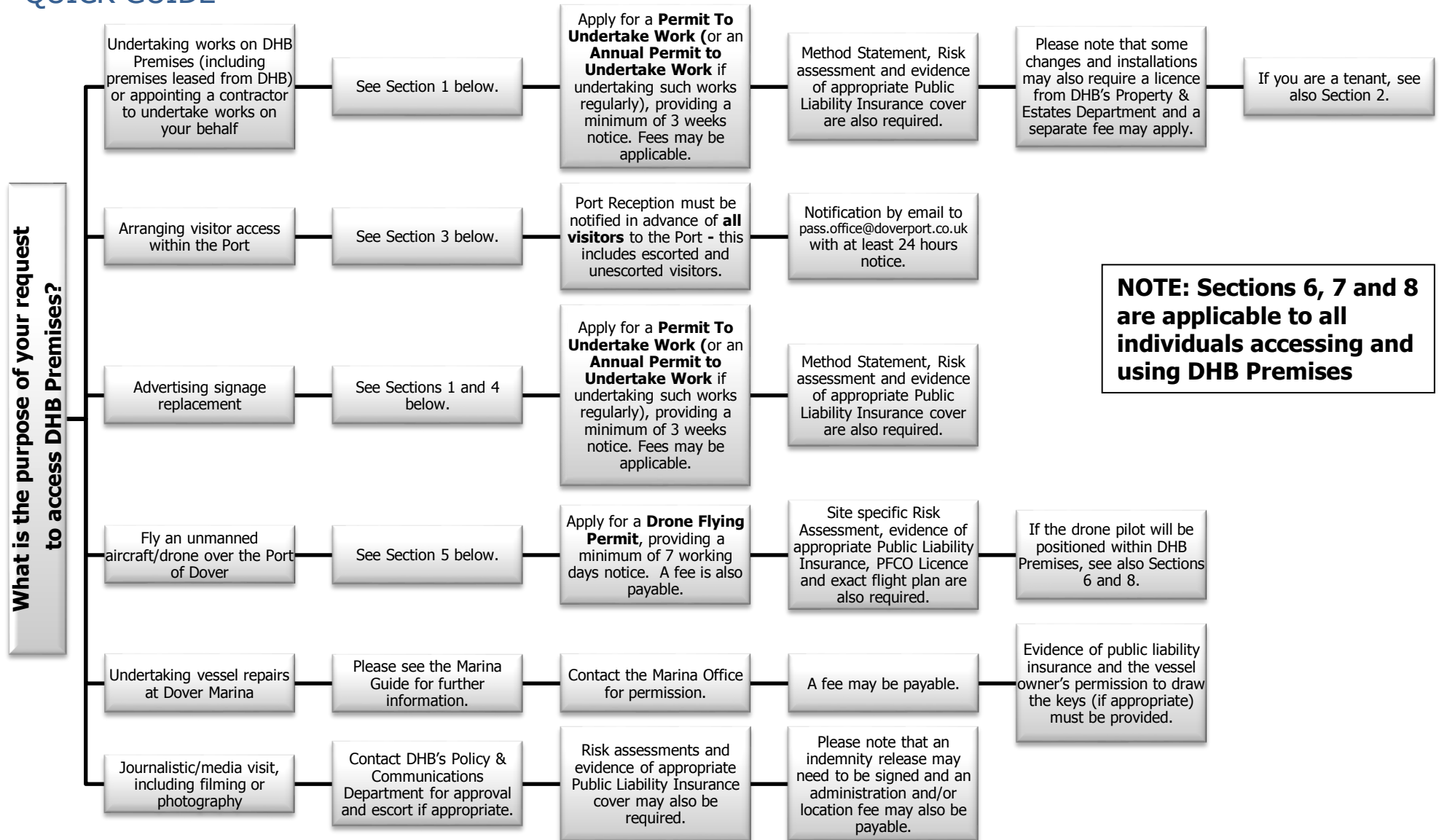
DHB welcomes your feedback on this Guide and the processes it is currently operating. If you have any comments or suggestions for improvement, please contact the Access and Use Coordinator:

Access and Use Coordinator
Dover Harbour Board
Harbour House
Dover
Kent
CT17 9BU

Tel: 01304 240400 Ext: 4136

Email: access.use@doverport.co.uk

QUICK GUIDE





SECTION 1 – CONTRACTORS UNDERTAKING WORK

A **contractor** for the purposes of this Guide means any organisation or person(s) intending to undertake work 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 work 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 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.*

The term work(s) means any activity undertaken by a contractor within DHB Premises. If a tenant wishes to bring a contractor on site to make alterations to its premises e.g. install a partition wall or maintain an appliance, this will be deemed to be works and the provisions set out in this guide will apply. For the avoidance of all doubt, for the purposes of this Guide work(s) include any activity to be undertaken as defined in the Construction (Design and Management) Regulations 2015¹.

The following provisions apply to any works being undertaken on DHB Premises. Clients should take note of the sections below, principally those entitled: **Duty to Inform, Application for a Permit To Undertake Work** and **Preliminary Issues**. Clients should ensure that their contractors are aware of the relevant sections, as appropriate.

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 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 (but not pre-construction archaeological investigations), and the clearance or preparation of the site or structure for use or occupation at its conclusion;
- (c) the assembly on site of prefabricated elements to form a structure or the disassembly on site of the prefabricated elements which, immediately before such disassembly, formed a structure;
- (d) the removal 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 such a structure;
- (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



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. 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 Permit To Undertake Work.

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 DHB 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 Permit To Undertake Work

A **Permit To Undertake Work** is the form of written permission given by DHB to allow work to be undertaken and must be granted before any works begin. It is given to confirm that DHB has approved the work to be undertaken on DHB 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 Permit To Undertake Work, the client must:

- (a) Complete and submit an Access and Use Application Form to the Access and Use Co-ordinator, either in hard copy or electronically;
- (b) Provide the relevant supporting documentation as listed in the Access and Use Application Form; and
- (c) Pay the application fee as published on the website from time to time. Payment can be made by BACS (Sort Code 30-93-34, Account Number 00193204) or by debit or credit card. 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 work, it is their responsibility as the client to notify DHB of the planned works and the details set out under the **Duty to Inform** section above. This will ensure that all relevant permissions have been obtained from DHB prior to any work 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, additional charges may be levied in connection with the administration and granting, where approved, of a Permit To Undertake Work based on the level of involvement of DHB staff. Please refer to the website (<http://www.doverport.co.uk/operations/access-and-use/>) for the prevailing charges. Any client appointing a contractor will be liable for all such charges.

An application for a Permit To Undertake Work 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 supplied information, circumstances and the nature of the work 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 work to be undertaken, DHB may request the client or the contractor to submit RAMs, Construction Phase plans, Lifting plans etc. prior to issuing the Permit To Undertake Work, in line with the Port Of Dover Contractor Safety Code.

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. environmental and 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, DHB 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.

In certain circumstances, prior to a Permit to Undertake Work being granted, the client or the contractor may be required to sign a licence for the works as a requirement of any tenancy agreement or to record formally the works being carried out or an indemnity in favour of DHB, setting out any agreed provisions. For example, where equipment is being 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 Permit To Undertake Work will not be granted.

Provided that all the requirements and conditions attached to an Access & Use application have been fulfilled, the Access & Use Co-ordinator will issue the Permit To Undertake Work and the work can proceed on the basis agreed.



The granting of a Permit To Undertake Work 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 will need to obtain dock passes and undertake General Safety and Security Awareness Training (GSSAT) prior to starting on site (see **Section 6** below).

Prior to commencing any works, anyone attending DHB Premises in connection with the works must receive a site specific induction. It is the responsibility of the client to ensure that their contractors receive the site induction. **Where the client is not on site eg owners of telecoms masts, the Access & Use Co-Ordinator will organise for the site induction to be completed by someone from DHB.** Contractors will also be provided with copies of DHB's Contractors Safety Code.

Where sub-contractors are used, the main contractor must ensure that the sub-contractors read this Guide and the Contractors Safety Code and comply with the requirements set out, plus any relevant conditions of the Permit to Undertake Work whilst on DHB Premises.

Obligations on Site

Depending on the type of works being carried out, the contractor may be required to display the Permit To Undertake Work at the work site. If the Permit To Undertake Work 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 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 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 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 Safety Code, 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. 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:

- (a) advise whether this is acceptable;
- (b) provide an agreed location where storage is acceptable; and
- (c) 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, confirming that the works have been undertaken in accordance with the requirements of the Permit To Undertake Work 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.

Failure to provide post-completion documentation may result in future applications being rejected.

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 (outside of Access and Use office hours) 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 Permit To Undertake Work, in the usual way, subject to a minimum of 3 weeks' notice.



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 the DHB Access & Use Co-Ordinator to evidence why the works needed to be undertaken as a matter of urgency.

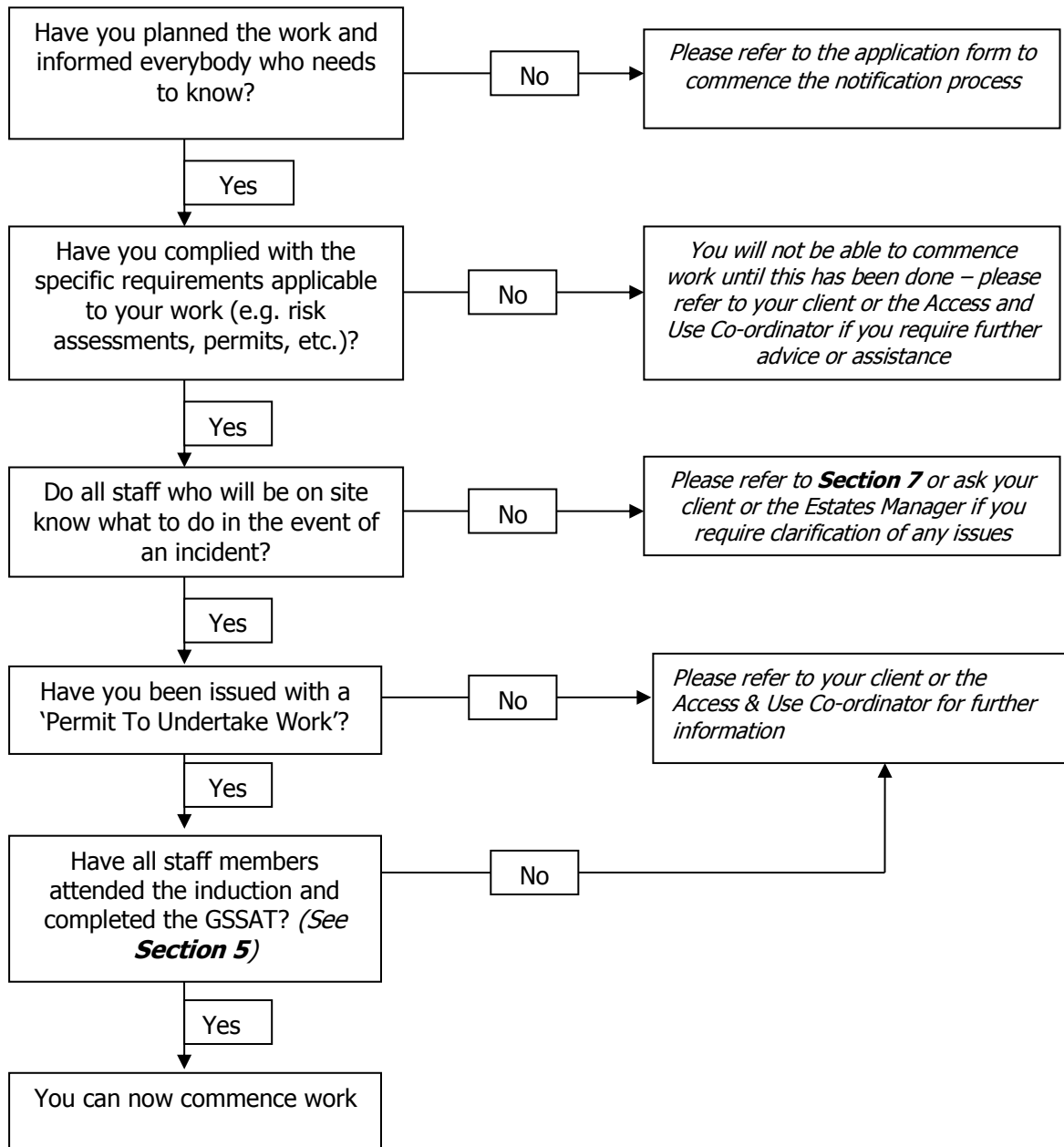
Any subsequent works in respect of permanent repairs or making good will also require approval and will be charged as per the rates set out on the website: <http://www.doverport.co.uk/operations/access-and-use/>.

Annual Permit to Work

An Annual Permit to Undertake Work may be suitable for a contractor who regularly carries out a routine maintenance task or service for a client. To obtain an Annual Permit, the same process must be followed in completing (in full) an Access and Use Application Form, but selecting the tick box option on page 2 for an Annual Permit. RAMS and Public Liability Insurance are to be submitted alongside the form, along with payment.

Once an Annual Permit has been granted, DHB still requires contractors to provide a pre-notification of their intended work and the locations in advance of each visit, so that all attendant risks are addressed. For example, if hot works/ working on elevated platforms is being undertaken in the vicinity of a car park/ traffic lane, DHB will want to ensure that sufficient traffic management arrangements are in place while the work is carried out. DHB may wish to check what precautions the contractor is putting in place to avoid damage to DHB or third party property. The pre-notification should be provided within 24 hours of the visit and should include the full names of contractors attending.

GENERAL CONTRACTORS SUMMARY



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.**
- **failure to provide post-completion documentation may result in future applications being rejected.**

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 purpose 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.

Email: Estates@doverport.co.uk
Tel: 01304 240400, ext. 4345

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 1** above, under which you will be classed as the client. All provisions of **Section 1** 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 consent from DHB before such works or alterations are undertaken. **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 1** above); and
- you are liable to pay all administration fees chargeable in respect of the granting of a Permit To Undertake Work, a licence to install and/or a licence for alterations where appropriate – see the website for further details: <http://www.doverport.co.uk/operations/access-and-use/>.



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 Permit To Undertake Work.



SECTION 3 – VISITORS

All visitors to the Port of Dover must be pre-notified to Port Reception by email. Please email the details of any visitors, giving 24 hours notice to:

Pass.Office@doverport.co.uk.

The email should include the name, address, date of birth, employers name, who they are visiting and the make, model, colour and index number of any vehicle that they may need a temporary permit for.

Escorted Visitors – Must be accompanied by a full security pass holder, who is responsible for the visitor's safety and compliance with security instructions whilst they are in the Port.

Unescorted Visitors – Must complete the General Safety and Security Training (GSSAT) and comply with all safety and security instructions. Please ensure that such visitors are aware of the risks affecting the areas that they are visiting and the emergency procedures, giving inductions where appropriate.

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
- 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.

This procedure will not include delivery or freight drivers who obtain passes at the Westgate entrance, visiting cargo ship crew or new staff members who may require a temporary pass.

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.

Please note that any unexpected visitors will not be permitted access to the Port unless they are accompanied by the holder of a full Port of Dover security pass.

Any questions can be referred to Port Reception:

Email: Pass.Office@doverport.co.uk

Tel: 01304 240400, ext. 4812



SECTION 4 – 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 Permit To Undertake Work 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 an **Annual Permit to Work** (see page 10) which will, subject to condition, cover all such works during a defined period. Anyone wishing to apply for an **Annual Permit to Work** 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. 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 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.



SECTION 5 – DRONE FLYING

Use of any unmanned aircraft or drone above the Port (the **Restricted Flying Zone** is shown on the map in **Appendix B**) is expressly forbidden, unless authorisation is obtained from the Port of Dover Police in compliance with the Air Navigation (Restriction of Flying) (Port of Dover) Regulations 2019 (the **Regulations**).

To obtain authorisation, you must:

- a) Complete and submit the Drone Flying Application Form to the Access and Use Co-ordinator, either in hard copy or electronically;
- b) Provide all relevant supporting documentation as listed in the Drone Flying Application Form; and
- c) Pay the application fee as published on the website from time to time. Payment can be made by BACS (Sort Code 30-93-34, Account Number 00193204) or by debit or credit card. Applications will not be processed until the application fee has been received in cleared funds.

An application for a Drone Flying Permit must be submitted **at least 7 working days** in advance of the intended flying date. Applications will be dealt with promptly, but turnaround times will depend on the supplied information, circumstances and the nature of the proposed drone use. It is advisable to give DHB as much notice as possible of all planned works to avoid any unnecessary delays

All applications will be considered by DHB's Port of Dover Police.

Where consent is granted, the Port of Dover Police will issue a **Drone Flying Permit** to the applicant, via the Access and Use Co-ordinator, and any conditions as stated in the permit will apply.

Please also see Sections 6 and 8 of this Guide as they may apply depending on the positioning of the drone pilot.

In view of the various potential hazards involved in flying a drone, whenever operationally practicable, Emergency Services must contact the Port of Dover Police before flying the drone over the Restricted Flying Zone.



SECTION 6 – 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 DHB Premises.

Anyone accessing DHB 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.

Personal Access & Dock Passes

The Port operates under the International Ship and Port Facility Security Code and accordingly entry to the site requires a dock pass. Pass-holders have a responsibility to observe and comply with all security arrangements (including being subject to search on entering the Port’s Restricted Area), 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 Premises)
- a temporary pass (for visitors, contractors, emergency workers, work experience);
- a regular visitors pass (which requires re-activation on each subsequent visit); or
- an escorted visitor pass (an escort is required at all times)

Unless a Permit to Undertake Work is in place for works to be undertaken, Port Reception will not issue a visiting contractor with a dock pass.

The Port is a busy operational area with many hazards so, from a safety perspective, awareness is key. 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. All pass applications are subject to background checks by the Police or other National Security agencies. An application for a pass may be denied in certain circumstances.

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



The key terms applicable to dock passes are:

1. Passes must only be used for facilitating access to the Port 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 Port Reception 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 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 Port Reception 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, 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 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.



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 Port Reception.
7. Vehicles found parked in contravention of the above conditions may be subject to enforcement action, including temporary or permanent parking restrictions or ultimately being towed away, with any fees for release payable by the owner/user.

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.

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, 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 Port Reception;
4. not park on or otherwise obstruct pedestrian walkways, which are indicated on a drawing which is available from Port Reception; 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 ARE AWARE OF THESE GENERAL ACCESS ISSUES***



SECTION 7 – WASTE MANAGEMENT

Anyone using DHB Premises for any reason must deal with any waste they produce in line with The waste (England and Wales) Regulations 2011 and in particular the provisions below.

Any person or organisation carrying out an operation, operating plant or an installation on DHB Premises which produces, 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 2016 – Waste Permits, unless otherwise exempt. 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.

If waste materials are to be stored on DHB Premises, 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 prevent leaks. In addition, waste receptacles need to be covered and they must be adequately secured on site to ensure that they do not move in high winds. 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.

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.



SECTION 8 – 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 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 DHB Premises 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 or DHB personnel investigating the incident 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 spillages within the Port, Terminal Control must be advised even if you are dealing with the clean-up. When reporting you must inform them of the location, size and type of spill and if there is any substance that has entered the drainage or the sea.

Upon receiving a report of a spillage, DHB 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.

Anyone clearing a spillage must be properly trained for the task. The proper materials must always be used to clean up spillages and particular care is required around protecting drains and quay edges. Waste must be disposed of in the proper manner according to current environmental regulations, according to the nature of the spill. If in any doubt about these requirements, please contact either Terminal Control or the SHEQ Team for guidance.

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.



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 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 Department. 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 DHB's Property & Estates Department during office hours by calling on 01304 240400 Ext 4345 (record details on answer phone outside office hours).

If the damage requires urgent attention and you are unable to contact DHB's Property & Estates Department, 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 the Property & Estates Department (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 DHB's Property & Estates Department, please call Terminal Control.



APPENDIX A – MAP OF PORT PREMISES

[Link to Whole Harbour General Arrangement.pdf](#)

[Link to Port Zone.pdf](#)



APPENDIX B – RESTRICTED FLYING ZONE

[Link to Restricted Flying Zone.pdf](#)



APPENDIX C - 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.

Access and Use Coordinator	4136
Estates Manager	4345
Port Resilience Co-ordinator	5748
Port of Dover Police	5700
Port Safety Department	4580
Terminal Control	5512/5513