

 **Belfast  
Harbour**  
**Cruise  
Belfast**



**CODE OF CONDUCT AT  
BELFAST HARBOUR**

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## CONTENTS

1.0	Purpose	3
2.0	Scope	3
3.0	Objectives	3
4.0	Responsibilities	3
5.0	Belfast Harbour Rules on Dignity and Respect	4
6.0	Safety at Belfast Harbour	4
7.0	Harbour Access Pass	5
8.0	Operation of Taxi Service from Cruise Berths	5/6
9.0	Operation of Bus and Coach Excursions from Cruise Berths	7/8

## **7.0 Purpose**

The purpose of this document is to ensure compliance to Belfast Harbour's port operational procedures and to specify the expected standard of conduct when providing services within the port of Belfast. Sections 8 and 9 of this Code of Conduct are specific to services at cruise berths where service providers will be in contact with Cruise Passengers, Belfast Harbour staff, Cruise Belfast and other terminal users and service providers.

## **2.0 Scope**

This Code of Conduct is applicable to all service providers to Belfast Harbour Cruise Operations.

## **3.0 Objectives**

To describe the expected behaviour of all service providers to Belfast Harbour cruise passengers, Belfast Harbour staff and service providers.

To identify and ensure compliance to the relevant legislation and approved guidance relating to cruise passenger services.

To provide guidance on the level of competence required to work in cruise operational areas.

To ensure that all service providers are aware of the standards of safety required when operating in passenger areas.

To outline the security and access requirements required to fulfill the requirements of the Port Facility Security plan as required under the International Ship and Port Security (ISPS) regulations.

## **4.0 Responsibilities**

**4.1** The Harbour Master shall ensure that relevant Health, Safety, Environmental legislation, standard operating procedures, and other requirements applicable to shore-based Port Operations and Event activities are determined and disseminated to both BHC internal and Third-party users of Port Operational Areas.

**4.2** It is the duty of BHC, Third-Party managers, Excursion Providers and Taxi Operators responsible for specific areas, processes, and services to familiarize themselves with legislation, standard operating Procedures and other requirements applicable to the Health, Safety & Environmental aspects and impacts of their activities and services with Port Operational Areas.

**4.3** Each responsible manager is required to ensure effective implementation of the relevant legislation, Standard Operating Procedures, and/or other requirements.

## 5.0 Belfast Harbour Rules on Dignity and Respect

Belfast Harbour and Cruise Belfast is fully committed to promoting a working environment where every person is treated with respect and dignity and where no person feels threatened or intimidated because of age, disability, gender, marital status, political opinion, race, religious beliefs, gender transformation, or sexual orientation. Bullying and harassment in any form is unacceptable behaviour and will not be permitted or condoned on our premises.

Sexual, sectarian, and racial harassment, harassing a disabled person on account of disability or harassing someone on grounds of sexual orientation or age is unlawful under the sex discrimination, fair employment, race relations, disability and sexual orientation and age legislation. It may also be a civil offence; a criminal offence and it may contravene health and safety legislation.

Bullying and harassment detracts from a productive working environment and can affect the health, confidence, morale and performance of those affected by it, including anyone who witnesses or knows about unwanted behaviour. This can have a direct impact on the individual, business relations, and the business continuity of the organisations involved. Bullying and harassment is inappropriate behaviour and may be unlawful conduct. It will be treated by The Belfast Harbour Commissioners as serious misconduct, which could result in access permissions for the port being revoked.

## 6.0 Safety at Belfast Harbour

Each person accessing Belfast Harbour cruise berths are required to carry out a safety induction.

This safety induction will explain the minimum requirements of safety for your designated area of work.

The safety induction can be found on the Belfast Harbour website – <https://www.belfast-harbour.co.uk/news/safety-induction-and-harbour-pass-requirements-276/>

- As Belfast Harbour Cruise Operations can be on or adjacent to operational berths the person completing the safety induction **MUST select the 'Quay Access Required'** option.
- This version of the safety induction includes information that is essential for operational berths.
- Understanding of the risks within the Port Environment including traffic hazards, falling objects, falls into the water, slip/trip risks, electrical, chemical, biological and fire risks.
- Understanding of the Operational controls put in place by BHC and Third Parties to reduce the risk e.g. Safe system of work procedures, Permits to Work, Signage, Location of life saving appliances and Personal Protective Equipment (PPE)
- Understanding of BHC Bye Laws, traffic rules and procedures e.g. speed limits, use of hazard warning lights, parking, and localised traffic arrangements.
- Environmental protection and pollution.
- Method of Emergency communication with Belfast Harbour Police and other relevant BHC Operational departments

## **7.0 Harbour Access Pass**

The on-line process which takes about 15 minutes, will guide applicants through a series of presentation slides detailing the relevant safety, environmental and security information required followed by an online assessment. On successful completion, the applicant will receive an online certificate, which is valid for 3 years from the date of issue. To remain valid a safety induction will need to be completed every 3 years.

An induction is required to be completed before a Harbour Access Pass can be issued by Belfast Harbour Police.

A Harbour Access Pass can be applied for on-line and is required for access control. Details on how to apply for a Harbour Access Pass can be obtained at the following link:

<https://www.belfast-harbour.co.uk/belfast-harbour-police/harbour-access-pass/>

## **8.0 Operation of Taxi Service from Cruise Berths**

- Once registered, all taxis will be issued with a Port Pass indicating that they have completed the Port Safety Induction. A copy of this code will also be provided on pass collection. This pass should be carried on your person for inspection by Belfast Harbour staff or their representatives. The passes are non-transferable and failure to produce the pass will result in access being denied.
- The Taxis Act (Northern Ireland) 2008 states that "a person shall not operate a taxi service unless the person is the holder of an operator's license (in this Act referred to as a "licensed operator") or affiliated to an operator.
- The purpose of operator licensing is to give the public confidence when they use a licensed taxi operator that they are dealing with a trustworthy and professional organisation with reliable drivers and safe vehicles.
- Taxi drivers must adhere to all terms and conditions of their respective driving and operators' license.
- All drivers must display a clearly visible name badge on their person.
- The taxi rank will operate on a first come first served basis - The first taxi to arrive at the rank will serve the first passenger in the queue.
- If a disabled passenger requests a taxi and their wheelchair fits into the vehicle, the driver is required to accept the fare. If, however the customer requires a fully accessible taxi and the vehicle cannot physically facilitate this, then the passenger should go to the next available and suitable taxi in the rank.
- All taxis operating at the cruise berths should have the ability to accept card payment.
- All taxis must use clearly displayed meters and fare cards to ensure that customers are aware of the fares being charged.

## Operation of Taxi Service from Cruise Berths Continued...

- There can be no single passenger fares charged from the taxi rank unless:
  1. *The licensed operator is authorised under that operator's licence to operate a taxi service for or in respect of the carriage of passengers at separate fares.*  
*Or*
  2. *All the passengers carried on the occasion in question booked their journeys in advance with a Licensed operator at their Operating centre.*
  3. *Each passenger consented, when booking their journey, to sharing the use of the taxi on that occasion with others on the basis that a separate fare would be payable by each passenger for their own journey on that occasion.*
- Cruise passenger tours at a fixed agreed price can only be arranged by pre-booking through the relevant taxi operator's centre.
- Tours at a fixed price cannot be negotiated and arranged at the rank.
- Any tour undertaken from the rank without pre-booking via an operator centre must be charged via the meter.
- A Taxi can be used for tours without a taximeter ONLY WHEN:

*The Taxi has been booked in advance as an executive service or a tour service; drivers are not obliged to use a taximeter. (an executive service where the taxi is used for carrying passengers for a corporate, ceremonial or prestige booking). This service must have been BOOKED IN ADVANCE WITH THE TAXI OPERATOR through an operating centre (Not the Driver). The passenger must agree with the TAXI OPERATOR (Not the Driver) that they are content that the fare will not be worked out by the taximeter. At the time of booking, the fare for the journey must be agreed and it cannot be increased after the taxi has been booked.*

*The following information must be recorded in writing and carried in the taxi during the journey and a copy offered to you in writing or by electronic format:*

- a. *Confirmation that the passenger has been told that the fare will not be via the meter.*
  - b. *The fare agreed for the journey.*
  - c. *The name of the person for whom the taxi booking is made.*
  - d. *The date and time of the journey.*
  - e. *The place of collection.*
  - f. *The destination.*
  - g. *The taxi driver's licence number.*
- Taxis operating outside of this code may drop-off passengers as normal.
  - There will be signage in place to direct Cruise guests to the Shuttle buses, Excursions, Taxi Rank and Car Hire.
  - Taxi Operators should always remain professional and courteous to customers, colleagues, and Belfast Harbour / Cruise Belfast employees.
  - Taxi drivers should dress appropriately to provide a quality experience for visitors to Northern Ireland and present a positive impression of the destination.

### **Operation of Taxi Service from Cruise Berths Continued...**

- BHC reserves the right to relocate the taxi rank to suit the nature of the operation at the cruise berth.
- Any complaints should be responded to by the taxi driver or operator within 4 days of receipt.
- If a taxi driver or operator does not abide by the Code of Conduct, Belfast Harbour Police or a representative of Belfast Harbor Commissioners have the authority to deny entry to the port.
- Belfast Harbour Commissioners is responsible for the oversight of this code of conduct. Daily monitoring of the rank and conduct of the taxi operators will be carried out by representatives of Belfast Harbour Commissioners and the Cruise Coordinator.
- Breaches of legislation will be reported to Belfast Harbour Police and/or Driver & Vehicle Agency (DVA) Northern Ireland.

Belfast Harbour Police are contactable on 02890 553000.

### **9.0 Operation of Bus and Coach Excursions from Cruise Berths**

This section of the code of practice is relevant to Coach Excursions Operators (for the Ship) and Private Hire Coaches.

- Once registered, all Coach and Bus Drivers / Operators will be issued with a Port Pass indicating that they have completed the Port Safety induction. This Code will be issued to all holders of the Port Pass on collection from the Pass Office. This should be carried on your person for inspection by Belfast Harbour staff. The passes are non-transferable and failure to produce the pass will result in access being denied.
- Unregistered Buses (Private Hire) may drop-off passengers as normal.
- Private Hire Passengers cannot use Belfast Harbour facilities for parking.
- Selling directly or touting for business at the Cruise Berth is not permitted.
- Private Hire can only pick up pre booked Cruise Guests.
- There will be signage in place to direct Cruise guests to the Excursions Pick up points, Taxi Rank and Private Coaches
- Private Hire coaches, Shuttle Buses and Private cars can only park up in the areas signposted and designated.
- Bus and Coach Companies staff should always remain professional and courteous to customers, colleagues and Belfast Harbour / Cruise Belfast employees.

## **Operation of Bus and Coach Excursions from Cruise Berths Continued...**

- Bus and Coach Operators staff should dress appropriately to provide a quality experience for visitors to Northern Ireland and present a positive impression of the destination.
- Belfast Harbour Commissioners reserves the right to relocate space allocated for Bus and Coach Operators to suit the nature of the operation at the cruise berth.
- Any complaints should be responded to by the operator within 4 days of receipt.
- If an operator does not abide by the Code of Conduct, Belfast Harbor Police or a representative of Belfast Harbor Commissioners have the authority to deny entry to the port.
- Belfast Harbour is responsible for the oversight of this code of conduct. Daily monitoring of the rank and conduct of the taxi operators will be carried out by representative of Belfast Harbour and the Cruise Coordinator.
- Breaches of legislation will be reported to Belfast Harbour Police and/or Driver & Vehicle Agency (DVA) Northern Ireland.

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