DIAMONDADVENTURES

Diamond Adventures Limited trading as Diamond Adventures

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Generic Ferry Travel Risk Assessment & Passenger Safety Information

Introduction

Diamond Adventures Limited understands that many customers, particularly schools and organised groups, request risk assessment information to support their own planning and safeguarding requirements.

While there is no specific legal requirement for us or our partner ferry operators to provide written risk assessments to third parties, we recognise the importance of transparency and are happy to share details of the measures we have in place to ensure the safe operation whilst our groups travel by domestic or international ferries.

At Diamond Adventures Limited, we operate to high professional standards, all ferry operators in our partner portfolio are recognised by governing bodies and uphold standards in accordance with the International Management Code for the Safe Operation of Ships.

Legal Obligations by Ferry Operators

Managing Safety	All partner ferry operators comply with the International Management Code for the Safe Operation of Ships and for Pollution Prevention (ISM Code). The Marine Coastguard Agency regularly ensures that the ferry's safety measures comply. Each ferry carries a Passenger Certificate and Safety Management Certificate.
Food Safety & Hygiene	Most ferry operators will have cafes, restaurants and outlets on board their ships. All food outlets operate in accordance with the Food Safety Act 1990 and The Food Hygiene Regulations 2006. They are regularly inspected by the local Environmental Health Department.
Security	All partner ferry operators comply with the Aviation and Maritime Security Act 1990. There are Ship and Port Security Plans, measures are taken relevant to assessed threat levels.
Employee Identification	All staff onboard ferries wear their respective operators' uniform. Ports operated by ferry companies will have staff in their respective operator uniform. Staff at check in facilities will be in their respective operator uniform. On some international routes, such as Dover to Calais, the port staff are employed by the port itself and will be identifiable by port branded uniform. Border officials are operated by National Police Forces, as such will be in official Border/ Police Force uniforms.

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Risk Management

Embarking as foot passengers	The boarding procedures are controlled by Loading Officers, children will need close supervision. Every passenger must be counted.
Embarking on a coach/ minibus	Particularly when a ferry is in a berth, many vehicles will be moving under the direction of Loading Officers. Pedestrian access to the ferries also controlled. Children will need close supervision.
Moving around ports	It is important to stay on designated foot paths around ports. Groups should be vigilant of vehicle movements. Children should be supervised at all times. Under no circumstances should anyone run or enter a prohibited area.
Fire and Dangerous Goods	Smoking including e-cigarette use is generally not permitted on most ferry services, except for designated areas. These can often be closed depending on types of cargo being carried. No Dangerous Goods are permitted. Oxygen bottles carried for personal medical use must be declared on arrival, some operators may require this to be pre-organised.
Door Entrapment	Please be aware that doors may unexpectedly close due to winds and sea conditions, please avoid placing hands around doors and door frames. It is advised that group leaders explain this to children. Children should not be unaccompanied at any time. On car decks, the doors automatically close, we ask group leaders and supervisors to assist groups through them by operating the 'Door Open' buttons.
Slips and Trips	Many ships have higher door sills than buildings, these are sometimes called 'sea steps', please take more care at all doorways. When cleaning occurs, ferry operators will place warning signage. It is common for hazards to be identified with yellow paint or yellow and black striped tape.
Falls from Height	Some ferry operators have outside areas open to passengers, where this is in place, there are railings situated around the external decks and under no circumstances are they to be climbed, children must be supervised. The stairway will require the bannister to be held. In heavy sea conditions, passengers are advised to stay inside. At the crew's discretion, outside areas may close without warning.
Emergency Procedures	Quiet and attention is required for the Passenger Safety Announcements/Instructions made on every departure, the safety information may also be visible on monitors. In the very unlikely event that an incident occurs, instructions are to be followed, the crew will guide you. First Aid is available on board.

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Accessibility & Facilities

Accessibility, Wheelchair access	All ports and terminals have ramps and/or lifts to access ferries as foot passengers, please note, ramp movement can be affected if they are tidal. Our partner ferry operators require sufficient assistants and carers to be provided by groups. If a person in your group uses a wheelchair, and requires the use of it on the ferry, please let us know as some ferries have limited wheelchair capacity or more space may be required on the car deck to park the coach.
Arrival procedures	Group organisers or the driver should make themselves known on arrival at the check in facilities and inform them that there is a passenger(s) with reduced mobility. This should be known to them, if you have told us in advance.
Parking, Drop Offs and Pick Ups.	All vehicle movements within ports will be marshalled by port authorities or ferry operator staff. If you are travelling by foot passengers and the group is being dropped off by coach or parent cars, we will include in the itinerary the dedicated drop off points. Although, instructions on the day from officials outweigh any pre-information we provide. Some ports may provide parking facilities for personal cars, these tend to incur charges and are usually left at the owners risk. More details can be provided on request.
Disembarkation procedures	If travelling as foot passengers, groups are to listen to the announcements and remain seated until safely alongside. The crew will open the doors and inform you when it is safe to disembark the ship. In international ports, you may need to board a shuttle bus to disembark the ship and head to relevant border controls. If travelling by coach, groups are to listen to the safety announcements, before berthing the group must embark on the coach before the vehicle ramp is lowered, if the group is delayed in accessing the car deck, group leaders would need to be aware of moving traffic on the car decks.
Toilets and disabled facilities	There are toilet facilities, including disabled access facilities, situated throughout all ports and on all ships that are used for Diamond Adventures Tours. Occasionally, these may be closed for maintenance.
Refreshments and food outlets	There are refreshment and food outlets, situated throughout most ports and on most ships that are used for Diamond Adventures Tours. Occasionally, these may be closed for maintenance. It is important that children are not left unattended. If travelling on DFDS, all groups receive a complimentary meal voucher.

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