

Dear Group Leader

## Risk Assessment & Important Information

P&O Ferries' vessels comply fully with all current international and national Maritime Safety Regulations and we operate a comprehensive and audited Safety Management System.

### Loading & Embarkation Areas in the Port of Dover

When travelling through the Port of Dover, including all waiting and loading areas, the Travel Centre and the quayside, please be aware that berth areas are subject to normal road traffic regulations and strict road laws are adhered to under Health and Safety Regulations.

We should also advise that the embarkation areas are extremely busy with freight and tourist vehicles manoeuvring to and from our vessels and you are respectfully requested to instruct your party members to follow the designated black and white walkways whenever moving around the portside to access food outlets and other facilities.

## Behaviour of Young Persons on board Ship

### Hazard Information

Please be aware of the following whilst on board:

- **Bad Weather:** Announcements will be made to advise passengers to stay seated and take extra care when moving around.
- **Wet decks:** Take extra care when using outside decks especially in wet weather.
- **Doors:** Keep hands and fingers clear of hinges and door edges on both external and internal doors.
- **Door sills:** Lots of doors have sills, especially those leading to the vehicle and outside decks. Take care when crossing the sills; step over them; do not stand on them.
- **Stairs:** Take extra care and use the handrails as stairs can be very steep and often become crowded. Please do not push or force your way into congested areas.
- **Young Persons' behaviour:** Boisterous and noisy behavior is not welcome on board ship; it can be offensive and put others at risk. Please do not behave in any way which inconveniences others.
- **Running:** DO NOT RUN on board the ship at any time, either inside the ship or on the outside decks.
- **Moving vehicles:** Take extra care when leaving the stairways and moving around on the vehicle decks as cars, coaches and lorries may have started moving before you rejoin your own vehicle.
- **Access:** DO NOT assemble or form groups in numbers which block alleyways (corridors) or stairway accesses. It is essential that routes around the ship are kept as clear as possible.

We want your group, along with all our passengers, to enjoy their crossing with P&O Ferries and to be safe. We would therefore be grateful for your co-operation on the following points:

1. On boarding, we would ask you to introduce yourself at the Information Desk with the completed form overleaf. (There is no need to bring your whole group to the desk.)

2. It is important that your group is made aware of the safety information detailed below and that the potential dangers of unruly behaviour are explained. When a meeting point or area has been allocated, please ensure that your group keep together there until both the captain's welcome message and important safety announcements have been played.
3. For the safety and well-being of all passengers and staff, we would request that your group be supervised at all times and that the following points are observed:
  - DO...**
    - Please respect the peace and comfort of other passengers.
    - Please use the waste bins provided and leave the ship as tidy as you found it.
  - DO NOT...**
    - Run, roam around or make noise in alleyways.
    - Allow access to the outer decks during night crossings.
    - Touch any safety equipment or enter areas closed off by watertight doors or access the vehicle decks whilst at sea.
    - Play in the lifts, sit on the stairs or block the alleyways.
    - Congregate at the top of stairways to the vehicle decks until called forward for disembarkation.
    - Congregate at the Information Desk as this area needs to be kept clear.
4. Please note that it is our policy to:
  - Not allow anyone under 18 to buy tobacco, cigarettes, wine or spirits, even as gifts. Under 18s are not allowed to buy alcoholic drinks from the bar.
  - Not allow anyone under 18 to play on gaming machines or (where provided) to enter casinos.
  - Prosecute all incidents of theft.

We ask that you return to your meeting point/area, as agreed with your group leader, 10 minutes prior to arrival and await further information regarding disembarkation.

## **Transcript of Safety Message**

*"Ladies and Gentlemen, this is an important safety announcement.*

*"Your attention is drawn to the emergency instruction notices which are displayed in the Assembly Stations and in other passenger spaces. These notices include the location of Assembly Stations; that is the areas where passengers should assemble in the event of an emergency; the method of donning a lifejacket and a description of the general alarm signal.*

*"This signal consists of seven or more short blasts followed by one long blast on the ship's whistle and followed by a similar signal on the alarm bells. If this signal is sounded you should proceed to the nearest Assembly Station. Assembly Stations are located throughout the public passenger spaces and can be identified by a square green and white sign with arrows pointing inwards to a symbol depicting a family group.*

*"At an Assembly Station, a crew member will issue you with a lifejacket and instruct you how to wear it. Smaller lifejackets are available for children.*

*"You should remain calm and follow the instructions of the crew member."*

Thank you for your co-operation and we hope you enjoy your crossing.

# Assembly Station Sign

**emergency instructions**

**general instructions always apply!**  
In the event of an emergency an alarm signal, consisting of 2 or more short blasts followed by one long blast (maximum), will be sounded on the ship's whistle and the alarm bells.


**action on hearing the alarm signal**  
On hearing the alarm, always remain seated or in an assembly station in your assigned Assembly Station. Following the alarm it is vital to remain in the Assembly Station. Passengers should avoid leaving seats/cabins from the crew members.

**assembly stations**  
An Assembly Station is a space where passengers are required to assemble in the event of an emergency, and is indicated by the assembly sign, with a white Assembly Station sign located throughout the public passenger spaces.

**action on arrival at assembly station**  
If Assembly Stations provided are used with a lifeboat, it is essential that the correct instructions be followed. Crew members will be available to assist.

**consequence action**  
Crew members will follow the instructions of the crew members in your Assembly Station.

## ASSEMBLY STATION



**in geval van nood**

**algemeen advies**  
In geval van nood wordt een alarmgeluid bestaande uit 2 of meer korte klanken gevolgd door een lange klank (maximum) afgegeven op de scheepswaai en de alarmbellen.


**actie bij het horen van het alarmgeluid**  
Bij het horen van het alarmgeluid moet u altijd in uw toegewezen vergaderplek of vergaderplek blijven. Het is van essentieel belang dat u blijft zitten. De passagiers moeten de instructies van de bemanning volgen. Het is belangrijk dat u niet uit uw zitplaats of cabine verlaat. De bemanning zal u helpen en u zal worden begeleid naar de vergaderplek.

**actie bij aankomst op de vergaderplek**  
Als de vergaderplek wordt gebruikt voor de evacuatie van de boot, is het essentieel dat de juiste instructies worden gevolgd. De bemanning zal u helpen en u zal worden begeleid naar de vergaderplek.

**consequenties**  
De bemanning zal de instructies van de bemanning volgen. De bemanning zal u helpen en u zal worden begeleid naar de vergaderplek.

**actie bij nood**  
Bij nood wordt een alarmgeluid bestaande uit 2 of meer korte klanken gevolgd door een lange klank (maximum) afgegeven op de scheepswaai en de alarmbellen.

Alphabets doming instructions - mode d'emploi des gilets de sauvetage - gebruiksinstructies voor reddingsvest



## RETURN

Name of Travel Company \_\_\_\_\_ Name of Group \_\_\_\_\_

Party size:    Adults     16-18s     11-15s     <11s

Group Leaders' Names (and cabin numbers where reserved):

\_\_\_\_\_

\_\_\_\_\_

To be handed to the Duty Manager at the Information Desk on Embarkation

## OUTWARD

Name of Travel Company \_\_\_\_\_ Name of Group \_\_\_\_\_

Party size:    Adults     16-18s     11-15s     <11s

Group Leaders' Names (and cabin numbers where reserved):

\_\_\_\_\_

\_\_\_\_\_

To be handed to the Duty Manager at the Information Desk on Embarkation