

Safety in Ports Guidance

Interim Draft Guidance SiP012: Ro-Ro Passenger and Cruise Operations



**PORT SKILLS
& SAFETY**

IMPROVING STANDARDS THROUGH COLLABORATION



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1. Disclaimer

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External links are provided to enhance information, but Port Skills and Safety Ltd (PSS) does not guarantee the accuracy of any external links.

Regulations in this document are referred to by title but not year, as they may have been amended post publication. The reader should always seek the current version.

Following this guidance is not a legal requirement, however, by following the guidance, users may ordinarily expect to be doing enough to comply with the law. HSE and other government-appointed inspectors who seek to secure compliance with the law and may refer to this guidance in their investigations.

This document provides guidance only and due care and attention must be given to any operation being conducted.

This guidance contains lists of considerations that may mitigate the risks highlighted. These lists are not exhaustive and not all items listed may be relevant. All risks must be individually assessed and actions implemented in the context of the individual activity and relevant risk assessment.

The Safety in Ports Guidance is made available to all interested parties for the general improvement of safety in ports. However, members of PSS will find supplementary resources in the members section of the website.

2. Introduction

This interim guidance covers safe management of roll-on/roll-off (Ro-Ro) passenger and cruise operations within ports and on vessels and whilst it refers to legislative requirements and general operations, the overall application details of such legislative expectations are provided within SiP000. The term Ro-Ro refers to an operation in which cargo is driven on or off, i.e. rolled on and rolled off. Passenger and cruise operations are the movement of passengers with or without their vehicles and the handling of passengers through ports with or without their luggage. This guidance also covers activities that are not carried out at dedicated passenger terminals.

This document represents an updated version of SiP012 and has been published to provide timely support to the sector. It currently focuses on passenger and cruise operations. It is intended that this guidance will be further developed into a single, comprehensive document, incorporating SiP010 Guidance on Ro-Ro and Sto-Ro Operations, and aligned with guidance from the UK Chamber of Shipping to support a consistent approach across both the ports and shipping sectors.

Relevant SiP guidance is referenced within this document and a full list of the guidance suite can be found in Appendix 1 or via www.portskillsandsafety.co.uk. However, [SiP000 Regulatory Framework](#) sets out the overarching principles, approach, and structure that underpin all PSS guidance. The document should be treated as the introduction for all PSS guidance, and it is recommended that it is read first to provide the necessary context for the material that follows.

See also SiP001 Port and Terminal Planning, including terminal layout and route planning/design.

3. Hazards

This section should be read in conjunction with Section 3, Hazards, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#), which sets out general hazards associated with Ro-Ro and Sto-Ro operations, including hazards on the quayside, shore ramp and/or linkspan, and vehicle decks. The hazards below are additional hazards, or hazards requiring specific consideration, for Ro-Ro passenger and cruise operations.

Segregating pedestrians and vehicles is a fundamental safety principle of Ro-Ro/Cruise operations and should be at the forefront of operating procedures.

The potential hazards to personnel and passengers within the port estate include:

Passenger movement, wayfinding and behaviour

- Ineffective or insufficient signage that may cause confusion.
- Passengers failing to follow safe pedestrian routes, getting lost on either arrival or departure.
- Passengers failing to follow instructions
- Unauthorised access to restricted areas.
- Aggressive behaviour.

Terminal, baggage and security areas

- Baggage trolleys and baggage handling equipment in terminal areas and baggage halls.
- Forklift truck movements in baggage halls or baggage handling areas.
- Interaction between passengers and baggage handling operations.
- Baggage, trolleys, barriers, temporary layouts or passenger possessions obstructing pedestrian routes.
- Heavy, damaged, unusual or specialist baggage items.
- Baggage carousels, conveyors, cages or other baggage handling equipment.
- Security screening and search areas, including X-ray scanners.
- Queuing, congestion or crowding in check-in, security, baggage reclaim or waiting areas.
- Interface with Border Force, police, security contractors, baggage handlers, cruise handlers and other third parties..

Access, vehicle decks and mixed passenger / freight operations

- Falls into water.
- Access to/from freight deck & car decks.
- Directing passenger cars and vehicles to car lanes.
- Passengers walking around getting out of vehicles.
- Overhead obstructions and low decks.
- Pedestrians moving around car and freight decks during load/unload operations.
- Simultaneous freight and passenger operations on the same deck.

4. Health hazards

This section should be read in conjunction with Section 4, Health hazards, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#). This covers the assessment and control of health risks associated with Ro-Ro operations, including ventilation, vehicle emissions, dust, noise, vibration, temperature extremes, health surveillance, and arrangements for managing fitness for work and substance misuse.

Additional consideration should be given to hand-arm vibration where powered tools are used during Ro-Ro passenger and cruise operations. Personnel may be exposed to hand-arm vibration when using tools such as impact or torque guns for tightening and releasing lashings. Where these tools are used, exposure should be assessed and controlled through suitable tool selection, maintenance, task rotation, trigger-time management, and monitoring of individual exposure where required.

5. Pre-arrival and pre-departure considerations

Section 5, Pre-arrival and pre-departure considerations, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#) should be read in conjunction with this section. SiP010 sets out the general arrangements for effective communication, cooperation and coordination between the vessel and port before arrival and departure, including information on vessel configuration, operational constraints, cargo or vehicle types, dangerous goods, berthing arrangements, weather conditions, simultaneous operations and shared risk assessments.

For Ro-Ro passenger and cruise operations, passenger information should also be included in the pre-arrival and pre-departure information exchange where relevant. This may include passenger manifest details or information needed to support safe boarding, disembarkation, assistance arrangements, emergency planning and coordination between the vessel and port.

6. Planning for safe loading and discharge

Section 6, Planning for safe loading and discharge, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#) should be read in conjunction with this section. SiP010 sets out the general planning measures for Ro-Ro and Sto-Ro operations, including coordination between ship and shore, management of cargo movements, dangerous goods, emergency arrangements and operational briefings. This section sets out additional planning considerations for Ro-Ro passenger and cruise operations, where passengers, luggage, service providers and other third parties may be present within or near the operational environment.

Ro-Ro, passenger and cruise operations should be planned and executed in a way that minimises risks to those involved in the operation, including direct employees, non-permanent employees (NPEs), ship's crew and passengers. While the handling of various types of cargo is to a great extent routine, consideration of the impact and presence of passengers in the operational environment must be considered. In these situations, a suitable and sufficient risk assessment will be required.

Planning of operations should include coordination of the interface between:

- Vehicle movements.
- Cargo movements.
- Ferry and cruise passengers.
- Luggage handling and passenger flows.
- Ship's stores and materials.
- Personnel required to be on freight, vehicle, or service decks, including lashers, other shore-based workers, ship's crew, ferry company employees, victuallers, service outlets or concessions, border control agencies, and facilities management staff.

Planning should also include arrangements for dangerous goods and hazardous cargoes, including:

- A cargo stowage plan on the vessel and suitable records within lorry or vehicle parks, identifying the position of any dangerous cargo.
- Compliance with the International Maritime Dangerous Goods Code (IMDG) for dangerous goods carried on board.
- Suitable segregation arrangements for hazardous cargo within the terminal.
- Segregation of hazardous cargo from vehicles and passengers, where practicable.

Plans must be in place to deal with emergency situations including:

- Management of large amounts of people.
- Passengers with health issues.
- Passengers with mobility restrictions or in poor health.
- Vulnerable persons, new and expectant mothers.
- Young children.
- Animals.
- Rescue and evacuation.
- Leakage of hazardous cargoes.
- Fire.
- Contagious disease on a vessel.
- Adverse weather conditions.

- Other foreseeable events such as serious injury or vehicle collisions.

Drills and exercises should be undertaken to confirm effectiveness of these plans and reviews undertaken as necessary.

7. Passenger terminal and landside operations

This section should be read in conjunction with Section 7, Freight delivery by road, and Section 11, Vehicle movements, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#). Those sections set out general traffic management measures for vehicles entering, moving through and operating within the port.

This section sets out additional considerations for passenger terminal and landside operations, where members of the public, passenger vehicles, coaches, pedestrians, cyclists, baggage and third-party agencies may all be present.

The safe and efficient operation of passenger terminals and landside areas is dependent on effective cooperation and coordination between all parties involved in the operation. This may include the port operator, vessel operator, terminal operator, ferry or cruise operator, ground handlers, baggage handlers, security providers, Border Force, police, coach operators, taxi operators, contractors and other service providers.

Traffic management arrangements should be planned to minimise conflict between passengers, pedestrians, vehicles and operational activities. In mixed traffic operations, planning and design should take into account the different types of traffic using the terminal and surrounding areas, including cars, cars with caravans or trailers, campervans, coaches, heavy goods vehicles, service vehicles, pedestrians, cyclists and motorcyclists.

The acceptability of different traffic combinations should be considered as part of the risk assessment. For example, arrangements that may be suitable for cars and pedestrians may not be suitable where coaches, HGVs, freight traffic, cyclists or vehicles towing caravans are present. Activities that may interrupt or change normal traffic flow should also be considered, including vehicle inspection, security screening, immigration checks, breakdowns, late arrivals, passenger drop-off and pick-up, and abnormal or oversized vehicles.

Where mixed traffic enters the port or terminal area, arrangements should be in place to sort traffic into appropriate routes or holding areas as early as reasonably practicable. This may include separating accompanied freight, passenger cars, coaches, cyclists, pedestrians, taxis, drop-off traffic and vehicles requiring inspection or assistance.

Further considerations may include:

- Sorting mixed traffic flows on entry to port or terminal.
- Achieving a suitable mix of traffic combinations which minimises risks.
- Segregation of traffic types, including pedestrians, cyclists, passenger vehicles, coaches, freight vehicles, and service vehicles.
- Police, security, or marshal presence.
- Training, competence, and briefing of marshals directing traffic or passengers.
- Traffic systems such as traffic lights, barriers, segregated lanes, signage, road markings, cones or other temporary controls.
- Parking and holding arrangements, including arrangements for waiting, queuing, inspection, drop-off and pick-up.
- Passenger transfer arrangements where required.

Where temporary layouts or exceptional arrangements are used, these should be clearly communicated to relevant personnel and reviewed during the operation to ensure they remain effective. Changes to traffic routes, passenger routes, inspection arrangements or boarding sequences should be communicated promptly to those affected.

Passenger waiting and amenity areas should be planned so that passengers do not need to enter or cross operational vehicle areas unnecessarily. This may include arrangements for toilets, refreshments, smoking areas, dog walking areas, viewing areas and other passenger facilities. These areas should be clearly signed, suitably located, and managed so that they do not create conflict with vehicle movements, baggage handling, security arrangements, emergency routes or vessel access routes.

8. Ro-Ro passenger management during embarkation and disembarkation

This section should be read in conjunction with Section 9, Vessel access, and Section 11, Vehicle movements, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#). Those sections set out general arrangements for safe vessel access, ramps, linkspans and vehicle movements. This section sets out additional considerations for managing passengers during embarkation and disembarkation.

Passenger embarkation and disembarkation should be planned to ensure that passengers are kept separate from vehicle movements so far as reasonably practicable. Passenger routes should be clearly defined, suitable for the expected passenger numbers and passenger profile, and controlled where they pass near operational areas, vehicle routes, ramps, linkspans, car decks or freight decks.

Arrangements should be in place to manage passenger movement from the terminal to the vessel, from the vessel to the terminal, and between vehicles and passenger accommodation. These arrangements should take account of the vessel layout, port layout, boarding method, passenger numbers, lighting, weather, language needs, accessibility requirements and any temporary changes to normal routes.

Control measures may include:

- Segregation of passengers from vehicle movements.
- Control of pedestrian routes from terminal to vessel.
- Management of passengers returning to vehicles.
- Instructions to passengers before loading or discharge.
- Control of children, vulnerable passengers, and those needing assistance.
- Prevention of passengers walking through operational vehicle areas.
- Communication between port, vessel, terminal, and passenger-facing staff.
- Arrangements for foot passengers, coach passengers, cyclists, motorcyclists, and passengers with mobility needs.

Passengers should receive clear instructions at appropriate points in the journey. This may include instructions at booking, check-in, waiting areas, vehicle lanes, boarding gates, coach drop-off points, foot passenger routes, car decks and disembarkation routes. Instructions should be clear, consistent and suitable for the passenger group, taking account of language barriers, unfamiliarity with port environments, accessibility needs and the potential for passengers to be distracted, tired or under time pressure.

Where passengers are required to return to vehicles before disembarkation, this should be carefully managed and coordinated between the vessel and port. Passengers should not be permitted to move around vehicle decks during vehicle movements unless this has been specifically planned and controlled. Where passengers need to access vehicles, retrieve items, or move between vehicles and passenger areas, arrangements should ensure that vehicle movements are stopped or suitably controlled.

Special passenger groups and accessibility

Passenger management arrangements should take account of passengers who may need additional assistance or supervision. This may include:

- Passengers with reduced mobility.
- Wheelchair users and mobility scooters/powered mobility aids.
- Children and school groups.
- Elderly passengers.
- Passengers travelling with pets.
- Passengers unfamiliar with port environments.
- Passengers with language barriers or other communication needs.
- Passengers requiring assistance during normal and emergency operations.

Passengers should be encouraged to provide details of specific assistance needs in advance of travel, where required by the operator's arrangements. Where this information is provided to the vessel operator, arrangements should be in place to share relevant information with the port or terminal operator where necessary to support safe boarding, disembarkation and emergency response.

Where passenger transfer vehicles are used, including buses taking passengers directly to or from vehicle decks, the arrangements should be planned and controlled. Consideration should be given to safe boarding and alighting points, segregation from vehicle movements, communication with the vessel and terminal, supervision of passengers, accessibility requirements and emergency arrangements.

Passenger-facing staff should understand the arrangements for normal operations and emergency situations, including how to obtain assistance, how to escalate concerns, and how to stop or delay passenger movement if conditions become unsafe.

9. Cruise passenger access and transfers

Cruise passengers will usually board and disembark on foot using a gangway, linkspan, air bridge, or other dedicated passenger access route. Passenger vehicles are not normally taken on board cruise vessels. In some operations, passengers may board or disembark while the vessel is at anchor, using a passenger tender to transfer between the vessel and the port.

Passenger boarding, disembarkation, and transfer operations must be planned and managed to ensure safe access between the terminal, quayside, tender, and vessel. Access routes should be suitable for the operation, kept clear of obstructions and trip hazards, and managed to prevent conflict with vehicles, plant, cargo handling, stores, or other port activities.

Access to and from any passenger tenders both in the port and at the ship must be managed safely, using suitable gangways, steps, accommodation ladders or other means of access. Arrangements should take account of vessel movement, tidal range, sea state, weather conditions, lighting, passenger numbers, and the needs of passengers who may require assistance. Where conditions make access unsafe, boarding or disembarkation should be suspended.

Where ports do not have full-time cruise terminals or dedicated passenger facilities, temporary restricted areas may be required to separate passengers from operational areas. These should be clearly identified, communicated, and controlled for the duration of the operation.

Considerations include:

- **Suitable segregation from other port operations** to ensure that cruise passengers cannot access operational areas of the port.
- **Passenger assistance**, including the provision of terminal and ship staff at critical locations to support boarding, disembarkation, and transfers.
- **Accessible routes**, including suitable arrangements for wheelchair users and passengers with reduced mobility.
- **Access route condition**, including keeping routes clear, well-lit, and free from obstruction, slip, and trip hazards.
- **Rest points**, including seating or suitable waiting areas on longer access routes.
- **First aid and welfare provision**, including access to appropriate facilities during boarding, disembarkation, and transfer operations.
- **Vehicular transfer** of cruise passengers between designated pick up and drop off points.

In most cases passenger baggage will be put on/ taken off board by baggage handlers – refer to [Baggage, Stores, provisions and contractor movements](#).

10. Vessel Access

Section 9, Vessel access, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#) should be read in conjunction with this section. SiP010 sets out the general requirements for safe access to and on board vessels, including coordination between port and vessel, safe use of ramps and linkspans, segregation of pedestrians and vehicles, ramp condition, gradient, and control of vehicle movements.

This section sets out additional considerations for passenger and cruise operations, where members of the public, cyclists, foot passengers and passengers requiring assistance may need to access or leave the vessel.

Loading and unloading arrangements should ensure that passengers can access and leave the vessel safely and efficiently. Access arrangements should be planned and coordinated between the port and vessel, taking account of the vessel layout, terminal layout, tidal ranges, expected passenger numbers, passenger profile, vehicle movements, and any temporary or abnormal arrangements.

Where practicable, the edge of the quay adjacent to a linkspan or ship's ramp should be protected to prevent people from falling into the water. Ports should also ensure that vehicle movements in loading and unloading areas are planned and controlled to prevent vehicles manoeuvring close to unprotected quay edges, slipways, ramps or other dangerous edges. Where there is a foreseeable risk of a vehicle running over an edge, suitable physical controls should be provided and maintained. This may include fixed or temporary barriers, edge protection, kerbs, bollards, designated traffic routes and suitable turning areas.

Particular consideration should be given to the layout of vehicle routes, reversing areas, gradients, tidal conditions, and the proximity of pedestrians, cyclists and waiting vehicles. Control measures should be proportionate to the risk and clearly communicated to all users.

Pedestrians

Where separate pedestrian access is available, passengers should be directed to use it. Where separate pedestrian access is not available, and pedestrians are required to access the vessel by means of a ramp, linkspan or internal ramp, vehicle and pedestrian movements must be segregated or otherwise controlled. This may include protected walkways, timed separation of pedestrian and vehicle movements, controlled crossing points, marshals, barriers, signage or other suitable controls.

Pedestrians should be given clear instructions and should only access ramps, linkspans or vehicle decks when instructed and when it is safe to do so. Passenger-facing staff, marshals and ship's crew should understand the access arrangements and have a clear means of communication if movements need to be stopped or delayed.

Cyclists

Cyclists should be managed as part of the access arrangements. Where cyclists use ramps or linkspans, the risk assessment should consider whether they should dismount and proceed as pedestrians, or whether another controlled arrangement is required.

Any measures adopted for the control of vehicle or passenger movement on vessel ramps, vehicle decks or linkspans, particularly single-lane linkspans, must be strictly observed. Signals and instructions should be clear and understood by drivers, cyclists, pedestrians and relevant personnel.

11. Slipways

Slipways present specific risks due to changing environmental conditions, gradients, tidal effects, and the potential for shared use by vehicles, pedestrians, cyclists, commercial operators, and leisure users.

Ports should ensure that slipway operations are risk assessed and that suitable controls are in place to manage access, maintain safe surfaces, segregate users where practicable, and provide clear information to all users.

Control measures should take account of how the slipway is used, who is authorised to use it, the types of vehicles or equipment involved, and the potential for interaction between commercial operations and members of the public. Particular consideration should be given to launch and recovery activities, reversing vehicles, trailers, gradients, tidal cut-off points, and the risk of people or vehicles entering the water unintentionally.

Considerations include:

- Surface condition, including algae, seaweed, silt, ice, water and other contamination.
- Inspection, cleaning and maintenance arrangements, including safe use and control of cleaning products.
- Slip resistance and the suitability of the surface for vehicles, pedestrians and trailers.
- Edge protection, barriers or other controls where there is a risk of people or vehicles entering the water.
- Management of shared use by commercial operators, port users, leisure users, vehicles, cyclists and pedestrians.
- Prevention of unauthorised access or use outside agreed operating arrangements.
- Vehicle movement controls, including reversing, turning, gradients, trailer use and parking.
- Segregation of vehicles, pedestrians and cyclists where practicable.
- Lighting, signage and information for users.
- Safety and rescue equipment, including inspection and availability.
- Weather, tidal and water conditions, including ice, wind, wave wash, flooding or reduced visibility.
- Emergency arrangements, including how assistance will be summoned and how access for emergency services will be maintained.

12. Linkspans

Linkspans are used to provide a safe means of access between ship and shore at all states of tide. They can be designed for use by people or vehicles. In some cases, they can be used for both people and vehicles, provided adequate segregation is provided or operations are staggered.

Linkspans design can vary significantly they can be linked to a floating pontoon that is ballasted to be compatible with the ship or ships berthed to them. Alternative designs involve a ramp or walkway lifted or lowered as required either hydraulically or operated by a wire hoist mechanism. Some are automatic and adjust to the rise and fall of the ship and tide and changes of trim/list automatically whereas others require manual adjustment.

Whatever design is adopted linkspans must be properly designed and fit for purpose and capable of withstanding the loads that they will be subjected to during use.

Linkspans must be properly maintained to ensure they are and remain safe. The Provision and Use of Work Equipment Regulations and Lifting Operations and Lifting Equipment Regulations may apply. Thorough examinations of linkspans should be undertaken at appropriate intervals.

Floating linkspans may need to be approved by maritime classification societies.

Ports and terminals should ensure linkspans are only used as designed. Heavy loads could cause significant damage and cause linkspans to fail or become unsound. The total weights as well as axle loads need to be considered to ensure loads are acceptable and complex engineering calculations maybe required ensuring structural safety.

Operators of link-spans must be trained and competent and where appropriate certified to operate the link-span. Inappropriate operation may cause damage and/or make the link-span unsafe to use.

Controls should be in place to ensure that ships are safely moored and do not move when alongside and a linkspan connected as significant damage may occur if the ship moves. Ships should not test engines unless suitable precautions are in place.

Linkspans should have suitable surfaces for both pedestrians and vehicles to use it safely The angle that the linkspan achieves must be within design limits of the linkspan itself and not endanger the equipment and people using it.

All moorings should be maintained to limit the possibility of inadvertent ship-shore separation.

13. Vehicle movements

Section 11, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#), sets out general vehicle movement controls for Ro-Ro and Sto-Ro operations, including the effect of weather and tidal range, speed limits, lighting, traffic management, designated routes, marshal positions, communication between terminal staff and vessel loading officers, and the safe management of vehicles on freight decks and ramps.

This section sets out additional considerations for Ro-Ro passenger operations, where self-drive passenger vehicles, coaches, shuttle buses, motorcycles, cycles and mixed passenger and freight movements may create additional risks.

Many drivers and passengers may be unfamiliar with the vessel, port layout, marshalling instructions, and the ship/shore interface. Some drivers may become anxious or hesitant when driving on ramps, linkspans, or vehicle decks, particularly where space is restricted, gradients are present, or other vehicles and pedestrians are nearby. This may affect vehicle control, speed, stopping distances, response to instructions, and general situational awareness.

Traffic rules for the port and vessel must be clearly communicated and enforced, including speed limits, signage, traffic signals, and instructions from authorised personnel.

Considerations include:

- **Passenger vehicles**, including the need for clear route information, marshalling, speed control, and instructions that are understandable to drivers unfamiliar with the port or vessel.
- **Driver anxiety and unfamiliarity**, including the effect that unfamiliar ramps, gradients, enclosed decks, tight spaces, vehicle proximity, noise, and marshalling arrangements may have on driver confidence, vehicle control, and response to instructions.
- **Distractions within passenger vehicles**, including children, pets, luggage, and other occupants, which may affect driver attention during loading and discharge.
- **Coaches and shuttle buses**, including the safe management of passengers leaving or re-joining vehicles, provision of safe waiting areas away from vehicle movements, and consideration of whether passengers should be managed as foot passengers during embarkation or disembarkation where this provides a safer means of controlling pedestrian movements.
- **Motorcycles and cycles**, including arrangements for mounted or dismounted movement, use of helmets, safe waiting areas, and instructions for loading, stowage, and discharge.
- **Mixed passenger and freight operations**, including clear sequencing, marshalling, segregation where practicable, and control of any interaction between public vehicles, freight vehicles, plant, and personnel on foot.
- **Traffic marshalling arrangements**, including clear hand signals, high-visibility clothing, positioning of marshals, and clear authority to stop vehicle movements where required.
- **Disabled or non-starting vehicles**, including safe arrangements for recovery, towing, jump starting, and escalation where specialist assistance is required.
- **Spare fuel, fireworks, and restricted items**, including items that may be refused for carriage under the operator's conditions of carriage or dangerous goods procedures.

- **Declared and undeclared hazardous goods**, including arrangements for identification, reporting, refusal of carriage where required, and communication between port and vessel personnel.
- **Electric and hybrid vehicles in use**, including arrangements for identifying and responding to vehicles that may have sustained damage before arrival or during loading and discharge. Particular attention should be given to potential battery damage from impact to the underside of the vehicle, grounding on ramps, riding up kerbs, or collision with fixed structures. Any suspected damage should be reported, assessed, and managed in line with the operator's emergency arrangements, recognising the potential for delayed battery failure or thermal runaway.

14. Working in proximity of vehicles – personnel safety

The controls for personnel working in proximity to vehicles on vehicle decks are set out in Section 12, Personnel on vehicle decks, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#).

This includes controls for supervision, line of sight, positions of safety, danger zones, marshalling, stop signals, driver responsibilities, responsibilities of personnel on foot, PPE, slip and trip hazards, and fitness for work.

These controls should be applied wherever personnel are required to work in proximity to moving vehicles during Ro-Ro passenger and cruise operations.

15. Baggage, stores, provisions and contractor movements

Baggage, stores, provisions, waste handling and contractor movements can create significant interfaces between passengers, port personnel, ship's crew, contractors, vehicles, plant and quayside operations. These activities should be planned and coordinated to ensure that they do not create additional risks to passengers or interfere with safe embarkation, disembarkation, vehicle movements, emergency routes or vessel access arrangements.

Baggage handling

The layout of baggage handling areas should take account of the movement of passengers, personnel, baggage, plant and baggage handling equipment. Baggage halls, reclaim areas, loading areas and routes to and from the vessel should be designed and managed to minimise conflict between pedestrians, vehicles and handling equipment.

Baggage handling equipment should be properly designed, suitable for the task, maintained, and used in accordance with safe operating procedures. The operation may require specific manual handling and ergonomic assessment, particularly where baggage is handled manually, transferred between systems, or moved between the terminal and vessel.

Issues to be considered include:

- Safe use of baggage carousels.
- Heights and layout of baggage conveyors.
- Manual handling risks from baggage handling, including damaged baggage and assisting passengers or staff with heavy baggage.
- Heavy, awkward, damaged, unusual or specialist baggage items.
- Stack heights and stability of baggage.
- Baggage loading and unloading arrangements, including the use of cages, conveyors, vehicles or manual handling.
- X-ray screening and other security inspection requirements.
- Examination and inspection activities, including security checks.
- Segregation of baggage operations from passenger routes.
- Vehicle movements associated with baggage, stores, waste, and provisions.
- Tidal ranges and vessel movement where loading equipment is used between the quay and vessel.
- Control measures to prevent vehicles going over the quay edge.
- Communication and control arrangements, including the use of banksmen or other designated personnel where required.
- Coordination of operations to ensure clear responsibility for lifting operations.

Stores, provisions, waste and contractor movements

Arrangements should be in place to control the delivery, storage, movement and loading of stores, provisions, waste and contractor equipment. These activities may take place before, during or after passenger embarkation or disembarkation and should be coordinated with the vessel, agent, terminal operator and any contractors involved.

Where goods arrive ahead of the vessel, suitable arrangements should be in place for safe and secure storage. Security clearance and access control requirements should be managed in accordance with the Port Facility Security Plan and any other relevant site arrangements.

Where stores, provisions or contractor equipment are delivered directly to the vessel, clear communication should be established between the port, agent, vessel and delivery operator. This should include confirmation of access arrangements, timing, delivery location, loading sequence and any restrictions on vehicle or pedestrian movement.

The order of loading should be agreed with the vessel where necessary, particularly where stores, baggage, waste, provisions or contractor equipment are being handled alongside passenger, vehicle or cargo operations.

Quayside coordination and control

General risks need to be considered before, during and after the loading and discharge of vessels. Quayside activities should be planned to avoid uncontrolled interaction between passengers, personnel, vehicles, plant, contractors and other operations.

Issues to be considered include:

- Management of vehicles, including forklifts, baggage vehicles, other plant, HGVs and contractor vehicles.
- Control of bulky items, including ship's stores, baggage, fresh water, waste and provisions.
- Segregation of vehicle movements from pedestrian routes, passenger routes and vessel access routes.
- Restricted traffic flows and the need to maintain vehicle and pedestrian segregation.
- Defined time windows or separate work areas for handling baggage, stores, provisions, waste and contractor deliveries where required.
- Coordination where ship's crew, port staff, contractors, cruise handlers, baggage handlers and other parties are working in the same area.
- Clear identification of who is in control of the activity, including lifting operations where applicable.
- Communication and instruction of safe procedures to all parties involved.
- Gangways, pedestrian walkways and access routes.
- Control of waste, including packaging and segregation of waste streams.
- Bunkering, alternative fuel or fuelling operations, including LNG bunkering where applicable.
- Control measures for vehicles manoeuvring near the quay edge, such as wheel stops, barriers, kerbs, bollards, designated routes or other suitable controls.
- Safe access to welfare facilities.
- Security, restricted areas, access control and waterside access.
- Other vessel or quayside activities taking place nearby, including mooring operations or movements of other vessels.

Where activities cannot be physically separated, suitable management controls should be used. These may include sequencing of operations, temporary barriers, exclusion zones, marshals, agreed communication methods, supervision, signage, lighting and clear stop-work arrangements.

16. Dangerous goods and restricted items on passenger services

Dangerous goods carried as cargo should be managed in accordance with Section 18, Dangerous goods, of [SiP010 Ro-Ro and Sto-Ro Freight Operations](#). Passenger services should also have arrangements in place to manage dangerous goods, restricted items and prohibited items that may be carried by passengers, in baggage, or in passenger vehicles.

The vessel operator is responsible for determining what may be carried on board the vessel, and for ensuring that carriage arrangements comply with applicable legal, security and operational requirements. Ports, terminals and vessel operators should cooperate to ensure that passengers are provided with clear information about restricted or prohibited items before travel, and that suitable procedures are in place where such items are identified.

Procedures should be in place for security screening, baggage searches, passenger searches and vehicle searches where required. These procedures should be consistent with the Port Facility Security Plan, the vessel operator's security arrangements, and any relevant instructions from security, police, Border Force or other competent authorities.

Arrangements should include:

- Clear information to passengers on items that are prohibited, restricted, or subject to declaration.
- Procedures for dealing with restricted or prohibited items identified during passenger, baggage or vehicle searches.
- Temporary secure storage for confiscated or surrendered items, such as a locked room, cabinet or container.
- Control of access to temporary storage areas, with access limited to authorised personnel.
- Safe disposal routes for confiscated items, including transfer to police, specialist waste contractors or other competent organisations where required.
- Safe handling and disposal arrangements for hazardous items, including use of established hazardous waste routes where appropriate.
- Communication between the port, terminal operator, vessel operator, security personnel and other relevant authorities.
- Records of items retained, transferred or disposed of, where required by site procedures or legal requirements.

Personnel involved in screening, handling, storing or disposing of restricted or hazardous items should be given suitable information, instruction and training. Where there is doubt about the nature of an item or the appropriate disposal route, the item should be isolated and advice sought from a competent person or relevant authority.

17. Emergency arrangements involving passengers

General arrangements for emergency planning in ports are covered in [SiP016 Emergency Planning in Ports](#). This section sets out additional considerations for Ro-Ro passenger and cruise operations, where emergencies may involve large numbers of passengers, members of the public, passenger vehicles, baggage, contractors, ship's crew and other third parties.

Emergency arrangements should be coordinated between the port, vessel, terminal operator and any other parties involved in the operation. Port emergency plans and vessel emergency plans should be aligned where they interface, including arrangements for raising the alarm, communicating with passengers, controlling access, managing evacuation routes and supporting emergency services.

Where relevant, emergency arrangements should also take account of Local Resilience Forum, local authority, police, fire and rescue, ambulance, coastguard and other emergency response arrangements. Plans should consider the potential need for mass evacuation, shelter, onward movement of passengers, welfare support and reunification of passengers with vehicles, baggage, family members or carers.

Emergency plans should consider foreseeable scenarios, including:

- Fire.
- Collision or impact.
- Medical emergency.
- Security incident.
- Severe weather.
- Flooding or tidal events.
- Incidents on vehicle decks.
- Incidents on linkspans, gangways, ramps or vessel access routes.
- Evacuation from terminal buildings, waiting areas, baggage halls or quayside areas.
- Evacuation from the vessel, including where normal access routes are unavailable.

Arrangements should be in place for the management of passengers during emergency situations. This should include clear communication, public announcements, signage, staff instructions, passenger control, assistance for vulnerable passengers, and arrangements to prevent passengers entering operational or unsafe areas.

Particular consideration should be given to incidents on vehicle decks, where passengers may attempt to return to vehicles, retrieve belongings, locate family members, or move through areas where vehicle movements, fire, smoke, hazardous substances or emergency response activities are present.

Emergency communication arrangements should be suitable for the passenger profile and operating environment. This may include public address systems, visual messages, staff briefings, multilingual information, alternative communication methods for passengers with hearing or visual impairments, and agreed communication routes between port, vessel, terminal and emergency services.

Drills and exercises should be undertaken to test the effectiveness of emergency arrangements. Where appropriate, these should involve the port, vessel operator, terminal operator, emergency services, passenger-facing staff, security personnel, contractors and other relevant third parties. Lessons identified from drills, exercises or real incidents should be reviewed and used to update plans and procedures.

18. Security, search, and border operations

Security, search and border control operations can create significant interfaces between passengers, vehicles, port personnel, security staff, Border Force, police, contractors and other third parties. These activities should be planned and coordinated in advance so that security and border requirements can be met without creating additional risks to those involved in, or affected by, the operation.

Arrangements should be agreed in advance with Border Force and other relevant agencies, where required. This should include the space, facilities, access arrangements and operating procedures needed to carry out border, security and search activities safely. Where temporary facilities or temporary layouts are required, these should be risk assessed and clearly communicated to those affected.

Security screening, search and inspection areas should be designed and managed to minimise conflict between pedestrians and vehicles. Suitable arrangements should be in place for the protection of security staff, Border Force, police, contractors and other personnel who may be required to work close to moving traffic. This may include segregated inspection areas, barriers, marked walkways, suitable lighting, signage, safe positions of work and appropriate traffic control.

Traffic management arrangements should take account of queues and congestion that may occur at check-in, security, search or border control points. Plans should consider how queues will be formed, held, moved or released, and how access for emergency vehicles and operational traffic will be maintained. Where necessary, security personnel, marshals, harbour police or other authorised personnel should assist with the safe management of queues and vehicle movements.

Procedures should be in place for:

- Security screening and search areas.
- Segregation of pedestrians and vehicles during checks.
- Vehicle inspection areas with sufficient space for safe segregation.
- Protection of security staff and other personnel from vehicle movements.
- Traffic queues and congestion at check-in, security and border control points.
- Communication of site risks to Border Force, police, contractors and security staff.
- Port inductions for third parties working within the terminal or port estate.
- Familiarisation with terminal layout, vehicle routes, pedestrian routes, restricted areas and emergency arrangements.
- Escalation arrangements where security, border or search activities affect passenger flow, vehicle movements or vessel operations.

All parties involved in security, search and border operations should understand the relevant site rules, traffic arrangements, emergency procedures and communication routes. Where arrangements change during an operation, updated information should be communicated promptly to those affected.

19. Appendix: Safety in Ports guidance

[SiP000 Guidance framework](#)

[SiP001 Port and terminal planning](#)

[SiP002 General cargo](#)

[SiP003 Container handling](#)

[SiP004 Timber handling](#)

[SiP005 Mooring operations](#)

[SiP006 Transfer of bulk liquids and gases](#)

[SiP007 Loading and unloading of dry bulk cargo](#)

[SiP008 Storage of dry bulk cargo](#)

[SiP009 Lighting](#)

[SiP010 StoRo & RoRo operations](#)

[SiP011 Sources of occupational health information](#)

[SiP012 Ro-Ro passenger and cruise operations](#)

[SiP013 Management of non-permanent employees](#)

[SiP014 Safe access and egress](#)

[SiP015 Confined spaces in ports](#)

[SiP016 Emergency planning in ports](#)

[SiP017 Guidance on fitness for work and health surveillance](#)

[SiP018 Safety induction and training](#)

[SiP020 Water safety](#)

[SiP021 Access to small craft](#)

[SiP022 Biomass](#)

20. Appendix: Further information and guidance

These links are provided to enable members to find further information which may be relevant to this guidance. Links are correct at the time of publication but Port Skills and Safety has no control over the content of external websites and the documents referred to may move or no longer be available from those organisations.

Managing Health and Safety in dock work HS(G):

<https://www.hse.gov.uk/pubns/books/hsg177.htm>

Ramps and linkspans:

www.maib.gov.uk/publications/investigation_reports/2010/ben_my_chree.cfm

<http://www.hse.gov.uk/ports/linkspans-walkways.htm>

Securing vehicles:

www.maib.gov.uk/publications/investigation_reports/2009/stena_voyager.cfm

www.gov.uk/government/publications/mgn-418-roll-onroll-off-ships-stowage-and-securing-of-vehicles

www.gov.uk/government/publications/mgn-341-Ro-Ro-ships-vehicle-decks-accidents-and-access

IMO guidance on: "Code of Safe Practice for Cargo Stowage and Securing" (CSS Code).

<https://www.imo.org/en/ourwork/safety/pages/css-code.aspx>

Vehicle safety:

<https://www.hse.gov.uk/workplacetransport/information/vehicles.htm>

Workplace transport:

<https://www.hse.gov.uk/workplacetransport/index.htm>