

Maritime Security Guidance

Tidal River Thames Passenger Services (Vessels & Piers)



MARITIME AND LAND TRANSPORT
DIVISION (MLTS)

January 2012

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Product code MSGT2012



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Section 1 – Introduction

- 1.1 The Department for Transport (DfT) is responsible for developing and regulating protective security measures for transport modes including aviation, maritime, the national rail network and some metro/light rail systems. The terrorist attacks in central London during July 2005 highlighted the very real terrorist threat to the city.
- 1.2 There were 3.9 million¹ journeys on scheduled passenger river services on the tidal River Thames (Teddington Lock to the sea inclusive) during 2009/10. There are over 100 passenger, commuter and tourist vessels routinely operating on the tidal Thames. At peak times the River becomes very busy, with some vessels regularly carrying in excess of 500 passengers. With continuing re-development alongside the Thames in London and the 2012 Olympics encouraging new development in the east of the city, demand for river services will continue to increase, requiring the construction of associated new infrastructure such as piers and jetties.

¹ Figure based on tickets sold at TfL operated piers for scheduled river services excluding sales at other piers or on vessels and is taken from Transport for London Travel Statistics.



Such growth in services will bring with it associated security challenges which will need to be addressed.

- 1.3 With this in mind DfT decided that a review of this security guidance for all scheduled and chartered passenger vessel services on the tidal River Thames, originally issued in July 2006 was due. This was taken forward in consultation with a range of stakeholders including the Police, The Port of London Authority (PLA), the Passenger Boat Association (PBA) and commercial operators. Following this guidance will not only help to strengthen security but should also reassure and increase passenger confidence in using river services and facilities.
- 1.4 The measures outlined in this guidance are recommended best practice. Much has been based on simple good housekeeping you may already have in place. Other recommendations are based on the experience gained in developing and putting in place

effective, viable and sustainable security measures for other transport areas. A checklist containing these measures can be found at Annex A.

NB: While this guidance seeks to strengthen security on the tidal River Thames, none of these measures should be implemented if safety is to be compromised.

- 1.5 There are some differences between the various passenger vessel services on the tidal Thames and not all of these measures will be applicable to each type of vessel. However, you are encouraged to use the recommendations as a basis for improving the security of your operation.
- 1.6 While this document brings together all of the best relevant security measures into one place, we recommend that you contact your local police force for additional advice if needed. The Metropolitan and City of London Police Forces both have a Crime Reduction Unit and Counter Terrorism Security Advisors who will be able to help you develop suitable security measures.
- 1.7 The Marine Policing Unit of the Metropolitan Police, has in conjunction with the PLA (see Annex B), pier operators and passenger vessel operators, issued guidance and procedures under the codename of 'Operation Boatman'. This guidance is to be followed in the event of the discovery of a suspect package, either on a passenger vessel or on a pier. It also covers general vessel security and bomb threats/hoaxes.

Please ensure that you have the Operation Boatman procedure on board your vessel or at your pier and that you are familiar with it. The Metropolitan Police has created the London Pier & Passenger Vessel Operators Forum, which involves and informs the river transport community on matters of security and counter terrorism initiatives.



- 1.8 You may also wish to contact other River Thames passenger vessel operators or the Passenger Boat Association to consider sharing good practice. If your services and facilities adjoin other transport networks, you may wish to discuss security issues which could be of mutual benefit. Transport for London (TfL) and the relevant London borough council may also be able to provide advice and can assist if you have concerns regarding the positioning of street furniture such as litter bins or cycle racks.

- 1.9 This guidance is being issued to all tidal River Thames passenger vessel and pier operators.
- 1.10 Should you wish to know more, or have any questions after reading this document, please contact DfT Maritime Security Policy Tel: 020 7944 2844, e-mail: maritimesecurity@dft.gsi.gov.uk or the PLA's Port Security Team on 01474 562383, e-mail: portsecurity@pla.co.uk
- 1.11 The DfT welcomes the voluntary submission of emergency contact details for each operator of passenger river services on the tidal Thames. This will allow for quick and direct communication should the DfT need to make vessel operators aware of specific security information in the future.

The International Ship and Port Facility Security Code

- 1.12 The UK Ship and Port Facility (Security) Regulations 2004 give effect to EC Regulation 725/2004 bringing into force in the UK the International Ship and Port Facility Security (ISPS) Code. This applies to all internationally trading passenger ships carrying over 12 people, cargo ships of 500 GT and above and domestic passenger ships travelling more than 20 miles from the coast and the port facilities they use. Seagoing (those operating outside of categorised waters) domestic passenger ships able to carry more than 250 passengers and tankers are also required to implement some security measures. Such ships and port facilities are required to have DfT approved security plans. These must provide protective security measures in response

to three defined security levels. This security level system is based on the threat to UK maritime interests.

ISPS Code Security Level System

Security level 1 minimum appropriate protective security measures shall be maintained at all times.

Security level 2 appropriate additional protective security measures shall be maintained for a period of time as a result of heightened risk of a security incident.

Security level 3 further specific protective security measures shall be maintained for a limited period of time when a security incident is probable or imminent, although it may not be possible to identify the specific target.

- 1.13 Passenger vessels that only operate on the tidal Thames (and the piers to which they trade) are not covered by the ISPS framework and therefore will not ordinarily receive this security level information and any changes to it. However, you should be aware of the system, as a majority of the commercial port (cargo handling) facilities operating in the Port of London are

covered by it; as are most of the commercial vessels that visit the Thames. Any increase in the security level affecting central London resulting from an enhanced terrorist threat to the UK will have consequences for Thames river services and you may be informed of the security level increase. If so, you are encouraged to enhance the protective security measures that are normally employed on your vessel. You may also experience increased security measures undertaken at piers.

The London Port Security Committee

- 1.14 The Port of London Authority has established a Port Security Committee, comprising representatives of relevant port facility groups, regulators, agencies, commercial operators and other interested parties within the Port of London Authority limits. The Committee is established under the requirements of the ISPS Code, but also considers maritime security matters in the wider port. The Passenger Boat Association is represented on the Committee.

The role of the London Port Security Committee is to:

- Co-ordinate, communicate and facilitate the implementation of security measures required by the Maritime Security Plan;
- Identify security concerns and issues within the Port of London and refer these to the relevant regulatory bodies as appropriate;
- Ensure a common approach to security procedures across the port;

- Promulgate advice and good practice to the port community on security issues and on the implementation of relevant Security Plans;
- Identify and co-ordinate security training and testing of Security Plans;
- Monitor and provide feedback on drills and exercises and, where appropriate, the testing of individual Security Plans;
- Provide up to date advice and information on current security developments to the port community;
- Where necessary, co-ordinate the overall port response to a security incident.

Section 2 – Glossary of terms

CCTV – closed circuit television.

Device – includes for the purpose of this guidance, all types of explosive, incendiary, chemical, biological, radiological or nuclear weapons.

IED – Improvised Explosive Device (or improvised bomb).

Left Luggage – any items deposited by a passenger at a storage facility provided onboard a vessel (whether or not provided by the owner or operator).

Non-public area – an area of a vessel or pier to which the public do not generally have access or to which they do not normally have access in the absence of supervision by a member of staff.

Pier – the floating stage where vessels come alongside to allow passengers to embark and disembark.

Passenger vessel – all Class IV, V and VI passenger vessels, and passenger vessels licensed under the High Speed Craft Code as defined by the UK Ship Classification System (see Annex C) that are used for the purpose of carrying fare paying passengers on the tidal Thames, whether as a scheduled commuter service or as a chartered leisure service. Also any passenger boats licensed by PLA to carry 12 or less

passengers. A passenger vessel is to be distinguished from a recreational vessel owned by a private individual and used only for private leisure means and not carrying fare-paying passengers.

VTS – Vessel Traffic Service Centres operated by PLA on a 24 hour basis at Gravesend (Port Control Centre) and the Thames Barrier Navigation Centre at Woolwich. Both use the call sign ‘London VTS’ but operate on different marine band VHF frequencies. The PLA is the navigation and conservancy authority for the tidal part of the Thames (from the outer estuary upstream as far as Teddington Lock).

Section 3 – General security (vessels & piers)



Access control

- 3.1 Members of the public should not be able to gain access to non-public areas of the vessel, pier or maintenance/storage facility such as staff rest rooms, store rooms, cleaning cupboards, hatches and lockers. All doors in public areas leading into non-public areas should be kept locked or controlled to prevent unauthorised access. The only exception to this should be where access is required to reach safety equipment or to use emergency escapes.

3.2 Keys for doors should be kept in a secure location and controlled by a responsible person. If access is controlled by keypad, the code should only be given to people with a legitimate need to know. It is also recommended that codes are changed periodically. Where such access controls are in place, staff should be reminded of the importance of ensuring that they do not allow others to 'tailgate'. Although some piers are unmanned during operating hours, it is recommended that they are locked overnight when not in use.

Visitors and contractors

3.3 All official visitors (i.e. not a paying traveller) and contractors should report to the pier manager, the Master of the vessel, maintenance facility manager or other responsible person to notify them of their arrival. It is recommended that they are given a security awareness briefing along the following lines:

- If they are given a visitors pass, they must wear it at all times when on the pier or vessel;
- They should be made aware of the need for vigilance when around the pier or on the vessel. Should they find a suspicious item, they should not touch it but should contact a member of staff as soon as possible. Similarly, they should contact a member of staff or the police if they see a person acting suspiciously;

- Please ensure that they know to secure all doors behind them when leaving, particularly those doors which lead to non-public areas. If they are leaving a work site, they must ensure that it is locked and that all equipment has been securely stored.

NB: The PLA issues a recognised, port-wide Port Service Provider ID card for the staff of companies providing marine-based services within the port. The London Port Security Committee has endorsed and strongly recommends the use of this form of identification for waterborne operators across the port.

For further information, contact PLA's Port Security Team (see Section 7).

Patrolling public areas

- 3.4 Regular patrols of piers and vessels by uniformed staff and crew are a good deterrent and can be key in finding unattended or concealed items. Whilst dedicated and regular security patrols are the ideal, resources and lack of time during pier stops or turnarounds, especially during the busy summer months, may not always permit this. Security checks can be shared by a number of staff and incorporated into their duties, e.g. by staff monitoring piers as part of their customer service and safety duties, by cleaners (or crew) as part of their routine cleaning duties and by ticketing or sales staff. It is important that staff become familiar with their work environment so that they are accustomed to spotting anything out of the ordinary.

3.5 In times of heightened threat or as the result of a bomb threat you may wish to consider carrying out more frequent and more thorough security checks of the public areas of a pier or vessel. With proper planning this should not take up too much time. The key considerations when conducting a search of public areas are:

- **Define the search area** – staff designated to undertake a search should be fully briefed and aware of what is required. It is not sufficient to tell crew to ‘search the vessel’; they should have clearly defined start and finish points;
- **Plans** – the search process can be simplified if laminated plans of search areas are produced in advance. The plans do not need to be particularly detailed but should highlight key features of the areas (such as toilets, emergency exits etc) to be searched;
- **Thoroughness** – searches need to be thorough in order to be able to detect any concealed item. Particular attention should be paid to any vulnerable areas and doors should be physically checked to ensure that they have been properly secured. Staff should not rely solely on visual checks. Any areas beyond doors found to be unlocked should be searched before they are secured;
- **Use of seals** – Any equipment boxes, cupboards or lockers which can not be locked can be fitted with tamper evident seals. This will eliminate the need to search inside such boxes or cupboards unless the seal is no longer intact.

- 3.6 Security searches should focus on areas of the vessel or pier to which members of the public have easy access but especially on any areas that are not in clear public view. Remember, terrorists do not want their bombs or their actions to be noticed.
- 3.7 If crew find anything of concern it is important to have established procedures to follow. One example for doing this, which is used to good effect on the rail network, is to apply the 'HOT' principle. This has been designed by the British Transport Police to determine whether an item or bag found is a genuine item of lost property (which is often the case) or if it is something more suspicious. Whilst it is a useful tool, it is only a guide and HOT may not be suitable for all environments.

HOT asks staff to consider if the item is:

H – Hidden	<i>Has the item been left in an open area, e.g. on a seat or has it been more deliberately concealed?</i>
O – Obviously Suspicious	<i>Does the item look like it should, e.g no wires protruding?</i>
T – Typical	<i>Is it something you would expect to see at a pier or on a vessel or something that gets regularly left behind by passengers?</i>

Areas of concealment

- 3.8 The various piers along the Thames in central London and the passenger vessels in operation have been built over a long period of time. While some piers and vessels have been modernised and refurbished there are others still in operation that were designed and built at a time when security features may not have been a prime consideration. As a result they may contain voids and spaces, which if large enough, could be used by a terrorist to conceal an explosive device. In addition any 'dark corners', particularly those that are ordinarily out of view of staff and members of the public, can be potential areas of concealment.
- 3.9 Whilst it may not be possible to eliminate all areas of concealment some measures can be taken to reduce them. These include:
- Location of equipment – ask yourself if you are going to create a hiding space or if you can remove an existing one. Where possible, any bins, vending or ticket machines or other equipment boxes should be flush with walls so that nothing can be hidden behind or around any sides;
 - Boarding or sealing up voids which cannot be removed, e.g. under vending machines or around equipment boxes;
 - Locking equipment storage areas when not in use and/or tagging them to provide a visual reference of tampering; and

- Lighting – additional lighting can be installed to improve security, particularly in any darker areas.
- 3.10 If any major rebuilding, renovation or refurbishment works are being planned, consider designing in security features from the outset. Local police Crime Reduction Units are a good source of advice and assistance.

Public toilet facilities

- 3.11 Terrorists have used public toilet facilities in the past for the concealment of explosive devices. When searching a toilet, particular attention should be paid to potential areas of concealment (such as exposed cisterns). If refurbishment of a public toilet facility is being considered, designs that reduce or eliminate areas of concealment are preferred.

Storing of luggage

- 3.12 It is advisable that bags are opened and inspected before being accepted. There should be some system of luggage reconciliation in place on both chartered and scheduled services to guard against bags being left behind. If they are left then there should be a process for checking them. Unless there are specific luggage storage facilities at a pier, passengers should be reminded to keep hold of luggage at all times so that it does not accidentally become a suspect bag constituting a possible threat.

Where luggage facilities are present, it is recommended that they are covered by CCTV. You may wish to withdraw them from use at times of a heightened threat.

Waste management

(i) Bulk rubbish containers

- 3.13 Large bulk rubbish containers (including wheelie bins and skips) and litter bins placed near piers provide an easy and convenient method of concealment for an explosive device and have been used by terrorists in the past. Large containers, skips or wheelie bins should be stored in a secure non-public area if available. If they are to be stored in public areas they should be capable of being locked and sited in an area covered by CCTV cameras.



(ii) Litter bins

3.14 Certain types of bins such as those made of metal, concrete or plastic pose a greater risk as they can add to blast fragmentation. This can cause serious injury and structural damage. If bins are fitted, it is recommended that the following be considered:

- Litter bins should be of a type that makes it difficult to conceal an explosive device inside it. An acceptable design is a clear plastic sack suspended from a metal or preferably plastic hoop. An unacceptable design is a large opaque plastic or metal bin with lid that it is impossible to see inside;
- Hoops should be attached to solid non-flammable structures and away from electrical equipment;
- On a vessel, litter bins should not be placed near the bridge or engine rooms, other control rooms, evacuation routes, or sources of possible fragmentation, such as overhead glass canopies, windows, fire hydrants and electrical equipment;
- Litter bins should be checked and emptied frequently, ideally between return sailings. And in any event should not be allowed to overflow as this could constitute a fire risk to the vessel;
- Where possible bins should be sited near a staffed position for deterrent value;
- The number of litter bins should be kept to the lowest practical level and monitored to remove those that are not really necessary;

- Litter bins should, ideally, be covered by CCTV so that the face of anyone placing an item in the bin would be seen.

Equipment boxes

- 3.15 It is recommended that equipment boxes, such as lifejacket boxes, sand and grit bins, fire extinguisher boxes and first aid equipment which is not regularly accessed are secured to prevent anything being concealed inside. One of the best ways of doing this is with a plastic tag that can easily be broken in the event of an emergency. A broken tag can also be a visual aid in that it will highlight if a box has been tampered with.

Passenger security awareness

- 3.16 Passengers should be reminded not to leave bags unattended and to report any unattended or suspect packages to a member of staff. Security messages can be displayed on posters and information screens and they can be frequently delivered over the public address system either as a separate announcement or as part of the pre-sailing safety announcement.

Cleaners

- 3.17 Cleaners have their part to play in overall security. It is recommended practice to have periodic meetings with them (and indeed with all external contractors) at which security issues can be discussed. Cleaners should be made aware of the importance of vigilance and given details of incident reporting procedures (who to report

to, what to report etc). Cleaners should also ensure that they lock cleaning cupboards when not in use and do not leave any cleaning equipment unattended.

Glazing

- 3.18 The majority of casualties in urban terrorist attacks result from flying broken glass; therefore thought should be given to glazing protection both at piers and on vessels. Options include cheap and effective anti-shatter film, toughened and laminated glass.

Bomb threats

- 3.19 Bomb threats are usually anonymous and communicated by telephone; written threats are rare. While bomb threats are usually hoaxes intended to cause a nuisance, they must be taken seriously as a small number have been for real and have preceded a terrorist or criminal act. In the first instance seek advice from local police on how to handle any telephone bomb threats received, whether they are made in relation to a pier, a specific vessel or the intended target is unclear. Please check the 'Operation Boatman' procedures. You can also obtain advice on handling bomb threats from the DfT (contact details in Section 7).
- 3.20 If a bomb threat to a vessel is received the PLA must be informed immediately through London VTS on the appropriate port VHF channel. The PLA has established emergency procedures in place for such events (including Operation Boatman) and will initiate these procedures, alerting and mobilising the police and other emergency services.

Section 4 – Security of passenger vessels

Searching of passenger vessels



- 4.1 It is advisable that Masters and crew search their vessels at the end of a route or round trip before the vessel starts its return journey to ensure that nothing has been concealed or left behind (e.g. bags, packages, clothing etc). It is recommended that passengers are not permitted to board until the security check of the vessel has been completed. Although it is recognised that this will be difficult during the busy summer season.

- 4.2 Checks should include all public areas with special attention paid to underneath seating, toilets, and any storage areas, e.g. for pushchairs, luggage etc. on the vessel. In addition all crew-only areas to which access is uncontrolled should be thoroughly searched prior to the vessel slipping its moorings.
- 4.3 There should be suitable and agreed procedures in place to deal with any items of concern that crew may find, e.g. Operation Boatman. The DfT can provide further information on a reporting system if required.

Securing of passenger vessels

- 4.4 Where possible external doors and storage areas should be locked and if appropriate, windows secured. If the vessel is going to be left unattended for a lengthy period of time such as overnight, it is recommended that the engine is disabled to prevent theft/unauthorised use. All vessels must be moored securely at all times in compliance with local port byelaws. Masters should ensure that a gangway is raised when the vessel is left unattended, e.g. in between sailings.

Control of passengers boarding and leaving

- 4.5 Passengers must only be allowed to embark and disembark if crew are present. You may already enforce this rule to comply with health and safety requirements.

- 4.6 Where ticket facilities exist for scheduled services, crew should ensure that all passengers present a valid ticket before boarding (the exception being where tickets are bought on board the vessel). For chartered vessels where no tickets are required, the chartering party should give some thought as to how they will control access on to the boat. For example, through the provision of paper authorisation such as an invitation to be shown or for names on a list to be checked off on presentation of identification.

Security alerts

- 4.7 You will have plans and procedures in place for dealing with emergency, navigational and health and safety incidents on your vessel and at piers, e.g. closing piers if they are damaged due to high winds or for mooring and disembarking passengers from a vessel in case of mechanical failure. These plans can and should be adapted to cover security alerts and incidents. Think about the various scenarios that could happen and develop response procedures accordingly. Some scenarios that you might like to think about are:

- **Suspect packages found on board a vessel or at a pier;**
- **Individuals behaving suspiciously either on a vessel or at a pier;**
- **Security alert at another pier/on another vessel requiring you to suspend your own operations; and**
- **A direct threat against a vessel or pier by unknown persons which could include a vessel being rammed into your own or a pier or the successful explosion of an IED.**

Reporting security incidents

- 4.8 Think about how to isolate a suspect package if found and how to evacuate your vessels and piers quickly and safely. You should know who you will need to contact such as the PLA, police, emergency services, other operators and how you will report and make a record of the incident. If in doubt, invoke Operation Boatman through London VTS.
- 4.9 Reports of security incidents on passenger vessels or at passenger piers should be reported to the PLA Port Security Officer through PLA VTS centres at Woolwich or Gravesend (call sign 'London VTS') as appropriate. PLA, through London VTS, are the communication link between passenger boat/pier operators and the Marine Policing Unit, and will designate an appropriate pier for passenger evacuation purposes.

Section 5 – Security at river piers



Vessel access

- 5.1 Vessels should not be allowed to use a pier without prior arrangement with the pier owner. Some are owned by London River Services and others are privately owned.
- 5.2 It is also important that PLA and the police are consulted on a system for reporting and dealing with any suspicious vessels.

CCTV

- 5.3 CCTV can be a useful deterrent and should be used to cover vulnerable areas such as litter bins, cycle racks, lockers and doors to non-public areas. Ideally, CCTV cameras should be capable of producing a 50% picture size and run at a minimum of one frame per second. CCTV systems should be recorded and, if possible monitored in order to be effective. It is recommended that recordings be held for one month before any tapes or hard drives are re-used. As with any technological system, things can go wrong and it is essential that good maintenance arrangements are in place so that any faults can be repaired in the minimum amount of time.
- 5.4 When replacing CCTV systems, digital systems are recommended. You may wish to consider liaising with other local organisations/operations (e.g. the police, rail stations, London River Services, local authorities etc) to identify whether it would be useful to have compatible systems or whether their CCTV surveillance covers any part of your operation to avoid duplication. For example, TfL's Street Management Division has an extensive wide area CCTV network which links in with local authorities and police. It may be possible for you to agree the positioning of neighbouring systems to ensure that there are no potential gaps in coverage.

Traffic and nearby roads

- 5.5 It is important to be aware of the potential threat from vehicle-borne IEDs. It is recommended that any road or vehicle access area at or near to a pier or boatyard is monitored to ensure that vehicles are not left in unauthorised areas or for long periods. Other measures to consider include careful landscaping, traffic calming and robust barriers/bollards, keeping vehicles at a distance from the pier. If public parking is available, a procedure for dealing with suspicious vehicles should be agreed with local police.

Suspicious vessels

- 5.6 Masters and crew of regular services on the river should report any vessels making suspicious manoeuvres to the PLA VTS centres at Gravesend or Woolwich (call sign 'London VTS') as appropriate. The report should include details of the vessel, its location and observed movements. The PLA will inform the police as appropriate.

Section 6 – Security of moorings, maintenance and storage facilities

Physical security controls

- 6.1 All sites where vessels are moored when not in service should be subject to security controls. They can include:
- Physical access barriers around the site such as walls and fences;
 - Access control measures at all entrances to ensure that only authorised people are permitted entry to the site;
 - The introduction of CCTV cameras to detect and monitor any unauthorised access. If CCTV is not available you may wish to consider implementing periodic site patrols. You may also wish to consider carrying out periodic checks on people within a site to ensure that they have a legitimate reason to be there.
- 6.2 Where vessels are moored to buoys or piers, it is advisable to install an alarm to help prevent theft or unauthorised use.



Vessels on site

- 6.3 Any vessels within the site should be secured when they are not undergoing maintenance work. They should be searched before they leave the facility before entering service and again when they are returned at the end of service. Such checks may be done by Masters, crew or by cleaners and should be an integral part of the company's and the vessel's safety management system. There should also be a system in place for making a record of who carried out the check and at what time.

Section 7 – Further information

This document has been produced by the Maritime Security Policy section of the Department for Transport. You can obtain further guidance including security training materials and bomb warning advice using the following contact details:

Maritime Security Policy
Department for Transport
Zone 2/33, Great Minster House
33 Horseferry Road
London SW1P 4DR

Maritime Helpdesk Telephone:	020 7944 2844
(Office hours)	
DfT Duty Officer (Out of office hours):	020 7944 5999
Fax (Office hours):	020 7944 2175
Fax (24 hours):	020 7944 2873
e-mail:	maritimesecurity@dft.gsi.gov.uk

Port of London Authority

Thames Barrier Navigation Control Centre
(Call sign: London VTS – VHF Channel 14)
Tel: 020 7855 0315

Port Control Centre
(Call sign: London VTS – VHF Channel 68)
Tel: 020 7743 7917

PLA Port Security Team/Port Security Officer
London River House
Gravesend
Kent DA12 2BG
Tel: 01474 562383
e-mail: portsecurity@pla.co.uk

Metropolitan Police Service
Marine CT & Security Office
Wapping
Tel 020 7275 4437
e-mail: Marinesecurity@met.police.uk

City of London Police
Crime Reduction Advice
Tel: 020 7601 2482/2644
e-mail: crsnowhill@city-of-london.pnn.police.uk
crbishopsagate@city-of-london.pnn.police.uk

Maritime and Coastguard Agency
Orpington Marine Office
Kent
Tel: 01689 890400

London Coastguard
Thames Barrier Navigation Centre
Tel: 020 8312 7380

Passenger Boat Association
The Secretary
PO Box 453
Fleet
Hampshire GU51 9DQ
Tel: 01252 560027
e-mail: enquiries@passengerboats.co.uk

Transport for London

London River Services

Tower Pier

Lower Thames Street

London EC3N 4DT

Tel: 020 7941 2400

Annex A – Security checklist

ITEM	REMARKS	ACTION REQUIRED
1. GENERAL SECURITY		
1.1 Access control		
1.1.1 Are passengers being prevented from boarding when crew not present?		
1.1.2 Are tickets being checked prior to passengers boarding?		
1.1.3 Are all doors to non-public areas locked or subject to access control?		
1.1.4 Are keys/access password codes in a secure place?		
1.1.5 Have visitors/contractors been given a: Security briefing? ID pass to wear?		
1.2 Visitors and contractors		
1.2.1 Are visitors and contractors required to report to a responsible person to sign in and provided with an ID pass?		
1.2.2 Are they provided with a security briefing?		

ITEM	REMARKS	ACTION REQUIRED
1.3 Patrolling public areas		
1.3.1 Is there a plan in place for frequent patrols of the site?		
1.3.2 Is there a record of patrols?		
1.3.3 Are any seals on locked doors checked?		
1.3.4 Is there a process in place for evaluating and dealing with suspicious items?		
1.4 Areas of concealment		
1.4.1 Are all possible small concealed/hidden from view areas removed or reduced?		
1.4.2 Are they checked frequently?		
1.5 Public toilet facilities		
1.5.1 Are public toilet facilities checked frequently (including concealed areas such as cisterns)?		
1.6 Storing of luggage		
1.6.1 Are bags being manually checked before being stored?		

ITEM	REMARKS	ACTION REQUIRED
1.6.2 Do you have a process in place to ensure bags are not left behind?		
1.7 Waste management		
1.7.1 Are litter bins of an IED resistant or clear plastic sack design?		
1.7.2 Are litter bins emptied frequently?		
1.7.3 Are litter bins monitored by CCTV?		
1.7.4 Are large bulk waste containers (if present) safely secured in non-public areas and CCTV monitored?		
1.8 Equipment boxes		
1.8.1 Is security/safety equipment (e.g. sand containers/fire extinguishers) sealed/ secured?		
1.9 Passenger security awareness		
1.9.1 Are clear security information posters displayed?		
1.9.2 Are frequent security announcements made?		

ITEM	REMARKS	ACTION REQUIRED
1.10 Cleaners		
1.10.1 Have cleaners been provided with a security briefing?		
1.11 Glazing		
1.11.1 Is the glazing used on your vessel/ at your pier of a bomb shatter proof design?		
1.12 Bomb threats		
1.12.1 Do you have a process for handling, reporting and recording bomb threats in place and are you familiar with it (e.g. Operation Boatman)?		
2. PASSENGER VESSEL SECURITY		
2.1 Searching of passenger vessels		
2.1.1 Have you searched the public areas of the vessel at the end of the route/round trip?		
2.1.2 Have you searched the crew areas of the vessel at the end of the route/round trip?		

ITEM	REMARKS	ACTION REQUIRED
2.1.3 Have you reported and safely secured/ removed any found/suspicious item?		
2.2 Securing of passenger vessels		
2.2.1 Is the gangway raised when vessel is left unattended?		
2.2.2 Are doors, windows and storage areas secured?		
2.2.3 Has the engine been disabled?		
2.3 Control of passenger boarding		
2.3.1 Do you have a system in place for preventing passengers from boarding your vessel when not in service or left unattended?		
2.4 Security alerts		
2.4.1 Do you have a security alert response plan in place?		

ITEM	REMARKS	ACTION REQUIRED
3. PIER SECURITY		
3.1 Vessel access		
3.1.1 Is there an arrangement in place for vessels to pre-notify of their intention to berth at a pier?		
3.1.2 Is there a system for dealing with and reporting (to the PLA) unexpected or suspicious vessels?		
3.2 CCTV		
3.2.1 Is CCTV monitored and recorded?		
3.2.2 Are all sensitive areas covered by CCTV cameras?		
3.2.3 Are recordings kept for one month?		
3.2.4 Is there a robust maintenance system in place?		
3.3 Traffic and nearby roads		
3.3.1 Are vehicles left near to the pier being monitored and is there a process in place for dealing with illegally parked or suspicious vehicles?		

ITEM	REMARKS	ACTION REQUIRED
3.4 Suspicious vessels		
3.4.1 Is there a process in place for recording and reporting the details of any suspicious vessels to the PLA?		
4. MOORINGS, MAINTENANCE and STORAGE FACILITY SECURITY		
4.1 Site security		
4.1.1 Is the site perimeter secured with fencing/walls which will keep intruders out?		
4.1.2 Are there access control measures in place at all site entrances to ensure that only authorised people are allowed on site?		
4.1.3 Are CCTV cameras in place and monitoring/recording the sensitive areas of the site?		
4.1.4 Do sensitive/restricted areas have access control measures in place?		

ITEM	REMARKS	ACTION REQUIRED
4.2 Passenger vessels on site		
4.2.1 Are vessels on site secured when not subject to use/maintenance work?		
4.2.2 Are vessels searched before leaving the facility to enter service and again on returning and is there a recording system in place?		

Annex B – Port of London Authority (PLA)

Port security responsibilities

The Port of London Authority (PLA) is the statutory harbour authority for the tidal Thames and is responsible for the management and facilitation of navigational safety within the Port. In addition, the PLA has particular responsibilities arising from its designation as a ‘strategic authority’ under the ISPS Code.

Tidal Thames passenger vessel operations and piers (and other smaller commercial facilities in London) fall outside the ISPS Code and are not designated as Port Facilities. The PLA will broadcast, as required, non-confidential security information to vessels in the interests of navigational safety at times of heightened security threats i.e. at ISPS Security Levels 2 or 3.

Annex C – UK ship classification system

This guidance covers only the following classes of ships (referred to as vessels in this guidance) in UK regulations and their equivalencies regarding EC domestic passenger ships. UK Classes are defined fully in Regulation 2 of the Merchant Shipping (Fire Protection: Large Ships) Regulations 1998 (S.I. 1998/1012).

- Class IV vessel:** engaged only on voyages in Category A, B, C or D waters
- Class V vessel:** engaged only on voyages in Category A, B or C waters
- Class VI vessel:** engaged only on voyages with not more than 250 passengers on board, to sea, or in Category A, B, C and D waters, in all cases in favourable weather and during restricted periods, in the course of which the ships are at no time more than 15 miles, exclusive of any Category A, B, C and D waters, from their point of departure nor more than 3 miles from land
- High Speed Craft:** Vessels registered under the High Speed Craft Code

Category A waters: covers narrow rivers and canals where the depth of water is generally less than 1.5 metres

Category B waters: covers wider rivers and canals where the depth of water is generally more than 1.5 metres and where the significant wave height could not be expected to exceed 0.6 metres at any time

Category C waters: covers tidal rivers and estuaries, large and deep lakes and lochs where the significant wave height could not be expected to exceed 1.2 metres at any time. In respect of the tidal Thames, this covers the river between Teddington Lock and Denton Wharf

Category D waters: covers tidal rivers and estuaries where the significant wave height could not be expected to exceed 2.0 metres at any time. In respect of the tidal Thames, this is from Denton Wharf to the North Sea