



NASSAU
CRUISE PORT



SECURITY
DEPARTMENT PROCEDURES

INTEGRATED MANAGEMENT SYSTEM

- Ø Quality Management System: ISO 9001:2015.**
- Ø Environmental Management System: ISO 14001:2015.**
- Ø Occupational Health And Safety Management System: ISO 45001:2018.**
- Ø Asset Management System: ISO 55001:2014.**
- Ø Event Management System: ISO 20121:2012.**

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INTEGRATED MANAGEMENT SYSTEM SECURITY DEPARTMENT PROCEDURES

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1.0 Purpose:

The purpose of this procedure is to ensure processes are in place to maintain a safe and secure Port Facility controlled by Nassau Cruise Port Limited.

2.0 Responsibility:

The Head of Department is responsible for ensuring that the Port Security Operations are effectively implemented and maintained in accordance with the procedures that follow:

3.0 Procedures:

3.1 Guest

All guests requiring access to NCPL facility shall be required to produce a valid ID or ship card. After verification guest shall be allowed to proceed to their destination.

Water Tours

The Security Officer is to be stationed at tour embarking area, with radio and tour sheet, to document the following:

- Name of every tour vessel before passengers embarks.
- Amount of guest.
- Ship from which tour was arranged.
- Time of departure and estimated time of arrival.
- Actual arrival time of all tours.

Inspection of **ALL GUEST** ship cards as they disembark tour vessel.

3.2 Crew Members

All crew members joining a ship must go through a slightly different process. The ship must send an embarking list to security.

- During the verification process, document (passport) will be compared with listing receive from the ship.
- Once the document checks out, the individual is documented. (Name, DOB, Nationality, Ship).
- The joining crew shall then proceed to see immigration before embarking.

3.3 Visitors

Visitors to the ship will be treated similarly as a joining crew. They must also be on a documented (visitors list) from the ship they are visiting. Visitors are verified, using a government issued valid ID. The visitor is then documented, issued with a visitor pass, and are then screened and allowed to proceed.

Unaccompanied Baggage

All unaccompanied baggage arriving at NCPL must be in care of an agent, who will be responsible for filling out a requisite form. Form information must include:

- Owner names
- Address
- Origin
- Flight name / no.
- Collection place time.
- Destination.
- Name of agent who collected baggage.

Baggage must be screened and cleared, agent then collects and delivers to appropriate vessel.

Baggage Screening

- Baggage truck arrives at the port facility with guest luggage.
- Vehicle is then opened in the presence of NCPL security and baggage handlers.
- Baggage is then placed on screening belt, and screening is commenced.
- During the screening process, attention should be paid to all baggage individually. To ensure that **NO PROHIBITED** items go undetected.
- If an item is observed, the supervisor is to be informed.
- The item is to be noted and that piece of baggage is to be marked and set aside.
- Screeners should continue to process baggage.
- **If there is a requirement for inspection by K9, the baggage should be arranged to accommodate that inspection by handlers if they are present. At some point during screening process an NCPL supervisor will accompany suspected baggage to the ship and SSO should be informed.**
- The Machine should remain on, and the monitor is to be turned off after screening, the covering is to be placed over the machine.

3.4 ID Processing

- Application is submitted to security for processing.
- Application is then screened for required documents (all documents are required for further processing)
- Applicant is vetted. (Vetting must be passed by the Department Manager for further processing)
- Applications are filed in the pending application folder.
- Applicant is contacted after approval. (**ALL** applications **MUST** be signed off by management before further processing).
- Photo of applicant is received or taken.

- Applicant is assigned an ID #
- Applicant is logged in the ID badge logbook. (Applicants' names **MUST** be highlighted after the badge is printed)
- ID badge is printed. (**PAYMENT MUST BE RECIEVED BEFORE ID BADGE IS PRINTED**)
- Receipt is written up for the payee.
- Exchange of a receipt and ID badge is done between payee and Security Supervisor.
- Application is to be stamped with NCPL stamp and signed by Security Supervisor.
- Application is filed in the respected file folder.
- Cash along with receipt copy **MUST** be turned over to finance as soon as possible.
- Cash receipt from finance should be collected in exchange for funds.

3.5 Ship Stores

- Prior notice of delivery, no less than 12 hours, in case of emergency no less than 3 hours' notice must be given.
- Vehicle information, to include make, color, model, and registration.
- Driver information, to include valid license and company ID.
- Driver is to be in procession of invoice, container must have Bahamas custom seal.
- Security will screen vehicle and inspect cabin and stored area and compare items with inventory.
- The driver and vehicle information will be documented.
- If available, the vehicle will be escorted to its destination.

3.6 Vehicular Access Control

Company makes request to Nassau Cruise Port Limited operations.

Approval or denial is granted by operations NCPL in a timely manner.

If approved information is forwarded by electronic means to Nassau Cruise Port Limited Security.

Listing the following:

- Driver's name.
- Vehicular license plate No.
- National identification being used to access NCPL.
- Company name if appropriate.
- Reason for access.

The same would apply for all passengers.

- Upon arrival information is crossed checked with information received by Nassau Cruise Port Limited. Once confirmed, vehicle is allowed access to inspection area.
- Vehicle is to be place in parked, hand break applied, driver is to exit vehicle.
- Document is then inspected, vehicle registration inspected, compartments checked. (If it is a food delivery, invoice should be requested to verify goods)
- The officer shall inspect under the vehicle using an undercarriage mirror.
- Once verification is completed, information is to be documented.
- Visitor's pass is to be issued; drivers ID is to be collected.
- Then access is granted.

3.7 Security Interface

Upon arrival of the Cruise Ship/Yacht, make a request to meet with the Ship Security Officer or Designee and identify yourself using NCPL Security ID Badge.

Where possible, request to sign Interface form.

- During interaction with the SSO or their designee, the Security Supervisor/Officer should complete the form stating the following:
 - The Date
 - The Port/Terminal name
 - Their Name and Employee Title
 - MARSEC Level
 - Employee Signature
- The Security Supervisor/Officer must ensure that:
 - The MARSEC level onboard the vessel is normal **and or** operating on the same level as the NCPL Port Facility.
 - The SSO Signs the Interface Form.
 - Note: Some vessels do not require a hard copy interface form to be completed, however a visit with the vessel's SSO or their designee is still required.
- The Security personnel should inquire about the following information:
 - All onboard time for guests.
 - How many guests/crews onboard the vessel.
 - Security concerns onboard.
 - If any security concerns are reported, inform PFSO and Shift Commander immediately.
 - Declaration of Security is valid or in need of renewal (if D. O. S. is presented follow the S.O.P for the D. O. S.)

Note:

- Direct all Non-Security Related issues to The Ship/Yacht Agent
- Provide the Ship with Radio Communication or retrieve a Radio from that ship/vessel if one is given.
- Inform the Shift Commander as soon as the Interface/Visit is done.

3.8 Logging

- Logbooks should be headed with date, time, incident, particular and purpose.
- Logbooks shall have details on front cover.
- Logbooks should have assigned serial number to each one and be reviewed daily.
- Logbooks should be retained as original documents.
- Logbooks should have all incidents written up in bold pen.

3.9 Patrol

- Officers should be in possession of a notepad, pen/pencil, and a radio.
- Officers are to be observant and report any suspicious activities to their supervisor.
- Direct or assist guest as required, help to regulate vehicular traffic by notifying other officers accordingly.

3.10 TRAM Operation

- Daily inspection form must be filled out.
- Tram should be place in park.
- Brakes should be applied when loading and unloading the guest.
- Driver MUST exit the tram and observe embarking and dis embarking of the guest.
- Disabled and seniors have priority.
- Trams should be operated at a SAFE SPEED (8-12 MPH) all times.
- Make sure all guests are always seated before moving.
- When it is applicable, the tram should not move with less than half capacity.
- Tram should NEVER be overloaded.
- Trams should pick up and drop off at designated points ONLY.
- Transportation of guests should be given to all ships.

3.11 Emergency Response

In the event of a slip or fall, notify supervisor. DO NOT attempt to move injured persons. Always note time, circumstance, situations and persons involved for future investigation. Assist guests with relevant information when required.

- Incident should be assessed, request (Names of persons involved, witnesses and telephone contact, etc.)
- Keep attention away from the incident.
- Compile information of incident (where, when, what and how).
- Inform PFSO.
- Follow instructions given by PFSO (if any).
- Handle incident accordingly.
- Formulate report.
- The ship that the individual/s came from, should be notified of the incident depending on the severity and should receive a copy of the report.

3.12 Incident Reporting

- Incident **MUST** be reported immediately to the Department Manager.
- Investigate **ALL** incidents.
- Notes on the incident **MUST** include who, where when and how.
- Collect photos of the incident. (If there are photos to collect)
- Formulate incident report.
- Fill out Incident Report Form.
- Log incident in designated logbook.
- Follow up with Department Manager upon completion.
- File incident report.

4.0 Records

- Incident / Investigation Reports
- Access Logbooks
- ID Logbooks
- Visitor Pass Logbooks
- Security Equipment Logs
- Water Tour Reports
- Unaccompanied Baggage Report
- Port Security Marsec Levels
- Tram Reports