



OPERATIONS  
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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# IMS OPERATIONS DEPARTMENT PROCEDURES INDEX

IMSP-OPS-000  
January 1<sup>st</sup>, 2023

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## **1.0 Purpose:**

The purpose of this document is to ensure effective processes are in place for the timely co-ordination of bookings for vessels seeking to interface with the Nassau Cruise Port facility.

## **2.0 Responsibility:**

The Operations Manager is responsible for ensuring that the following procedures are complied with.

## **3.0 Procedures:**

### **➤ Cruise Liner Bookings:**

- Cruise lines or cruise agents are required to send cruise liner calls requests up to 24 months in advance to the Operations Department (Operations) via email.
- Cruise lines or cruise agents can request cruise liner calls up to 5 years in advance by utilizing a Minimum Revenue Guarantee (MRG) specified in the Nassau Cruise Port Cruise Berthing Policy.
- Operations must check the berth availability for each request sent in the Operations Cruise Call Calendar; priority will be given to requests made under the MRG agreement.
- Operations must respond via email to the cruise line or cruise agent.
- If the berth is available for booking, Operations must request the cruise line or agent for confirmation.
- If the berth is unavailable for booking, Operations must provide alternative dates near the requested date.
- Cruise line or agent will confirm the call or reject the booking.
- If confirmed, the call is inputted in the Operations Cruise Call Calendar and an email confirmation is sent to the cruise line and agent.

### **➤ Yacht Bookings:**

- Yacht captains or yacht agents are required to send docking requests in advance to Operations via email.

- Operations must notify the captain or agent via email of the operational rules for utilizing the facility. These include:
    - Access restrictions
    - Dock specifications
    - Yacht cancelation policy
  - Upon the yacht captain or agents' agreement with all the operational rules, Operations must check dockage availability based on the yacht specifications.
    - If dockage is available, Operations must request the captain or agent for confirmation.
    - If dockage is unavailable, Operations must provide alternative dates near the requested date.
  - Captain or agent will confirm the visit or reject the booking.
  - If confirmed, the visit is inputted in the Operations Yacht Booking Calendar and an email confirmation is sent to the yacht captain and/or agent.
- **Tour Boat Bookings:**
- Tour companies are required to send their water tour schedules bi-weekly to the Operations team via email.
  - Operations gathers the proposed schedules and inputs the schedules into the Master Tour Schedule.
    - If there are amendments needed to be made to tour times, Operations must notify the tour companies and cruise lines via email.
  - In the event of changes to planned water tours, tour companies are required to notify Operations at the earliest.
  - Operations must circulate the Master Tour Schedule to all cruise lines, tour companies and NCPL Security.

## **1.0 Purpose:**

The purpose of this document is to ensure effective processes are in place for the timely co-ordination of arrivals for vessels seeking to interface with the Nassau Cruise Port facility.

## **2.0 Responsibility:**

The Operations Manager is responsible for ensuring that the following procedures are complied with.

## **3.0 Procedure:**

### **➤ Cruise Line Arrivals:**

- The Operations Department (Operations) must compile and distribute a cruise schedule of the upcoming 2 weeks with berth assignments to cruise lines, cruise agents, harbor pilots and NCPL employees.
- Cruise lines or agents are required to notify Operations of any required or requested activities of the ship.
- Operations must review all request to determine what activities will be approved based on parameters such as:
  - Activity duration
  - Activity safety
  - Weather
  - Congestion
- All Operations approved activities must be communicated with NCPL Security, Safety, and Maintenance teams.
- Operations must respond via email to requests made by the cruise ship or agent.
- Operations must communicate all changes and updates to planned operations to NCPL Security, Safety, and Maintenance teams.

➤ **Yacht Arrivals:**

- Operations must conduct a yacht dock inspection prior to the yacht arrival. The inspection is to ensure that safety and services are operational and available.
- Operations must provide captain or yacht agent an arrival package.
- Captain or agent is required to send Operations a crew and visitor list.
- Operations must provide all approved yacht activity and information to NCPL Security.

➤ **Tour Boat Arrivals:**

- Water tour boat captains are required to communicate with Operations via VHF channel 65 for docking.
- Operations will direct tour captains to a designated dock slip.
  - Operations must ensure all tour boats are operating in accordance with the NCPL Terms and Conditions for Water Tour and Water Ferry Operators.
  - Operations must ensure tour captains are not at the dock longer than 45 minutes.

### **1.0 Purpose:**

The purpose of this document is to ensure effective processes are in place for the timely co-ordination of departures for vessels seeking to leave the Nassau Cruise Port facility.

### **2.0 Responsibility:**

The Operations Manager is responsible for ensuring that the following procedures are complied with.

### **3.0 Procedure:**

#### **➤ Cruise Ship Departures:**

- Operations will arrange forklift assistance for all cruise ships requesting assistance with ropes or gangways.

#### **➤ Yacht Departures:**

- Operations will communicate with the yacht captain or agent to get customer feedback on the yacht stay.

#### **➤ Tour Boat Departures:**

- Operation must communicate with tour captain via VHF channel 65 when departing from the slip.



## 1.0 Purpose:

The purpose of this document is to ensure effective processes are in place for vehicles to access the Nassau Cruise Port facility.

## 2.0 Responsibility:

The Operations Manager is responsible for ensuring that the following procedures are complied with.

## 3.0 Procedure:

### ➤ Vehicle Access

- Cruise line, yacht captain, and/or agents will send a request to Operations for vehicle access to the facility.
  - If a request is made by an external vendor, Operations will require them to get approval from the vessel they are seeking to visit.
- Operations must require detailed information of the request, including:
  - Vehicle information.
  - Driver information.
  - Purpose and proposed activity.
  - Vessel being visited.
  - ETA and duration.
- Operations must evaluate the request and liaise with other departments, when necessary, before deciding.
- If the request is approved, Operations must send a confirmation email to the cruise line, yacht captain, and/or agent.
- Operation will then communicate with Security the details of the approved activity.



## ➤ **Emergency Vehicle Procedure**

- Operations may not be notified in advance of an emergency vehicle needing access to the facility. In such events, Security is to notify Operations of the vehicles request and destination.
- Operation must communicate with the yacht captain, cruise line, and/or agent to verify purpose of the visit.
- Emergency vehicles should not be delayed unnecessarily.

## **1.0 Purpose:**

The purpose of this document is to ensure effective processes are in place when a vessel wants to undertake “Special Work at the Nassau Cruise Port facility.

## **2.0 Responsibility:**

The Operations Manager is responsible for ensuring that the following procedures are complied with.

## **3.0 Procedure:**

**Special work** – is defined as any repairs related to the maintenance of a vessel that falls outside of the daily maintenance activities. These may include:

- Underwater works.
- Crane operations.

### **Special work requirements:**

- Cruise Lines, yacht captains, and/or agents are required to send a request to Operations.
- Operations must review all activities scheduled to approve or deny the proposed special work.
- Operations must notify the cruise line, yacht captain, and/or agent of the decision via email.
- If approved, Operations must notify Security of the approved activity.
- Operations must also supervise the activity for safety and billing purposes.

### **1.0 Purpose:**

The purpose of this document is to ensure effective processes are in place when a Cruise Ship requires a gangway at the Nassau Cruise Port facility.

### **2.0 Responsibility:**

The Operations Manager is responsible for ensuring that the following procedure is complied with.

### **3.0 Procedure:**

- Cruise line or cruise agent are required to send a request to Operations.
- Operations must review and approve the request.
- Operations must notify the third-party forklift operators of the proposed activity.
- Forklifts will standby before ship arrival.

## **1.0 Purpose:**

The purpose of this document is to ensure effective processes are in place when a Cruise Ship requests to take off Garbage at the Nassau Cruise Port facility.

## **2.0 Responsibility:**

The Operations Manager is responsible for ensuring that the following procedure is complied with.

## **3.0 Procedure:**

### ➤ Cruise Ships:

- The Cruise line or cruise agent is required to send a request to take off garbage to Operations.
- Operations must review and approve the request.
- Third-party waste removal company will remove garbage and provide documentation to cruise line.
- Operations will notify third party forklift operators to provide offloading services.

### ➤ Yachts

- Prior to yacht arrival, Operations will ensure an empty garbage bin is accessible to the yacht.
- If an additional garbage receptacle is needed by the yacht, the yacht captain or yacht agent can send a request to Operations.
- Operations must review and approve the request.
- Operations will stamp yacht garbage record book.

## **1.0 Purpose:**

The purpose of this document is to ensure effective processes are in place for collecting the data needed for Accounts Department to Invoice services undertaken at the Nassau Cruise Port facility.

## **2.0 Responsibility:**

The Operations Manager is responsible for ensuring that the following procedure is complied with.

## **3.0 Procedure:**

### **➤ Cruise Ships:**

The Operations Department shall ensure the following activities are undertaken:

- Collect the Immigration stamped arrival report.
- Confirm passenger arrival, departure, embarking, and disembarking numbers for each cruise ship.
- Review all vehicle access records that are associated with the cruise ship during their stay at the facility.
- Confirm from all third-party service providers of activities and volumes associated with the cruise ship during their stay at the facility.
- Confirm all special work activities.
- Compile all data on the Dockside Checklist and supporting documents.
- Send all information to the Accounts Department.

### **➤ Yachts**

The operations department shall ensure the following activities are undertaken:

- Confirm the arrival and departure dates and time with the yacht captain and/or yacht agent.
- Confirm all special work activities.



# IMS OPERATIONS DEPARTMENT PROCEDURES INVOICE DATA COLLECTION

IMSP-OPS-008  
January 1<sup>st</sup> 2023

- Compile all data on the Yacht Operations Checklist and supporting documents.
- Send all information to the Accounts Department.

➤ **Tour Boats:**

- Operations and Security must confirm with the tour captain the passenger numbers for each tour or ferry that departs from the East Marina.
- Operations must compile Tour and Ferry data for the Accounts Department.