



DUCHY *of* CORNWALL
ST. MARY'S HARBOUR, ST. MARY'S, ISLES OF SCILLY

HARBOUR POLICIES

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POLICY STATEMENT

St Mary's Harbour Authority (SMHA) is committed to ensuring that the harbour is operated safely, efficiently, and sustainably to safeguard the harbour, its users, members of the public, and the environment. SMHA will carry out all statutory duties with a focus on continuous improvement in marine safety and operational excellence.

SMHA will:

- Comply fully with the requirements of the Port Marine Safety Code (PMSC) and all relevant legislation.
- Conduct its functions openly and transparently in the best long-term interests of harbour stakeholders.
- Promote a strong safety culture within the harbour, actively engaging with users and staff to enhance risk awareness and compliance.

Key Safety and Operational Commitments

SMHA is dedicated to:

1. Ensuring, so far as is reasonably practicable, the safety of all harbour users, employees, and contractors.
2. Protecting the environment by maintaining pollution prevention measures and supporting nature conservation efforts.
3. Facilitating safe navigation within the harbour and its approaches by maintaining aids to navigation and enforcing safe practices.
4. Providing and maintaining viable harbour infrastructure that meets the needs of users and supports future sustainability.
5. Delivering an effective, compliant, and efficient pilotage service where required.
6. Regulating all harbour activities and enforcing applicable laws and bylaws fairly and consistently.
7. Reviewing and auditing the SMHA Safety Management System (SMS) at least every three years to ensure compliance with best practices and continuous improvement.

SMHA will continually monitor and enhance its marine safety policies, risk management procedures, and emergency response capabilities to ensure the highest standards of harbour safety and operational efficiency.

Signed.......... Date.....31/01/25.....

Duty Holder and Rural Director for the Duchy of Cornwall



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NAVIGATIONAL SAFETY POLICY

St Mary's Harbour Authority (SMHA), as the Statutory Harbour Authority (SHA), is responsible for ensuring the safety of navigation within St Mary's Harbour and its approaches. This policy sets out SMHA's commitment to safe, efficient, and sustainable marine operations, in full compliance with the Port Marine Safety Code (PMSC) and relevant maritime legislation.

SMHA is committed to:

1. Managing and Maintaining Marine Assets
 - Operating and maintaining harbour infrastructure, aids to navigation, and other marine assets to appropriate standards to ensure safe navigation.
2. Ensuring Regulatory Compliance
 - Adhering to all applicable legislation, including the Harbours Act 1964, Merchant Shipping Act 1995, and Pilotage Act 1987, while reviewing legal powers, Byelaws, and Directions to enhance navigational safety.
3. Implementing a Robust Marine Safety Management System (SMS)
 - Developing, reviewing, and continuously improving a risk-based Marine SMS in line with the Port Marine Safety Code (PMSC), ensuring risk assessment and mitigation remain at the core of all marine activities.
4. Maintaining Competence and Training
 - Recruiting, training, and retaining staff to meet industry-recognised competence standards while ensuring all personnel undergo regular professional development, including emergency and enforcement training.
5. Stakeholder Engagement and Transparency
 - Actively consulting with harbour users, regulators, emergency services, and the local community on navigational safety issues to ensure transparent and collaborative decision-making.
6. Pilotage Services
 - Providing an appropriate level of pilotage in accordance with the Pilotage Act 1987, ensuring the safe passage of vessels where required.
7. Navigational Aids and Hydrographic Surveys
 - Ensuring best navigational channels are determined, marked, and regularly surveyed to provide accurate hydrographic data to mariners.
 - Maintaining lights, buoys, and marks as required under the Local Lighthouse Authority responsibilities.

8. Incident Management and Emergency Response
 - Developing, maintaining, and testing our emergency response and oil spill contingency plans in coordination with relevant agencies to ensure a rapid and effective response to maritime incidents.
9. Mooring and Anchorage Management
 - Designating and maintaining safe and suitable mooring locations to facilitate vessel berthing in a controlled and efficient manner.
10. Tidal, Weather, and Navigational Warnings
 - Providing accurate and timely tidal data, weather forecasts, and Notices to Mariners to support safe navigation decisions.
11. Enforcement and Regulatory Oversight
 - Regulating all harbour activities and enforcing applicable laws and Byelaws to ensure safe, responsible, and lawful use of the port environment.

SMHA will review this Navigational Safety Policy annually to ensure continued compliance with the Port Marine Safety Code (PMSC) and best industry practices.



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PILOTAGE POLICY

St Mary's Harbour Authority (SMHA) is a Competent Harbour Authority (CHA) as defined under the Pilotage Act 1987 and is responsible for the provision and regulation of pilotage services within its jurisdiction. The Isles of Scilly (Pilotage) Harbour Revision Order 1988 establishes the Isles of Scilly Pilotage District, and SMHA's Pilotage Directions set out the requirements for compulsory pilotage within the district.

SMHA is committed to ensuring a safe, efficient, and compliant pilotage service by:

1. Regulatory Compliance & Best Practices
 - Ensuring the operation of the pilotage service complies with all national regulations, statutory requirements, and industry best practices, including the Port Marine Safety Code (PMSC) and IMO guidelines.
2. Review & Continuous Improvement
 - Regularly reviewing and updating Pilotage Directions and procedures to align with legislative changes, risk assessments, and operational needs.
3. Licensing
 - Licensing only qualified, competent, and medically fit pilots, ensuring they meet industry standards.
4. Resourcing and Service Provision
 - Maintaining a fully resourced and operational pilotage service, ensuring adequate staffing, equipment, and vessel availability to meet pilotage demands.
5. Pilotage Exemption Certificates (PECs)
 - Administering the Pilotage Exemption Certificate (PEC) system, ensuring that all applicants and holders fully meet the required experience, training, and competency standards before certification is granted or renewed.

SMHA will continue to monitor and adapt its pilotage policies and procedures in order to enhance the safety of navigation, compliance with legal requirements, and the efficient movement of vessels within its waters.



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CONSULTATION POLICY

St Mary's Harbour Authority (SMHA) is committed to open, transparent, and proactive engagement with stakeholders on matters affecting harbour operations, safety, and policy development. SMHA recognises that effective consultation is essential for maintaining a safe, efficient, and well-managed harbour.

To ensure meaningful engagement, SMHA will:

- Engage with stakeholders as early as practicable when considering changes to harbour legislation, policy, or operations.
- Involve staff, harbour users, and other relevant parties where appropriate to ensure a broad range of perspectives.
- Maintain regular and structured consultation forums with key stakeholders, including commercial operators, leisure users, regulators, and community representatives.
- Ensure that navigational safety and operational concerns are raised, discussed, and addressed through an inclusive and transparent process.
- Involve appropriate stakeholders in identifying navigational hazards, assessing risks, and developing control and mitigation measures.
- Provide regular updates on harbour performance, safety initiatives, and compliance with the Port Marine Safety Code (PMSC).
- Encourage feedback and use consultation outcomes to inform policy decisions and operational improvements.
- Use a range of communication methods, including social media, the harbour website, notice boards, newsletters, and local/national media, to reach the widest possible audience.
- Ensure that critical safety and operational information is effectively disseminated to all harbour users in a timely manner.



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ENFORCEMENT AND PROSECUTION POLICY

St Mary's Harbour Authority (SMHA) has statutory powers to regulate the conduct of vessels within its jurisdiction to ensure the safe and efficient operation of the harbour. These powers are fundamental to managing risks associated with marine operations.

SMHA acknowledges that the effectiveness of legislation relies on compliance by harbour users. While the majority adhere to the laws and guidelines affecting the harbour, SMHA will take firm and proportionate enforcement action, including prosecution where necessary, against those who breach regulations or act irresponsibly.

Principles of Enforcement

SMHA is committed to:

1. Clear Communication
 - Providing information and guidance on applicable rules and ensuring these are widely accessible to all harbour users.
2. Proportional and Fair Action
 - Taking enforcement action that is fair, reasonable, and proportionate to the circumstances.
 - Considering the nature of the offence, the level of risk, and the conduct of the operator when determining enforcement measures.
3. Consistent and Collaborative Approach
 - Ensuring enforcement is carried out equitably and consistently.
4. Liaising with other enforcement bodies (e.g., Maritime and Coastguard Agency, Police) where appropriate.
5. Public Interest and Harbour Safety
 - Acting in the wider public interest with a primary focus on maintaining a safe and efficient harbour.

Enforcement Actions

SMHA has a range of enforcement measures, which may include:

- Verbal Warning – For minor infractions where immediate compliance is achieved.

- Formal Written Caution – Where a breach is more serious, or a pattern of non-compliance is identified.
- Prosecution – As a last resort for significant or repeated breaches where other sanctions are inadequate.

Factors Considered in Enforcement Decisions

When determining the appropriate enforcement action, SMHA will consider:

- Risk to public safety and the environment
- Public interest considerations
- Severity of the breach
- The operator’s explanation and willingness to comply
- Whether the offence is a repeat occurrence
- Previous contraventions of Byelaws or legislation
- Availability and reliability of evidence and witnesses
- Prosecution Policy

SMHA has statutory powers to prosecute when necessary. However, prosecution is regarded as the ultimate sanction and will only be pursued when:

- The nature and seriousness of the offence warrants legal proceedings.
- SMHA lacks the authority to impose appropriate sanctions directly.
- There is sufficient evidence to support a successful prosecution.

All prosecution decisions will be made in accordance with the Code for Crown Prosecutors (latest version available at www.cps.gov.uk). The rationale for pursuing a prosecution will be recorded in writing.

Legal Framework and Investigation Standards

Any investigation conducted by SMHA will be in accordance with the Police and Criminal Evidence Act 1984 (PACE) and applicable codes of practice (available at www.legislation.gov.uk). Once legal proceedings have commenced, control of the case is ceded to the courts and the criminal justice system. SMHA will fully cooperate with other enforcement agencies as required.

Commitment to Compliance and Safety

SMHA remains committed to ensuring compliance with harbour regulations, supporting a safe marine environment, and taking enforcement action that is measured, fair, and in the public interest.



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TRAINING POLICY

St Mary's Harbour Authority (SMHA) recognises that a highly trained and competent workforce is essential for the safe and efficient operation of the harbour. SMHA is committed to ensuring that all employees possess the necessary skills, knowledge, and qualifications to perform their assigned duties effectively.

SMHA will:

1. Ensure Staff Competency
 - Appoint personnel with the necessary skills, experience, and qualifications to meet the standards of the Port Marine Safety Code (PMSC).
2. Provide Ongoing Training
 - Deliver additional training or qualifications when there are changes to work procedures, legislation, equipment, or responsibilities.
 - Support continuous professional development (CPD) to enhance staff expertise.
3. Regularly Review Qualifications
 - Conduct periodic assessments of staff training records to ensure compliance with current industry standards and regulatory requirements.
 - Arrange for timely renewal of essential certifications and licences.
4. Maintain Comprehensive Training Records
 - Keep detailed and up-to-date records of all staff training, qualifications, and refresher courses.
5. Promote a Safety Culture
 - Encourage ongoing learning and awareness of best practices in marine safety, emergency response, and risk management.
6. Commitment to Excellence
 - SMHA is dedicated to investing in workforce development, ensuring all employees operate safely, efficiently, and in full compliance with regulatory and industry standards.



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ENVIRONMENTAL POLICY

St Mary's Harbour Authority (SMHA) recognises its responsibility to protect and enhance the local marine and coastal environment beyond legal and regulatory requirements. SMHA is committed to sustainable harbour operations that minimise environmental impact whilst supporting the needs of the harbour and its users.

SMHA will:

1. Ensure Regulatory Compliance
 - Fully comply with all applicable environmental laws, regulations, and industry standards.
 - Regularly review and update policies to reflect new legislation and best practices.
2. Minimise Environmental Impact
 - Actively reduce pollution, waste, and emissions associated with harbour activities.
 - Implement measures to protect water quality, biodiversity, and sensitive habitats.
 - Promote sustainable waste management, including recycling initiatives and responsible disposal of marine waste.
3. Highlight Environmental Considerations in Decision-Making
 - Incorporate sustainability and environmental responsibility into all harbour planning, development, and operational decisions.
 - Work with stakeholders to encourage the use of low-carbon and environmentally friendly technologies and materials.
4. Raise Awareness and Train Staff
 - Provide ongoing training to ensure all staff understand their environmental responsibilities.
 - Encourage staff and harbour users to adopt best environmental practices in daily operations.
5. Engage with Stakeholders and the Community
 - Collaborate with local organisations, businesses, and harbour users to support marine conservation efforts.
 - Educate and encourage visitors and vessel operators to respect the harbour's environmental policies.
 - Support community initiatives aimed at marine litter reduction and habitat conservation.

6. Monitor, Review, and Improve

- Continuously assess environmental performance and seek opportunities for improvement.
- Set measurable environmental objectives and targets to track progress.

Commitment to a Sustainable Future

SMHA is dedicated to conducting its business in accordance with recognised standards of sustainable management that protect the environment.



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LONE WORKING POLICY

Introduction

This policy complements the Duchy of Cornwall's Lone Working Policy and serves as an operationally specific extension for SMHA employees.

It aims to:

- Enhance safety for employees working alone.
- Eliminate inappropriate lone working situations.
- Promote a culture of security and awareness when engaging with the public.

All staff must read, understand, and adhere to this policy. Employees are encouraged to propose additions or improvements via the Harbour Master.

Scope & Definitions

Lone Workers: Employees who work alone without close or direct supervision, whether on-site, mobile, or off premises.

Employee: Any individual considered an employee by HR, including full-time, part-time, zero-hour, fixed-term, or work-experience staff.

Incident/Accident: Any unplanned event that results in injury, harm, or damage to persons, property, or the environment.

Near-Miss: Any event that could have resulted in injury, harm, or damage under slightly different circumstances.

Workplace Violence: Any abuse, threats, or assaults related to work duties.

Risk Assessment: A structured evaluation of workplace hazards and control measures.

Dynamic Risk Assessment: A real-time hazard assessment conducted in changing circumstances.

Reporting & Escalation

All employees must report incidents, near-misses, or personal safety concerns following the Duchy's Reporting Protocol (available on SharePoint and office noticeboards).

Any threats made toward the organisation or employees must also be reported immediately.

Lone Working Procedures

Lone working is common at St Mary's Harbour, including duties such as:

- Collecting harbour dues.
- Operating inter-island boats.
- Maintenance tasks.
- Manning the harbour office.

To ensure safety while working alone, employees must follow the measures outlined below.

Communication

Phone

- Employees are issued a work mobile phone, which must be switched on during working hours.
- Personal numbers must be shared with the office if using a personal device.
- Staff should set up ICE (In Case of Emergency) contacts on their phones per Duchy policy.

VHF Radio

- All employees must carry a VHF radio, switched on to the harbour working channel during working hours.

WhatsApp Group

- The harbour WhatsApp group should be used for team communication.
- Employees should share their live location when working remotely, dealing with difficult customers, or working off-island.

Staff Check-In Protocol

Normal working hours: 08:00 – 17:00 (subject to change, particularly in summer).

Regular check-ins should occur at:

Time	Check-In Event
08:00	Pre-works briefing
10:00	Morning break
12:00	Lunch (after Scillonian III berthing)
15:00	Afternoon break
17:00	End-of-day debrief

If a staff member is unable to check in, this must be discussed in the morning briefing. Any unexpected delays must be communicated immediately.

Pilotage Movements:

- Employees should monitor Pegasus' location via AIS upon arrival at the harbour office.
- If a staff member is unaccounted for, the Emergency Escalation Process (see page 15) must be initiated.

Specific Lone Working Guidelines

Working at Height

- No lone working is permitted when using ladders, scaffold towers, or working near unprotected quay edges – this includes maintenance of floodlights or quay lighting.

Working in Water

- Employees using drysuits must always have a second person present.

Out-of-Hours Attendance

- Employees must notify the WhatsApp group before and after attending out-of-hours call-outs.
- Responses to potentially threatening situations require two staff members.
- If responding to incidents of violence, the police must be present.

Boating Operations

- Dynamic risk assessments must be performed constantly.
- Changing weather conditions must be considered, and additional crew should be enlisted when required.
- After dark voyages require two persons, including transit to and from Pegasus.
- Police boating operations must include additional staff if deemed necessary by the Coxswain.
- Employees must wear a properly fitted lifejacket at all times, with the exception of working within the wheelhouse on Pegasus.

Gry Maritha Operations

- Staff attending to berth Gry Maritha must communicate with the vessel early to confirm attendance.
- Office doors must remain locked during pre-arrival procedures.
- No quay-edge work should begin until an ISSG member is present.

Dealing with Aggressive Customers

- Approval from the Harbour Master is required before meeting an aggravated individual.
- A colleague must be present; if unavailable, the meeting must be postponed.
- Unplanned confrontations should be redirected to the harbour office public area.

Emergency Escalation Process

If an employee is unaccounted for, follow these steps:

Onshore

- Notify Harbour Master/Deputy Harbour Master.
- Attempt contact via phone, WhatsApp, and VHF.
- Search the expected worksite.
- Check if harbour vessels are in their expected locations.
- Repeat phone and VHF calls.
- Call the employee's home and emergency contacts.
- Visit the employee's home address.
- Contact St Mary's Health Centre/Hospital.
- Notify local police.

Offshore

- Notify Harbour Master/Deputy Harbour Master.
- Call vessel via VHF.
- Check vessel location via AIS.
- Attempt phone contact.
- Conduct harbour search.
- If vessel is found adrift – Alert Falmouth Coastguard immediately.
- If vessel is found grounded – Alert Falmouth Coastguard immediately.
- If vessel is missing – Alert Falmouth Coastguard immediately.
- Continue communication attempts.
- Falmouth Coastguard will take over coordination.

Risk Assessment & Review

The Lone Working Risk Assessment is maintained and reviewed annually or after incidents. Dynamic risk assessments must be performed before each lone working activity.

Risk Assessment Considerations:

- Are new hazards present?
- Have incidents or near misses occurred?
- Are safety measures still effective?
- Are immediate improvements needed?

If risks cannot be controlled, employees must consult with the Harbour Master.

Policy Review

This policy is reviewed annually and updated as necessary. Employees are encouraged to report concerns or suggest improvements.