

Port of London - River Thames

SAFETY BULLETIN No.1 of 2019



SAFE PASSENGER BOARDING / LANDING OPERATIONS ON THE THAMES

A number of incidents have recently occurred during passenger boarding / landing operations, which in one case, resulted in a serious injury to a passenger. Investigations into these incidents identified that a key contributing factor has been the distraction of crew members supervising the operation or who are otherwise restricted in assisting passengers between the vessel and pier.

A notable example of this is the holding of a 'tip bucket' by the crew member responsible for supervising passengers at the boarding point. In recent incidents the holding of a tip bucket has been seen to restrict crewman in being able to fully support or assist passengers and in particular, respond quickly to a passenger who stumbles or falls.

As a result of these investigations, crew members responsible for the safe boarding and landing of passengers, must not be engaged in any additional activity that may distract them from their primary purpose of passenger safety during boarding and landing operations. This includes, but isn't limited to:

- Holding the 'tip bucket'
- Use of a mobile phone
- Tending to the Vessel

As boarding ramps have been seen to significantly reduce the risk of passenger injury, it is recommended that operators of passenger vessels additionally consider their use to improve the safety of passengers during boarding and landing operations.

2nd January 2019

Port of London Authority
London River House, Royal Pier Road,
Gravesend, Kent DA12 2BG

BOB BAKER
CHIEF HARBOUR MASTER

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| | <p>Telephone calls, VHF radio traffic, CCTV and radar traffic images may be recorded in the VTS Centres at Gravesend and Woolwich</p> | |
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