

## The Port of Dover, Europe's New Port

On the 29<sup>th</sup> September 2015 Concordia Consultancy attended a site visit to the Port of Dover facilitated by Marsh and Chartered Insurance Institute of London (CII).



Image 1. Present day Dover Port

The Port of Dover is open 364 days of the year, 24 / 7 and has an estimated freight value of £80 billion passing through every year. The port is a major hub to Western Europe, providing logistical access for commercial transport and tourists.

Running a port of the size of Dover presents continual risks to the staff and employees throughout the organization.

The 5 biggest risk identified by the Harbor Board include;

### 1. Fire

Managed by regular pre event planning and exercises held with multiple local emergency services in the southeast. This is supported by regular training for onsite staff, including practical first aid, where 1 in 3 of the onsite personnel are qualified to administer first aid assistance.

### 2. Ship to shore interface

Risk measures include a contract agreement that specifies strict liability. This encompasses ferry operators who may cause damage to the infrastructure of the port.

### 3. Environmental perils

Helping to reduce the exposure to environmental risks involves routine surveys on the prevailing conditions, such as cliff face cleaning.

#### 4. People errors

This is one of the most difficult risks to manage. It includes thorough reviews of the site, awareness training and the use of the strict liability approach employed by the Harbor Board.

#### 5. Movement around the sites

The management of people is particularly difficult to control, especially across the large site where the environment continually changes. Simple risk control measures include pedestrian zones, wide spread CCTV coverage and segregation of people into vessels during embarking or disembarking.

The future of Dover Port and its associated risks is to go through a significant change over the next 5 years, when the site is to receive an estimated £200 million redevelopment program.

This includes a huge upgrade to the Western Docks, known as the Dover

Western Docks Revival (DWDR). In addition, the seafront along to the Eastern Dock will incorporate a Traffic Management Improvement (TMI) project.



Image 2. Model of DWDR

Redevelopment of the port is important for the continued success of the coastal region in the southeast.

The project is expected to bring a variety of benefits to the area including; improved competitiveness; time efficiency in and around the port; upgrades to facilities / infrastructure; the ability to berth larger cargo vessels and ferries; improved tourist attractions and a new marina facilities.

The changes will also reduce congestion conditions, including the

introduction of a buffer zone for lorries and the installation of a SMART traffic system. The successful implantation of these projects will provide a positive future

for both the community and also the Port as an international business centre. It will also reduce the risk exposure, arising from the planning opportunity that the redevelopment project has provided.

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