FORMS

100 Employment
101 Job description – Marina Manager
102 Job Description - Senior Dockhand
103 Job Description - Financial Controller
104 Job Description - Administrative Assistant
105 Job Description – Dockhand
106 Job Description – Fuel Dock Attendant
107 Job Description – Maintenance Hand
108 Job Description – Secretary or Personal Assistant
109 Job Description – Receptionist
110 Job Description – Cleaner
111 Job Description – Food and Beverage Supervisor
112 Employment Application and Record
113 Job Application Interview Notes
114 Job Decline Letter
115 Employee Standards
116 Offer of Employment
117 Employee Issue
118 Overtime Record
119 Job Performance Review Guidance
120 Disciplinary Procedure Guidance Notes
121 Termination of Employment Letter
122 Vacation Request
123 Duty Rosters
124 Timesheet
125 Job Performance Review

200 Emergencies & Safety
201 Emergency Services
202 Emergency Company Contacts
203 Support Services Contacts
204 Fire ERP
205 Fuel Leak ERP
206 Bad Weather ERP
207 Casualty Evacuation ERP
208 Damage ERP
209 Violence or Security Threat ERP
210 ERP Follow-Up Actions
211 Health and Safety Policy
212 Protective Clothing
213 Competent Person Inspection Checklist
214 Defects and Hazards
215 First Aid Equipment
216 Reportable Injuries and Events
217 Accident or Dangerous Event Report
218 Work Permit

300 Administration & Finance
301 Account Codes
302 Petty Cash Voucher
303 Application for Credit
304 Expenses Claim
305 Marina Rules
306 Summary of the Marina Rules
307 Car Claim
308 Work Permit Holders
309 Credit Card Authorization
310 Application for Commercial Use
311 Tenancy Summary
312 Purchase Order
313 Financial Projection *

400 Daily Operations
401 Vacant Berths/Slips
402 Basic Mooring Arrangement
403 Phonetic Alphabet
404 Ropes and Fenders Notice
405 Dockhand Dayshift Checklist
406 Dockhand Nightshift Checklist
407 Fuel Attendant Daily Checklist
408 Fuel Cash Sales
409 Fuel Credit Sales
410 Fuel Daily Reconciliation
411 Berth/Slip Contract Procedures
412 Key Issue Authorization
413 Electricity Connection
414 Equipment Issued to Customers
415 Workboat Equipment
416 Goods and Services Cash Sales
417 Goods and Services Credit Sales
418 Application for a Berth/Slip
419 Berth/Slip Offer and Contract
420 Cleaner Checklist
421 Cleaning Materials
422 Cleaning Procedures
423 Gardinage Services
424 Key Issue and Return
425 Boat Visit
426 Store Rental
427 Boat Night Arrival
428 Restroom Inspection
429 Customer Complaint Procedure

500 Marina Manager
501 Organization – Small Marina
502 Organization – Medium Marina
503 Organization – Large Marina
504 Marina Directory
505 Invitation to Advertise
506 Exhibition Checklist
507 Exhibition Inquiry
508 Bid/Tender Invitation
509 Letter of Intent (with payment)
510 Letter of Intent (no payment)
511 Instruction to Contractor
512 Marina Equipment
513 Agreement to Take a Long-Term Berth/Slip Contract *
514 Long-Term Berth/Slip Contract *
515 Master Checklist
600 Boatyard
601 Boatyard Rules
602 Boatyard Notice
603 Boatyard Offer and Contract
604 Job Progress Information
605 Boatyard Lift and Store Tariff
606 Boatyard General Tariff
607 Boatyard Policy

700 Training
701 Customer Service
702 VHF Radio
703 Basic Seamanship
704 Good Mooring Technique
705 Boat Handling
706 Emergency Response Procedures (ERPs)
707 Fire Fighting
708 First Aid
709 Safety
710 Marina Rules
711 Environmental Awareness
712 Front Desk Procedures
713 Housekeeping
714 Accidents, Injuries and Dangerous Events

* These forms may be supplied by special arrangement with the Publisher

NOTE:
A few of the forms contain areas of green shading. These correspond to the areas where information has to be filled-in by the customer or other non-employee.
JOB DESCRIPTION

TITLE

DOCKHAND

RESPONSIBLE TO

The senior dockhand

GENERAL DESCRIPTION

The dockhand works as a member of a shift system (usually a 24/7 system), providing the marina with operational and reception cover.

Much of his time will be spent out of the office, assisting owners and their boats, and attending to various checklist items such as maintenance and safety duties.

Office duties will include marina reception, booking-in visiting yachts, accepting payments, issuing keys, handling new business enquiries, and answering the VHF and telephone.

DUTIES

- Assisting owners and crews with yacht berthing and un-berthing.
- Ensuring that boats in the marina are at all times properly moored and fendered.
- Ensuring that no hazard is caused by mooring lines, electricity cables, water hoses, boat overhangs, or materials on the pontoons / floating docks and wharves.
- Towing and line handling with the marina workboat.
- Assisting owners and crews with car parking, baggage handling, and such other services as they may reasonably request.
- Checking berth/slip occupancy and contract validity, monitoring electricity and water usage.
- Carrying out routine cleaning, repairs, and maintenance.
- Cleaning and tidying buildings (including restrooms when no cleaner is on duty), to maintain a high standard of hygiene and appearance.
- Ensuring that marina users obey the marina rules.
- Operation of the fuel dock when the fuel dock attendant is absent.
- Booking in yachts, allocating berths/slips, issuing berth/slip contracts and invoices, receiving payment, and issuing receipts.
- Liaising with officials (e.g. police, customs, immigration).
- Issuing keys and security passes, and monitoring security (including making security patrols at night).
- Maintaining and keeping up to date all diaries and other records.
- Use of the computerised marina management system.
- Complying with the health and safety policy, with recognised good working practices, and with company guidelines, and seeing that others do so.
- Complying with company regulations regarding dress and expected modes of behaviour, and offering a personal and personable service to customers in order to enhance the reputation of the marina.
- Assisting with boat handling and boatyard operations (e.g. boat hoist).
- Complying with all marina systems and procedures.
- Assisting at special events, exhibitions and promotions.
- Assisting the management and other staff in such other matters as may be reasonably required.

REQUIRED QUALIFICATIONS & QUALITIES
- A good general knowledge of boats, boat-handling, knots and splices etc., preferably with appropriate certificate of competency.
- A good standard of spoken and written English.
- A good secondary education with training, qualification or experience in a relevant trade (e.g. electrical or mechanical engineering, carpentry, fabrication, general boatyard work etc.).
- Proficient swimmer.
- Qualifications (or willing to be trained) in VHF radio, first aid, and fire fighting.
- Of smart appearance with a pleasant personality, articulate, and with the ability to relate well to customers and other members of staff and management.
- Numeracy, and ability to maintain forms and records accurately and neatly.
- Physically fit.
- Experience in boat hoist, dry stack and similar operations desirable.

The company considers foreign language ability to be an advantage.

This job requires physical fitness and good eyesight (glasses/contact lenses are acceptable). The job will often involve lifting, pulling and pushing, and embarking/disembarking from boats, pontoons/floating docks, wharves, and jetties. Much of the job will take place outdoors, and in all weather conditions, including on occasions during bad weather that may cause additional hazards. Work will sometimes take place near and with:

- Machinery, including moving machinery, and with cranes and other lifting equipment;
- Electrical equipment;
- Boats, buildings and equipment which are under servicing or repair, with a consequent possibility of exposure to dust, fumes and chemicals.

GENERAL WORKING PRACTICE
A flexible approach towards working hours is required. This job normally requires 24/7 shift working, including public holidays. The shift system may result in working more hours some weeks than others, but when averaged over the year the hours will not usually exceed the amount defined in the job offer. If the hours are exceeded then overtime will be paid at (enter amount) times the basic rate of salary.

The dockhand may be required from time to time to assist with other duties within his reasonable capabilities as the company may reasonably request.

As with all members of staff, the dockhand is always on call in times of emergency or bad weather.

FORM 105
TERMS OF EMPLOYMENT

This job description should be read in conjunction with the job offer letter, including the Employee Standards.

This job description does not necessarily include or define all the tasks that may need to be undertaken. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. This fact is reflected in the salary.
EMPLOYMENT APPLICATION
and RECORD

Full Name:

Position applied for:

Full-time or part-time?  PART-TIME *  FULL-TIME *

DECLARATION
a) The information I have given on the following pages is correct.
b) I understand the job description and the need to work safely.
c) I authorize the company to make credit checks and criminal record checks on me, and to take up references.
d) EITHER*: I do not know of any medical, mental, or physical condition that might prevent me from working efficiently and safely.

OR*: I have provided details of a condition(s) that might affect my ability to work efficiently and/or safely, but I still wish to proceed with this application.

(S * delete as applicable)

Signed by the Applicant

Date:
EMPLOYEE STANDARDS

All employees are expected to perform their duties for the company in accordance with these standards.

Where the context so permits, references to the masculine are deemed to include and apply to the feminine also, and the singular to the plural.

Where any of these standards conflict with the offer of employment letter then the letter shall take precedence.

1. Loans
   It is the company's policy not to advance money to employees.

2. Other Employment
   During the course of his employment, the employee must not:
   a) Do any other work, paid or unpaid, if this is likely to affect the performance of his job with the company.
   b) Have an interest in, or take part in, any other business or activity that might result in a conflict of interest with the business of the company.
   c) Work for any company which is a customer, contractor, concessionaire, or tenant of the company without first obtaining the prior written permission of the company.

3. Grievance Procedure
   If an employee has a grievance or is concerned about a work-related matter, he should first discuss it with his immediate superior. The superior will try to reach a satisfactory settlement, but failing that the employee will be able to pursue his grievance or concern through the management structure of the company up to managing director level.

   If the grievance or concern is serious, an employee will normally be expected to submit it in writing.

   During any grievance meetings an employee may be accompanied by a colleague, friend, advisor, or witness.

   An employee shall not withhold his labor or take any form of disruptive action until the above procedure has been fully exhausted. Thereafter an employee shall be entitled to take such further action as law may entitle him to.

   [The grievance procedure is separate from the disciplinary procedure. The grievance procedure will not be used to deal with an appeal against disciplinary procedure.]

4. Disciplinary Procedure
   If the company feels that an employee has breached these standards or part of his employment contract, the following procedure will be followed:
## FUEL LEAK E.R.P.

<table>
<thead>
<tr>
<th>Action 1</th>
<th>If there is a risk of fire EVACUATE the area.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action 2</td>
<td>Identify the source of the leak and shut-off:</td>
</tr>
<tr>
<td></td>
<td>- Fuel pipelines and pumps</td>
</tr>
<tr>
<td></td>
<td>- Electrical supplies and equipment</td>
</tr>
<tr>
<td></td>
<td>- Engines and other hot equipment</td>
</tr>
<tr>
<td>Action 3</td>
<td>Contact:</td>
</tr>
<tr>
<td></td>
<td>- Fire service</td>
</tr>
<tr>
<td></td>
<td>- Anti-pollution task force</td>
</tr>
<tr>
<td></td>
<td>- Marina manager (or executive director)</td>
</tr>
<tr>
<td></td>
<td>- Fuel supplier (if leaking from marina equipment)</td>
</tr>
<tr>
<td>Action 4</td>
<td>Cordon-off the area and post a guard.</td>
</tr>
<tr>
<td>Action 5</td>
<td>If safe to do so, deploy clean-up materials (e.g. oil booms, detergents, absorbent materials).</td>
</tr>
<tr>
<td>Action 6</td>
<td>Proceed according to the <strong>FORM 210 ERP Follow-up Actions</strong></td>
</tr>
</tbody>
</table>

**WARNING**

**DO NOT** turn-on electricity or fuel supplies while there is a continuing risk of fire or pollution.
# ACCIDENT or DANGEROUS EVENT REPORT

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weather (Wind, sea, visibility etc.)</th>
<th>Names of Witnesses (Record statements &amp; contact details on a separate sheet)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Details of Accident or Event (Continue on a separate sheet if necessary) |
|                                                                          |
|                                                                          |

| Cause of Accident or Event (Continue on a separate sheet if necessary) |
|                                                                          |
|                                                                          |

<table>
<thead>
<tr>
<th>Severity of Accident or Event (* Circle as appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death*</td>
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<td></td>
</tr>
</tbody>
</table>

| Action Taken (Continue on a separate sheet if necessary) |
|                                                        |
|                                                        |

<table>
<thead>
<tr>
<th>Signed</th>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>

**CHECKLIST**

- Photographs
- Witness statements
- Injuries
- Effect of weather
- Sketches & measurements
- Staff statement
- Police involvement
- Technical causes
- Third parties affected
- Damage to property
- Violence
- Other causes

**FORM 217**
CREDIT CARD AUTHORIZATION

Name of cardholder: 
Credit card type:  
Credit card number: 
Expiration date: 

I hereby authorize _____________ (“the Company”) to charge my card for the following services (subject to such services being provided by the Company):

- Berth utilities
- Telephone, WiFi, CTV
- Secretarial and concierge
- Fuels and pump-out
- Food and beverages
- Ship’s stores and chandlery
- Gardinage
- Repairs and maintenance

I note that I may cancel this authorization at any time by notice in writing.

<table>
<thead>
<tr>
<th>Cardholder’s signature</th>
</tr>
</thead>
</table>

Signed by the cardholder: 

Date:

FORM 309
DOCKHAND DAYSHIFT CHECKLIST

Date: _______________

Your responsibility is to check for defects, deficiencies, hazards, and cleanliness.
Rectify any problem immediately if possible, or otherwise note details on the attached Defect and Hazard Record form and give it to the manager.
This checklist is only a guide and you are expected to use your experience and initiative.

Receive from the night-shift dockhand:

- Night-shift checklist
- Log sheet
- Vacant berth/slip list
- Marina diary
- Petty cash and record sheets
- Keys for buildings, workboats, vehicles
- VHF, mobile phone
- FORM 427 Boat Night Arrival

Yacht mooring ropes and fenders:

Check all yachts are properly tied up with adequate ropes and fenders, and that these are in good condition. Yachts undamaged. Pontoons/floating docks clear of obstructions, including overhangs.

- Check before 1000 hours
- Check between 1600 and 1800 hours

Other checks on yachts:

- Berth/slip occupancy
  (Compare actual occupancy with office list and modify list or move boats as required.)
- Berth/slip electricity
  (Record connections and read meters.)
- Owner’s intentions
  (Determine any periods of absence.)
- Collect fees
  (Collect any fees or send owner to office.)

Form 405
# FUEL CREDIT SALES

Date: _____________________       Sheet _____ of ______

<table>
<thead>
<tr>
<th>Customer or boat name</th>
<th>Quantity supplied (liters)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Petrol</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total price</th>
<th>Customer's signature</th>
<th>FOR OFFICE USE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**TOTALS**

**FORM 409**
APPLICATION FOR A BERTH/SLIP

BOAT

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length overall (m)</td>
<td>Reg. No.</td>
</tr>
<tr>
<td>Beam (m)</td>
<td>Draft (m)</td>
</tr>
</tbody>
</table>

OWNER

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal address</td>
</tr>
<tr>
<td>Email</td>
</tr>
</tbody>
</table>

| Home | Mobile |

REQUEST

I request a berth/slip: from ____ to ____

| dd/mm/yyyy | dd/mm/yyyy |

I request:

| a WET berth | a DRY berth |

I wish to use the boat commercially:

| YES | NO |

SUBMISSION

I understand that berths/slips are subject to availability and are offered according to the published fees and the Marina Rules. I further understand that you are entitled to refuse this application without giving any reason.

| Signed | Name | Date |

Owner* or Legal Representative of Owner*

( * Please circle as applicable )

FORM 418
TYPICAL ORGANIZATION - LARGE MARINA

Manager
(Overall responsibility for Health and Safety and Customer Relations)

Financial Controller
Receptionist(s)
Senior Dockhand or Assistant Manager (Customer Relations)
Secretary
Assistant Manager (Boatyard)

Administrative Assistant(s)
Dockhands & Security (24 hours)
Fuel Dock
Rescue & patrol
Maintenance Hand(s)

Hoist
Repairs
# INSTRUCTION TO CONTRACTOR

<table>
<thead>
<tr>
<th>Date</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor</td>
<td></td>
</tr>
<tr>
<td>For the attention of</td>
<td></td>
</tr>
<tr>
<td>From</td>
<td></td>
</tr>
<tr>
<td>Instruction number</td>
<td></td>
</tr>
</tbody>
</table>

| Contract name |  |
| Work area |  |
| Instructions: |  |

Continue on another sheet if necessary

This instruction is given:  
(A) Because the works are not in accordance with the Contract.  
(B) For clarification.  
(C) As a Variation Order to the Contract.  
(D) For safety or marina operational reasons.

Signed:  
Name:  
Date:

FORM 511
GOOD MOORING TECHNIQUES

including
Photographs of Good & Bad Examples
BOAT HANDLING

The following forms are to be enclosed with this training document:

• FORM 415 Workboat Equipment

Type of Workboats Used at Marinas

A marina will usually require two workboats, usually a RIB (Rigid Inflatable Boat) and a Dory.

The RIB will fulfil a multi-purpose role:

▪ Customer and VIP transport
▪ Race and safety boat
▪ Towage and assistance outside the marina

A custom-designed RIB

The Dory will be used by the dockhands for:

▪ Maintenance to pontoons/floating docks and jetties/wharves
▪ Cleaning-up floating trash
▪ Towing boats inside the marina

A custom-designed RIB
FIRE FIGHTING

The following forms are to be supplied with this training document:
- **FORM 204  Fire ERP**

Introduction

Fire is the biggest threat to a marina.

All marina employees must be aware of potential fire hazards and be trained to react properly in case of a fire.

Fires are very dangerous and you should always be certain that you will not endanger yourself or others when attempting to deal with a fire.

What is Fire & What is Fire-Fighting?

Three things combine to cause a fire:
- A fuel or combustible material
- Enough heat to raise the fuel or material to its ignition temperature
- Enough oxygen to sustain the fire

Fire-fighting aims to remove one of the above three things because then the fire will die.

Types of Fire

Not all fuels are the same, and if you use the wrong type of fire extinguisher you can make matters worse. It is therefore very important to understand the four main types of fire.

![Class A](image)

**Class A**  Wood, paper, cloth, domestic trash, plastic

![Class B](image)

**Class B**  Flammable liquids

![Class C](image)

**Class C**  Flammable gas

Live electrical equipment
THE MARINA RULES

Introduction
The Marina Rules are the rules and regulations that apply to every person and boat that uses the marina.

Many of the rules are common-sense rules but they are needed to ensure that everyone can use the marina legally, peacefully, and safely.

Some of the rules concern legal or financial subjects and these will not normally concern the dockhands and front-office team.

Parts One and Two
It will be noted that the marina rules enclosed used here comprise Part One and Part Two.

In the marina industry, most marina rules are written entirely with the boat owner in mind, forgetting that many users of the marina are not yachtmen and may not even go near a boat (e.g. users of the restaurants, boardwalk, etc.). This means that the marina owner may be exposed to legal claims in case of injury, loss, or damage to a person ashore. Therefore, in this example:

- Part One is applicable to all persons (including boat owners).
- Part Two has additional rules that are applicable only to boat owners.

Guidance for Dockhands
The Marina Rules are shown on the next pages. These rules have been developed over the past 25 years.

The most important rules for the dockhands and front office team to check up on are the ones marked in bold.

When the dockhand is on the marina he should particularly look out for people or boats that are not obeying the marina rules.