

Guernsey Harbours

Annual Report 2017



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Foreword from the General Manager

For Guernsey Harbours, 2017 was a year of consolidation and preparation for change, with traffic from both commercial and private vessels remaining steady.

Income for 2017 totalled £9.1m¹, which was slightly ahead of our forecast and 2% up on 2016. Within this total, commercial income dropped slightly below 2016 levels. Leisure income performed well in 2017 and remained just slightly ahead of 2016.

Foot passenger movements for 2017 were up 2.6% (+9,701), taken across the UK, Jersey and French routes. Herm and Sark passenger numbers dropped by 3.8% (-4,955) on 2016 levels, with the largest decline in Herm passenger movements (-5% or 4.4k fewer passengers). Private vehicle movements were up by 1% (+722), whilst commercial vehicle movements remained below 2016 figures at -2% (-764) and bulk cargo was down slightly at -4.5% (-14,525 tonnes).

Although Harbour assets have been well maintained, it is recognised that a number of our built assets will require upgrading and as a result a significant capital spend will be necessary across the Guernsey Harbours estate and infrastructure. We await with interest the developments of the Harbour Action Area, and the Eastern seaboard enhancements for Guernsey, not least so we can better understand our spend against any improvements or change in the ports activity as we all seek to improve the passenger experience and facilities.

I am grateful for the co-operation and support of all staff at Guernsey Harbours and for their help and assistance in 2017. They are a dedicated and highly professional team who love maritime affairs and our island waters. I am proud to lead them into another year of exciting opportunity and challenge.

Colin Le Ray

General Manager – Ports.

¹ Taken from the Billet d'Etat XVI 2018 The States of Guernsey Accounts 2017, P.2018/45 - <https://www.gov.gg/CHttpHandler.ashx?id=113524&p=0>

2017 in Figures

- 1,850 active moorings and berths in St Sampson's and St Peter Port marina's and pool areas.
- 6,000 registered private boats in Bailiwick waters.
- There are 116 properties across our St Peter Port and St Sampson's Harbour estate.
- A total of 271,737 tonnes of freight was imported into Guernsey via our facilities in 2017.
- 38,456 tonnes of freight exported out of Guernsey using our facilities in 2017.
- 94 cruise ships visited Guernsey in 2017.
- 110,209 cruise ship passengers visited the island via ship-to-shore tenders in 2017.

2017 in Review



Guernsey Harbours provide essential lifeline services including sea passenger and freight facilities for commercial operators, a fishing port, and visitor and local marinas. Without these facilities, the goods the islands' economies need to thrive would not be able to be imported. Additional facilities include the provision of berthing and / or marina facilities for local and visiting boat owners, together with berthing and handling facilities for the commercial sea transport requirements of the Island. All of these services are delivered around the year and around the clock whilst complying with the international codes and requirements.

Guernsey Harbours was proud to receive the 'Best UK & British Isles Port of Call' category in the prestigious Cruise Critic Editors' Picks Awards in 2017. It is a reflection of the effort and teamwork that has been invested by Guernsey Harbours staff, the Cruise companies, VisitGuernsey, shipping agents, local tour operators and many others in our community who work hard to make this industry such a success for the island.

Passenger and Cargo Movements

A relatively mild winter started 2017 in a positive way, with few weather-related cancellations. This had a positive impact on passenger traffic in the first quarter of the year, which when combined with problematic periods of fog at Guernsey Airport, drove more passengers to travel by sea.

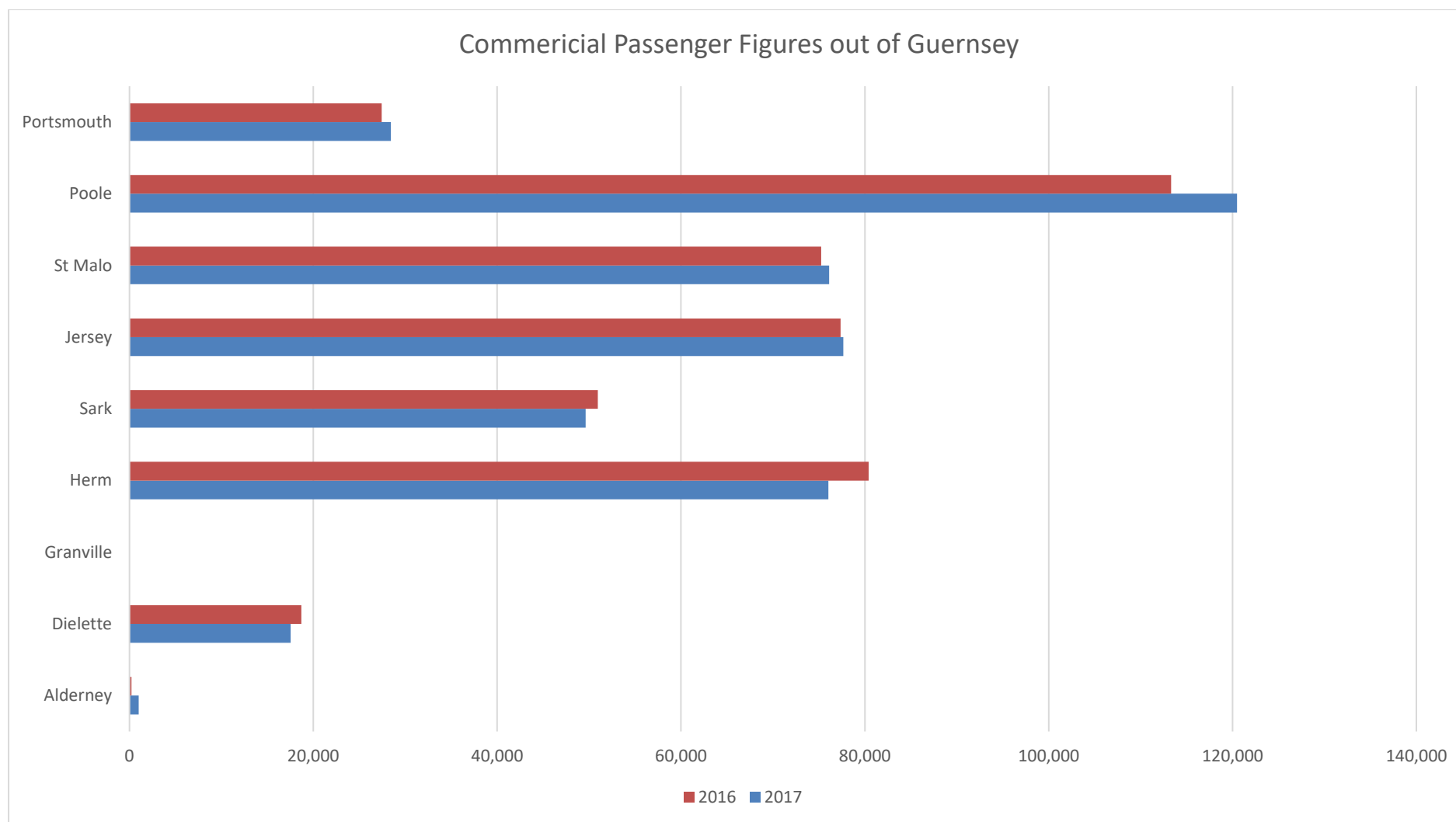
The tables overleaf show the annual performance of passenger numbers on the respective routes into and out of Guernsey.



Route and passenger performance 2017

PORT	2017	2016	%
Alderney	989	214	362%
Dielette	17,523	18,708	-6%
Granville	7	0	100%
Herm	76,024	80,424	-5%
Sark	49,617	50,947	-3%
Jersey	77,665	77,365	0%
St Malo	76,120	75,236	1%
Poole	120,495	113,322	6%
Portsmouth	28,445	27,443	4%
TOTAL	446,885	443,659	1%

Source: Guernsey Harbours.



Source: Guernsey Harbours.

Route and Movement Analysis – Guernsey Harbours

Overall 2017 saw a reduction in Guernsey to Herm passengers, compared to the previous year. This isn't considered a long-term trend, but reflected an unusually high number of passengers in early 2016, resulting from a successful promotional campaign which ran in the first quarter of that year, but was not repeated in 2017. The Guernsey to Sark route saw a 3% drop in passenger numbers in 2017, with similar results observed on the Guernsey-Jersey route. There was a welcome increase in numbers travelling to and from Alderney, on a route that had not been serviced by a passenger ferry for a number of years.

It was very encouraging to see the rise in UK traffic from Poole of 6% compared to 2016.

This is a key lifeline sea link for Guernsey, providing an under three-hour link with the mainland for both foot passengers and vehicle traffic. The traditional ferry service to Portsmouth via Jersey carried a mix of passengers, private vehicles, and commercial traffic and enjoyed a 4% increase in 2017. Services to the French port of St Malo in Brittany also saw a modest increase in traffic and a 1% increase on 2016 figures. The route is served by a high-speed ferry, and is popular with Guernsey residents owning property in France, and islanders looking for a short, easy break in Europe. It is also popular with visitors from across Europe coming to the Bailiwick. Conversely, passenger traffic coming from the Normandy port of Dielette saw a 6% drop on the previous year. We believe bad weather, and tidal conditions in France may account for this, but it is encouraging to note that the services from Normandy are well supported by the regional government in France, and remain popular with passengers from France wanting to visit the islands.

At least six superyachts visited during September 2017 for supplies and fuel. This is seen as a potential growth area for Guernsey Harbours, local fuel companies, and other local suppliers, as well as an opportunity to showcase what the islands have to offer to a new market. Guernsey Harbours intend to take advantage of the island's geographic position, our duty-free marine fuel offer, and in the other high quality food and beverage products, which Guernsey can provide. These vessels typically come from shipyards or harbours in Northern Europe, on the way to the Mediterranean and or Caribbean regions. We will continue to market Guernsey as a great stopover destination for these vessels.

Finance Overview

Income for the year 2017 was £9.1 million, which ended the year 2% ahead of 2016 actual income. Within this total, commercial income dropped slightly and below 2016 levels. Leisure income performed well and ended the year ahead of last year's comparatives. Costs for the year were £6.0m, which is a slight increase on 2016 but below budgeted levels. The operating surplus for 2017 was £1.4m, after depreciation costs of £1.4m.

In respect of capital funding, external consultants Arup and the local company Geomarine commenced drilling/coring operations on the seabed on the south face of the Cambridge Berth, as part of conditional surveys on the critical quays and landings. This work will help prioritise investment around the harbours.

All staff were exceptionally busy during the winter of 2017 dealing with the impacts of bad weather, with a number of boats breaking loose and sinking on their moorings. This was despite many public appeals on traditional media outlets and on Guernsey Harbours' Facebook, Twitter, and Instagram social media channels to encourage boat owners to check the security of their vessels.

Guernsey Harbours joined the Guernsey and Alderney Airport security-screening contract with G4S Guernsey Limited in 2017. The new contract was awarded on a five-year basis, following a competitive tender process. The contract covers all of the security elements on a pan-ports basis. This means Guernsey Harbours continues to meet its security obligations under the United Nations' International Maritime Organisation rules.

The 2017 published accounts for Guernsey Ports (including Harbours and Airports) can be viewed online at: <https://www.gov.gg/article/163885/States-Meeting-on-26-June-2018-Billet-dtat-XVII>

Customer Service

Cruise ships



Guernsey Harbours received the 'Best UK & British Isles Port of Call' category in the prestigious Cruise Critic Editors' Picks Awards in 2017. A well-deserved accolade for Guernsey Harbours staff, the cruise companies, Visit Guernsey, shipping agents, local tour operators and the many others worked hard to make this new tourism sector such a success for the island.

The prestigious award was open to all UK and British Isles ports. There is no doubt that Guernsey performs well in this industry, with around 100 ships scheduled each year and a 20% boost in visitor numbers. The island endeavours to welcome cruise passengers, with a newly built arrival area, free Wi-Fi, and a helpful team of reception staff. St Peter Port is often noted for its natural appeal and the ease with which passengers can explore the island's capital.

The Cruise ships calling at Guernsey include the island either as part of an around British Isles cruise, or on the outbound or return legs of cruises to the Spanish Canary Islands, the Azores and Madeira, as well as to the Netherlands, Belgium, France, and Spain. Cruise Ships also visit during repositioning voyages between Northern Europe and the Western Mediterranean, and on short-break trips or taster cruises that leave from Southampton and give passengers a chance to experience a mini-cruise.

Guernsey's cruise ship season starts in April and runs through until October in any given calendar year. The total number of passengers who came ashore was 110,209 in 2017. The biggest ship to visit St Peter Port, with a maximum passenger capacity of 4,372, and 143,730 Gross Registered Tonnes, was P&O's 2017 flagship *Britannia*.

The most frequent visitor during the 2017 season was Princess Cruises' *Caribbean Princess*, which stopped off in Guernsey 12 times. It is likely that the island will see even bigger ships in the years to come, since cruise companies are building bigger, heavier, and more powerful ships to meet increasing global demand.



Passenger terminal

Our maintenance team undertook refurbishment works in the St Peter Port passenger terminal on the New Jetty this year. These include refurbishment of the toilets, resurfacing the terminal floors and, through the joint ports security contract, the introduction of airport-style security screening to improve passenger flow and security. Guernsey Harbours has also been working with Floral Guernsey to improve the external appearance of the terminal and the pedestrian walkway on the New Jetty. These measures combine to enhance the first impression of Guernsey for visitors.

The existing ferry passenger terminal was originally constructed as a freight shed in 1929 and later converted. As such, there is a limited amount Guernsey Harbours can do, above maintenance work such as improving energy efficiency and solving leaking roofs, to enhance the building without significant external investment. We look forward to a more certain future for the building through the Harbour Action Area and the Eastern Seaboard development projects.

The Hidden Disabilities Lanyard Scheme was launched at Guernsey Ports in December 2017. The lanyard aims to show ports staff and business partners the wearer might need extra support as they travel through the islands gateways. The Ports' Disability and Inclusion Champion has been meeting with various charities and health care providers to gain an understanding of people's needs and support for the scheme. We are going to learn from our colleagues from the Guernsey Airport's Customer Focus Group along with representatives from local charities are carrying out various training and awareness sessions with front facing staff, security, sea passenger operators.

The Guernsey Ports Marine Safety Code consultation proposals have been collated and modifications made to the draft code. A second round of consultation took place against this revised code and the code will be revisited in 2018.

A public appeal to provide items for hurricane victims in the Caribbean was launched this year, in association with the Ports of Jersey. After a tremendous response, a container of donated items was shipped via Jersey during September 2017. We are grateful to members of the public, and would like to applaud their generosity in helping fellow island communities across the Caribbean.

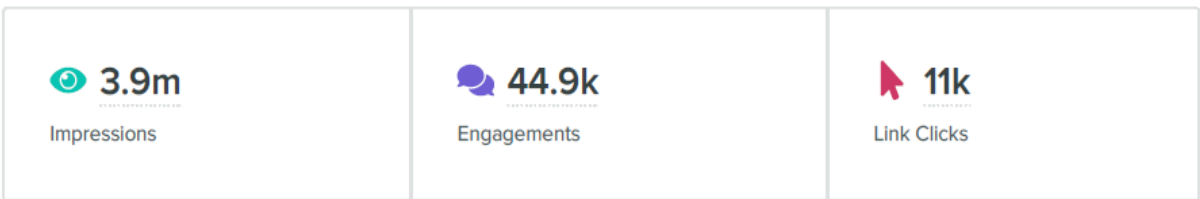
Social Media

Guernsey Harbours has a significant social media presence on Facebook, Twitter, and Instagram platforms. By being present on the platforms, Guernsey Harbours can respond quickly to praise, comments and feedback, and communicate to a new audience who may not engage with traditional media means of communication or advertising. Alongside its Guernsey and Alderney Airport counterparts, Guernsey Harbours has been working hard to increase the amount of traffic to these channels, with the aim of boosting visitor numbers, promoting sea travel, and the Guernsey marine economy. It also provides a means of highlighting the significant work that goes on behind the scenes to keep our harbours running.

Social Media continues to attract an audience of under 40s both locally and overseas, who are crucial to growth, as they are likely to have disposable income to visit relatives, attend events, conduct business travel, or visit for pleasure. Interest often 'spikes' when there is a significant event, e.g. rough weather, seafront events, and unusual vessel movements. The activities of Guernsey Harbours, and the open nature of the majority of its estate compared to the Airport, attracts the interest of both islanders and visitors. The graphs overleaf provide a snapshot of the social media statistics for by Guernsey Harbours in 2017.

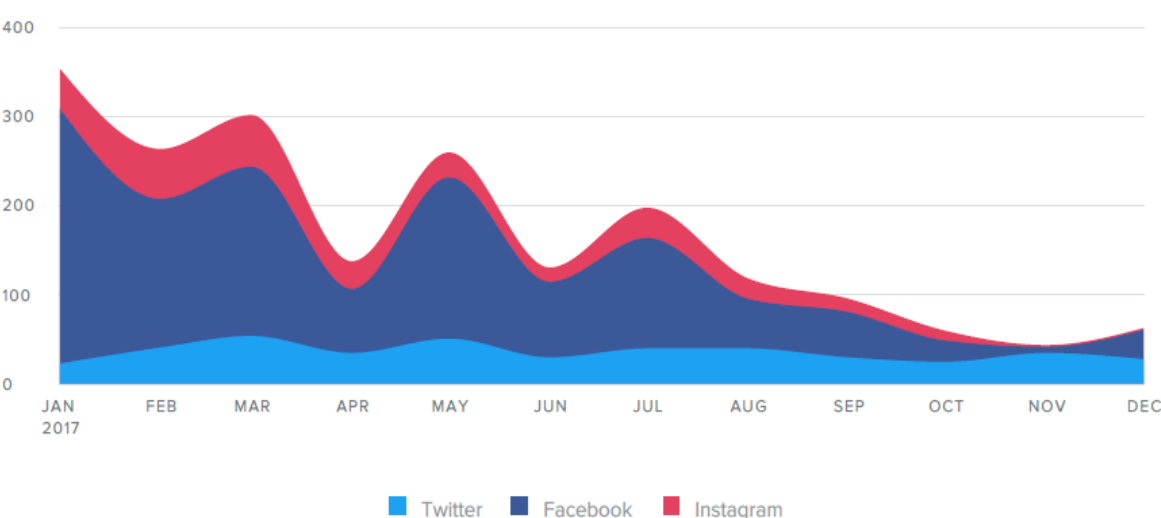


Group Activity Overview



Group Audience Growth

AUDIENCE GROWTH, BY MONTH



Audience Growth Metrics	Totals	% Change
Total Fans	9,340	↗ 28.1%
New Twitter Followers	420	↗ 33.2%
New Facebook Fans	1,276	↗ 29.3%
New Instagram Followers	325	↗ 20.7%
Total Fans Gained	2,021	↗ 28.1%

Total followers increased by
28.1%
since previous date range

Source: Guernsey Harbours.

Appendix

Guernsey Harbours

Postal Address: Guernsey Harbours, P.O. Box 631, St Julian's Emplacement, St Peter Port, Guernsey, GY1 3DL

Tel: +44 (0)1481 720229

Email: guernsey.harbour@gov.gg

Web: www.harbours.gg

Like Follow and Share Guernsey Harbours on Facebook, Twitter, and Instagram.

Picture Credits: Guernsey Harbours

Registry of British Ships (Guernsey)

Postal Address: Registry of British Ships, P.O. Box 631, St Julian's Emplacement, St Peter Port, Guernsey, GY1 3DL

Tel: +44 (0)1481 705822

Email: shipsregistry@gov.gg

Web: www.harbours.gg/Registry-British-Ships-Guernsey

Like, Follow, and Share the Registry of British Ships on Twitter @GuernseyShipReg

Ports Accounts

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