



# Annual Report – 2019

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Unless stated, all pictures are credited 'Guernsey Harbours'.

## Chapter 1 - Message From The General Manager – Ports

I welcome you to the Guernsey Harbours annual report for 2019.

Overall, there was a 1% increase in passengers arriving into Guernsey Harbours in 2019. Commercial passenger traffic by sea is still a very important part of the Bailiwick's transport requirements. Private vehicle traffic on all routes (Poole, Jersey, Portsmouth and St Malo) saw an overall -1% drop in total to 62,619 (63,690 in 2018).

General Cargo metric tonnage (t) across the Harbours rose in 2019 by 17% or 218,829t, that is 31,831t more than 2018's figure of 186,998t. Oil and Petroleum products saw an increase of 29.41% or 87,439t compared to 67,566t in 2018. Liquefied Petroleum Gas (LPG), Butane and Propane realised an -8.82% drop in imports during 2019 or 4,696t compared to 5,150t in 2018.

Guernsey Harbours Guernsey Harbours' income in 2019 was £10.1 million compared to a budgeted £9.6 million and a 2018 outturn of £9.4 million. Expenditure, excluding capital, at Guernsey Harbours in 2019 was £6.5 million, compared to an actual expenditure in £5.9 million in 2018. The overall trading surplus before depreciation was £3.5 million, a similar level to 2018's trading surplus.

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 in the coming years. The States of Deliberation's decision to fund a Future Harbour Requirement study will inform the maritime requirements of Guernsey in the years to come. We await with interest the study's conclusions.

I am grateful for the co-operation and support of all staff at Guernsey Harbours and for their help and assistance in 2019. 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**

## Chapter 2 - Profile

### 2.1. Purpose

Guernsey Harbours provide for safe and expeditious movement of commercial and private vessels, passengers and cargo to and from the islands on the most cost-effective basis. The Harbours' also looks to ensure that policies, facilities and services are aligned to its five-year Business Plan<sup>1</sup>. The purpose also needs to be commensurate with the requirements of the Islands in respect of commercial and private sea transport services and general marine navigation. Guernsey Harbours aligns to the standards set by the United Kingdom Maritime and Coastguard Agency (MCA) the United Nations' International Maritime Organization (IMO) and other supranational maritime regulatory bodies such as the European Union Maritime Safety Agency (EMSA), when required to do so.

### 2.2. Vision

Guernsey Harbours remain committed to ensuring both St Peter Port and St Sampson's Harbours remain open, safe and secure and that its operations and standards are industry leading.

### 2.3. Core Business

Guernsey Harbours' core business in 2019 was based upon its published Business Plan and its services to its customers continue to be delivered to exacting standards in a transparent and non-discriminatory manner. The core business of Guernsey Harbours encompasses the following services:









- Provision of serviceable marine harbours, marina infrastructure for local and visiting vessels, a foot passenger terminal and operational infrastructure at St Peter Port and St Sampson's Harbours, which ensure both ports, remain open, safe and secure.
- Provision of a Vessel Traffic Service covering both St Peter Port and St Sampson's Harbours, with a clear objective to providing a safe, structured and smooth vessel traffic service within its area of responsibility.
- Provision of marine navigation aids under Guernsey Harbours' jurisdiction and liaising with other providers (Trinity House) on maintaining and enhancing navigation assets for mariners in and using Bailiwick territorial waters.

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<sup>1</sup> <http://www.harbours.gg/article/170102/Corporate-Reporting>

- To provide staffing for Search and Rescue (SAR) Co-ordination for Guernsey Coastguard and the Registry of British Ships – Guernsey.

## Chapter 3 - Summary And Key Year Highlights

<b>Full Time Equivalent Employees</b>  79	<b>Total Income</b>  £10,139,000
<b>Freight Landed (Metric tons)</b>  350.079t	<b>Active Moorings</b>  1,800
<b>Cruise Liner Visits (Bailiwick)</b>  88	<b>Cruise Ship Passengers Landed</b>  112,394
<b>Harbours Estate (Properties)</b>  116	<b>RIDDOR<sup>2</sup> Events</b>  4

<sup>2</sup> Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR), which are required to be reported to the States of Guernsey's Health and Safety Executive.

## Chapter 4 - 2019 Performance

### 4.1. Introduction

Guernsey Harbours provide essential lifeline services including sea passenger and freight facilities for commercial operators, a fishing port, visitor and several local marinas. 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 islands. All these services are delivered all year, and around the clock, whilst complying with the international codes and requirements.

### 4.2. Passenger Movements

Overall, there was a 1% increase of passengers arriving into Guernsey Harbours in 2019 with 303,628, compared to 2018's figure of 300,331. On the Poole service, 104,098 passengers used the service compared to 108,450. That represents a drop of -4% compared to 2018. Foot passenger numbers using the Portsmouth service 21,809 or a -16% drop compared 2018's figure of 25,998. Passenger movements to Jersey decreased by -0.5% during 2019 or 77,711 recorded passengers compared to 2018's figure of 78,126.



On services to France, St Malo operated by Condor Ferries, attracted increase of 5% or 80,271 compared to 2018's figure of 76,397 passengers. The Manche Ile Express service to Dielette carried an encouraging 19,739 an increase of 8,379 passengers compared to 2018 or 73%. With historical and cultural assets like author Victor Hugo's house, the European market is important to consolidate and grow despite the uncertainty caused by Brexit. In total, on all commercial traffic, a 1% increase was recorded.



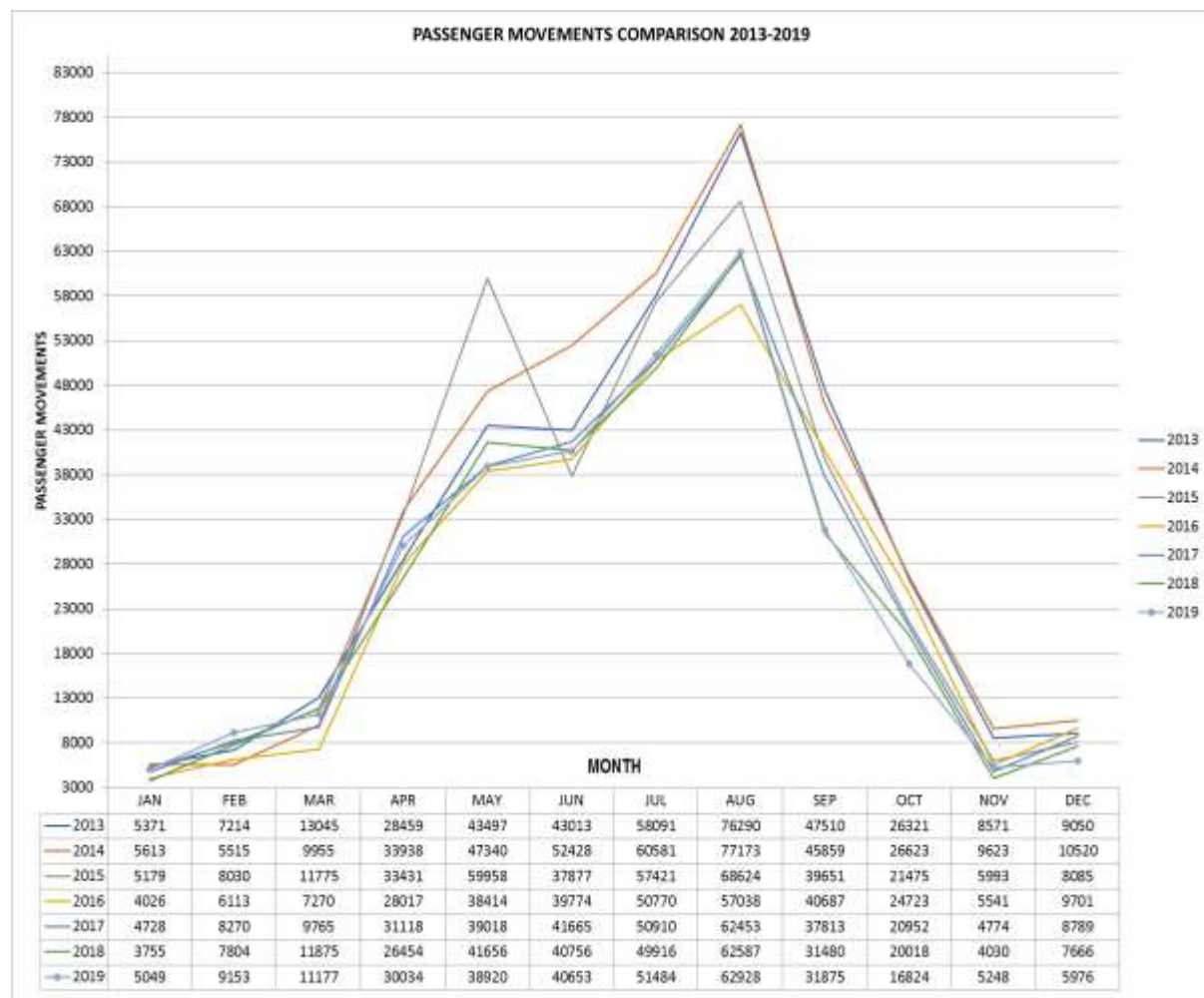


Picture: Manche Ile Express passenger catamaran - Victor Hugo.

Guernsey Harbours are the main gateway for passengers (visitors and island residents) who want to visit Alderney, Herm and Sark by sea. Passenger sailings to Sark saw rise of 4% compared to 2018. 52,305 passengers made the crossing. Sark is heavily reliant on tourism and the stable weather and sea conditions may have encouraged more journeys from visitors and local residents in Guernsey. Visits from Guernsey to Herm saw a drop of just over -6% compared to 2018. This translated into 70,744 trips compared to 75,566 in 2018. The seasonal Alderney route saw 5,124 in 2019 (2018: 2,061) travel between the island and Guernsey in competition with Aurigny services from the island's airport.

### 4.3. Private and Commercial Vehicle Movement Analysis

Private vehicle traffic on all routes (Poole, Jersey, Portsmouth and St Malo) saw either individual increases or declines, but overall there was a -1% drop in total or 62,619 (63,690 in 2018). Private vehicle numbers went up by 2% on Poole services or 29,380, compared to 28,660 in 2018. Portsmouth saw only 6,968 private vehicles compared to 2018's figure of 9,123 or -23% drop year-on-year. Jersey saw a drop of 399 private vehicles, and St Malo saw an increase of 763 vehicles. Full details can be found in Appendix 2. In total, there was an increase of 10% or 3,227 commercial vehicles entering Guernsey during 2019 or 32,102 on all routes (Poole, Jersey, Portsmouth and St Malo). This compares to 2018's figure of 29,669.



Source: Guernsey Harbours.

#### 4.4. Cruise Ships

Cruise ships call into Guernsey include the island in their ports of call either as part of an around British Isles cruise, or on the outbound or return legs of cruises to Europe and on short-break trips or taster cruises that leave from Southampton. Guernsey's cruise ship season starts in March and runs through until October in any given calendar year. The total number of passengers who came ashore in 2019 was 112,394 compared to 117,698 in 2018 or a -4% drop. As a destination, Guernsey is very fortunate to have a port so close the town centre with easy access to other island destinations, unlike Honfleur for Paris, Piraeus for Athens or Civitavecchia for Rome where a several hour return train or coach trip is required to visit the promoted destination. Day trips to Herm and Sark on organised excursions from the cruise ship company are also on offer.



Picture: MSC Orchestra cruise ship (left) and the liner RMS Queen Mary 2 (right).

## 4.5. Cargo

Guernsey Harbours provides lifeline access for the discharge of fuel, supplies, and other materials that keeps the Bailiwick's supermarkets stocked, the economy functioning, and the energy the Bailiwick needs to keep the lights on. The amount of cargo in all these categories is a good indicator of economic welling and activity. Some cargo types are imported into St Peter Port Harbour (ro-ro), whilst others (hydrocarbons, building materials, and scrap metal) are all imported or exported through St Sampson's Harbour.



Picture: Sarnia Liberty (right) and Jaynee W (left) discharging oil and petroleum products at St Sampson's Harbour.

Oil and Petroleum products saw an increase of 29% or 87,439t compared to 67,566t in 2018. This may be due to the increased need for on-island generation of electricity from oil for the power station. This rise is temporary due to the failure of the undersea power cable to France via Jersey. Nevertheless, Guernsey still requires a broad range of oil and petroleum products (petrol, diesel, aviation and marine fuels) for motor transport and manufacturing purposes.

Liquefied Petroleum Gas (LPG) is imported in the island to provide mains gas supplies to homes and businesses, which generate heating hot water, cooking, auto gas for cars. It mainly arrives in two substances, Butane and Propane. There was an -8% drop in imports during 2019 or 4,696t compared to 5,150t in 2018.

General Cargo metric tonnage (t) across the Harbours rose in 2019 by 17% or 218,829t, that is 31,831t more than 2018's figure of 186,998t.

Services operated by Ferryspeed using the Musketier (below) were launched again between Guernsey Jersey and Portsmouth, alongside Channel Seaways/Alderney Shipping services across Alderney Jersey and Guernsey to Poole.



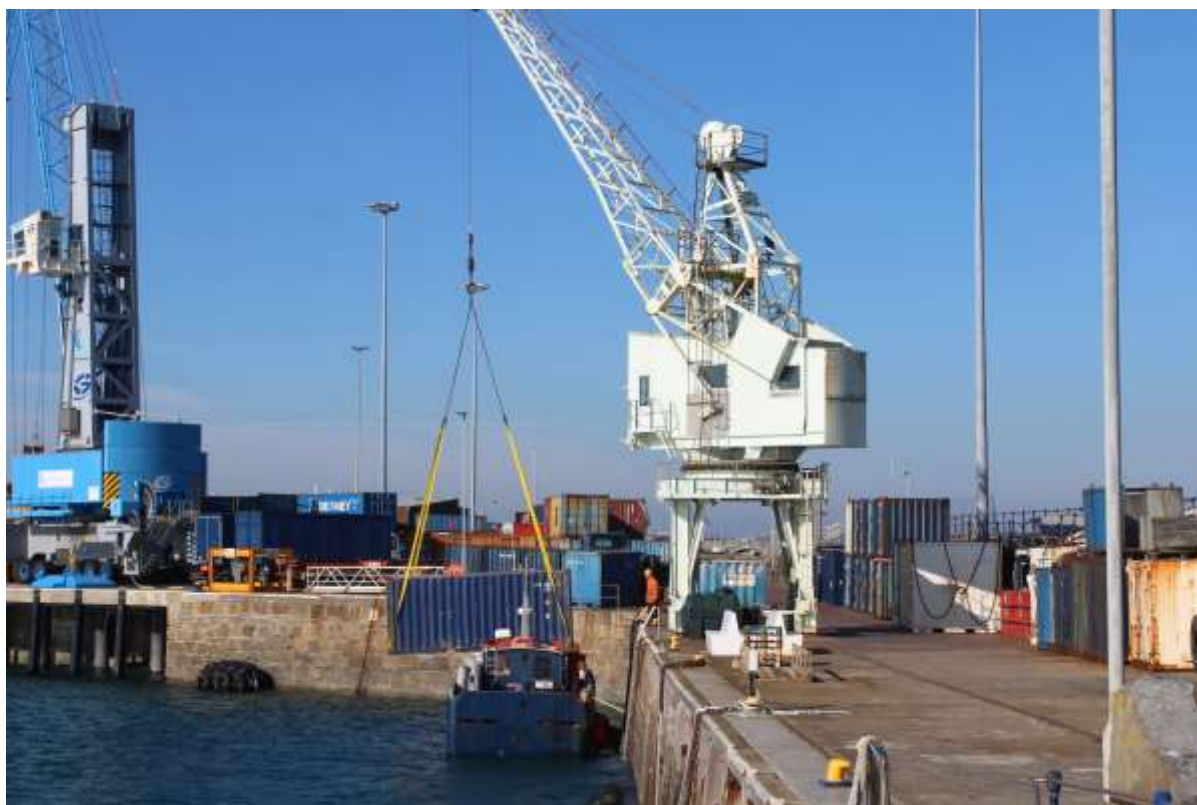
Picture: Musketier leaving St Peter Port.

Self-Discharge – the ability of ships to unload their cargo and contents by themselves went up by a modest 2% with 7,938t unloaded. Commodities saw a 9% increase to 31,177t compared to 2018's figure of 28,558t. RoRo freight continues to perform well and is a vital part in the supply chain for food and other just in time deliveries into Guernsey. Guernsey Harbours also acts as a lifeline supply for Herm and Sark for both passenger and cargo deliveries, our crane operations are regularly involved in the movement for goods and freight that keep the islands supplied.





Picture: Commodore Goodwill entering St Peter Port.



Picture: Guernsey Harbours' crane loading the Herm Seahorse.

## Chapter 5 - Financial

### 5.1. Financial Performance

Guernsey Harbours' income in 2019 was £10.1 million compared to a budgeted £9.6 million and a 2018 outturn of £9.4 million. Expenditure, excluding capital, at Guernsey Harbours in 2019 was £6.5 million, compared to an actual expenditure in £5.9 million in 2018. The overall trading surplus before depreciation was £3.5 million, a similar level to 2018's trading surplus.

A link to Guernsey Harbours' trading accounts is attached as Appendix 2 to this annual report, and a copy of the accounts is published on the States of Guernsey's website at [www.gov.gg](http://www.gov.gg)



## Chapter 6 - Safety, Environment and Security

### 6.1. Safety Management

Guernsey Harbours operates a marine safety management system that has been further developed through 2019. Extensive safety related activities were completed during 2019 included:

- Safety occurrence reporting and investigations
- Internal and business partner audit programme
- Health and safety training
- Internal and external safety meetings
- Safety promotional activities

### 6.2. Environment

Guernsey Harbours does promote environmental awareness among staff who work in the marine environment. Vessels using Harbours' marina and port facilities also must abide by strict rules and regulations in port and Bailiwick territorial waters concerning waste disposal, and hydrocarbon management. This is backed up by local and national legislation concerning.

Guernsey Harbours has used various methods and worked with La Societe Guernsesiase to promote awareness of the increasing number of dolphins and other marine mammals living in Bailiwick waters. We encourage boat operators to be mindful of their presence in the water and not to harass them in the marine environment. We are pleased to say the vast majority of boatowners do respect these creatures in watching them in the water. There have been a number of popular videos shared on social media when vessels have encountered the creatures.

Guernsey Harbours also installs a series of yellow speed limit buoys around the south east corner of Herm highlighting to boat owners the area contains a significant number of sea birds and provide vital breed sites and habitat. The island is a breeding colony for puffins and other sea birds who fish in the water nearby. We are pleased to say many boat owners do respect the speed limits in force during the breeding season and this helps maintain and improve the biodiversity of the local marine environment.





Picture: Guernsey Harbours' puffin buoys.

### 6.3. Security Management

Guernsey Harbours maintained its core focus on security in 2019 including:

- Continued compliance with relevant maritime security legislation in the Bailiwick, international treaty (ISPS)<sup>3</sup> and best practice.
- Protecting all users, the facilities and infrastructure of St Peter Ports and St Sampson's Harbours.
- Ensuring a robust regime of audit, inspection and testing of security measures and procedures were maintained

Security awareness campaigns remained a priority through 2019 with the ongoing maritime threat level remaining at 'Moderate'.

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<sup>3</sup> The International Ship and Port Facility Security Code (ISPS Code). Further information about the Code can be found here: [http://www.imo.org/en/OurWork/Security/Guide\\_to\\_Maritime\\_Security/Pages/SOLAS-XI-2%20ISPS%20Code.aspx](http://www.imo.org/en/OurWork/Security/Guide_to_Maritime_Security/Pages/SOLAS-XI-2%20ISPS%20Code.aspx)

#### 6.4. Car Ferry Fire Training Exercise

Guernsey Harbours has robust plans in place for dealing with a variety of emergencies. Plans to deal with a fire onboard a passenger car ferry were tested in a real-time training scenario in 2019. Guernsey Harbours' Port Operations staff, the Guernsey Fire and Rescue Service, St John Ambulance and Guernsey Police worked together to see if a 'fire' in the engine room could be put out and the same time recover occupants inside within the allocated period. Thankfully these types of events rarely occur. However, they do and have happened locally or further afield. It is vitally important these procedures are carried in a realistic simulated training scenario as much as possible. We thank Condor Ferries for making available the HSC Condor Rapide available for the exercise.



Picture: Simulated smoke from the Condor Rapide.

The vessel used was Condor Ferries' HSC Condor Rapide car ferry. Firefighter using breathing apparatus entered the ferry and recovered the occupants. The exercise provided a rare opportunity to test response plans from all services and companies involved, and learn any lessons and take them on board for future scenarios and planning. Various tabletop exercises are periodically carried out with other States of Guernsey agencies to monitor, adapt and assess any emergency and disaster recovery plans and procedures that Guernsey Harbours' need to execute should the need arise.



Picture: Casualties being assessed by St John Ambulance staff.

## 6.5. Trinity House Maintenance

The General Lighthouse Authority for England, Wales, Gibraltar and the Channel Islands is Trinity House<sup>4</sup>. In the Bailiwick, Trinity House has a number of lighthouses and navigation buoys and assets they maintain in the Channel Islands area including the Casquets Lighthouse off Alderney (pictured below). Other assets include Les Hanois, Sark, and Alderney lighthouses and Blanchard Buoy east of Sark. The organisation is an important stakeholder for Guernsey Harbours.



Picture: Trinity House.

During summer 2019, one of the organisation's support vessel the THV Galatea visited the Bailiwick to undertake some repairs to its lighthouses and its own buoys. Les Hanois of the south west coast of Guernsey (pictured overleaf) and the Casquets, east of Alderney using the vessels' helicopter capability was able to lift materials onto the structures as part of their asset maintenance programme. Trinity House maintains over 60 lighthouses around England, Wales, the Channel Islands and Gibraltar. Alderney and Sark have lighthouses as well and these highly visual aids to navigation range from isolated offshore towers exposed to the open sea to shore-based stations.

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<sup>4</sup> <https://www.trinityhouse.co.uk/>



Picture: Trinity House.

Trinity House were commissioned by Guernsey Harbours to assist in the lifting of the Fourquies Buoy southeast of Herm as part of our maintenance programme for navigation aids in local waters. Guernsey Harbours maintains and upkeeps around 60 navigational marks, structures, and beacons around the Bailiwick many of which are off-shore.



Picture: Trinity House.



## Chapter 7 - Project Updates

### 7.1. Future Harbour Requirement Study

Following a Requete<sup>5</sup> (petition) debated by Guernsey's parliament, the States of Deliberation in May 2019, agreed a future harbour study. The work has been given a completion date of December 2020. The States' Trading Supervisory Board and Guernsey Harbours are now undertaking.

- A detailed analysis of the future harbour requirements. This includes consideration of any requirement for new berth facilities east of the QEII Marina or nearer to St Sampson's Harbour.
- An assessment of the impacts, practicalities, and potential benefits of relocating some commercial port operations away from St Peter Port.
- To carry out a detailed Environmental Impact Assessment on potential land reclamation and future development east of the QEII Marina.

### 7.2. New Sarnia Workboat Construction And Delivery

Following a competitive tendering process, Guernsey Harbours selected UK manufacturer Meercat Boats of Southampton, to construct and build a new multi-purpose workboat. The new vessel is set to replace the existing Sarnia workboat that was constructed and delivered for Guernsey Harbours in the late 1980's. The new vessel, M35 to be named Sarnia, is based on Meercat's MC15 design. It is a 15.6-metre steel multi role vessel, which will feature a modern off-centre wheelhouse configuration, providing a large useable deck area.

This new vessel will be significantly more capable. It is designed to make the task of looking after our harbours and offshore navigational aids safer and more efficient. The new vessel is based on a tried and tested design but adapted for Guernsey Harbours' needs. She will give our specialist Technical Services team staff and crew more useable space and a safer working environment. She was built at the company's facility in Hythe near Southampton.

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<sup>5</sup> The Requete can be found here: <https://www.gov.gg/article/170829/St-Peter-Port-Harbour-Development>



Picture: Meercat Boats.

The design was chosen as it can support the large range of tasks required to keep the ports running, and be flexible enough to provide assistance to other agencies as required. These tasks include towage, equipment transportation, infrastructure repairs, beacon and buoy maintenance, and commercial diving activities. The new workboat provides a modern, safe and highly manoeuvrable working platform, with the addition of increased deck space and crane capacity, to carry out a wide range of duties.



Picture: Meercat Boats.

Meercat Boats are used by a variety of companies and ports in the UK such as Associated British Ports (ABP), which operates the Port of Southampton, BAE Systems' naval and submarine operations. The new Sarnia was officially named in September 2019 and was blessed by the assistant priest at the Town Church the Reverend Peter Graysmith in the presence of Guernsey's Lieutenant-Governor Sir Ian Corder (overleaf). It will be sad to see the old Sarnia eventually depart Guernsey, as she has been a real workhorse for Guernsey Harbours. This investment in new equipment will prepare us for the challenges that the next 30 years will bring. The first skipper of the old Sarnia Nick Bougourd was invited by Guernsey Harbours to have a farewell cruise in her before she was sold to new owners.





The New Sarnia has greatly expanded the range of tasks Guernsey Harbours can now undertake. The new workboat can save time by installing pontoons in the marinas, and the extra space can save multiple trips back and forth to workshop berths.

Her facilities for staff are much improved with rest areas, changing facilities, and an improved wheelhouse mini workshop, observation area, and engine capability. Overall, she has already made a difference to the capability of Guernsey Harbours when inspections and or repairs need to take place.



### 7.3. St Sampson's Marina Sill Gate

In September 2018, a control pin and bearing failure caused problems for Guernsey Harbours and vessels entering and exiting St Sampson's Marina as the gate had to be locked in an upright position. In November 2018, a temporary dam was in place whilst Guernsey Harbours' Technical Services team staff, divers, and contractors from Siteweld Limited worked around suitable weather and tidal windows to fix the parts. In early 2019, again around weather windows tides, the control system for the safe entry and exit of the marina for the 2019 season took place. Repairs soon took place once the specialist manufacturers Ravestein of the Netherlands delivered parts for fitting by Guernsey Harbours Technical Services team.



### 7.4. Havelet Slipway Update

Following storm damage in late 2019, the Ports' and Capital Works and Commercial teams' and Property Services have carried out design repair assessments to try to find a way forward. Guernsey Harbours accepts this slipway is part of our public realm responsibility. The slipway is useful from a Port Operations perspective separating small vessels (Guernsey Rowing Club, the Yacht Clubs and the Guernsey Sailing Trust) from the main entrance to St Peter Port Harbour, and are launched at Havelet Bay. Designing and executing a tendering exercise has taken a number of months to get the specification correct before seeking bids from specialist companies are due to carry out the repairs in 2020.





### 7.5. Albert Pier Light

After many months and fitting repairs around other requirements at Guernsey Harbours. The Albert Pier light finial had its covering inserted back onto the tower by our Technical Services team. The structure that protects the light was given new Perspex glass and durable roof and side panels to make it more durable in bad weather. The design was kept the same as the light is a popular landmark in St Peter Port's skyline. The Albert Pier Light also serves as an important navigational aid for mariners arriving into St Peter Port.



Picture: Albert Pier Light housing in the Workshop



Picture: Albert Pier Light housing restored

## 7.6. Harbour's Infrastructure Condition Survey

During 2019, Guernsey Harbours commissioned a report to carry out a full condition survey of quays and structures around St Peter Port and St Sampson's during low and high water. The consultants Jacobs visited the site to carry out the work (pictured here underneath the Cambridge Berth, St Peter Port Harbour), which will then shape the Ports Capital Prioritisation Programme. It widely accepted that parts of the harbours are Victorian in construction and are exposed to the harsh marine environment on a continuous basis. This programme enables Guernsey Harbours and Guernsey Airport to see what capital work needs to be carried out and in what particular order of priority or urgency. This process is constantly being reviewed and assessed by Capital Works staff as external events (e.g. weather) can alter or change harbour priorities or requirements.





## 7.7. Vessel Traffic Service (VTS)

Guernsey Harbours' introduced new procedures to manage vessel traffic within Guernsey's Harbours and the approaches. A Vessel Traffic Service (VTS) was effective from the 1 July 2019. Guernsey VTS is designed to improve safety of navigation and the efficiency of vessel movements within the area (see map overleaf). In simple terms, a marine VTS is said to have similar characteristics to an air traffic control service for airports and airspace.

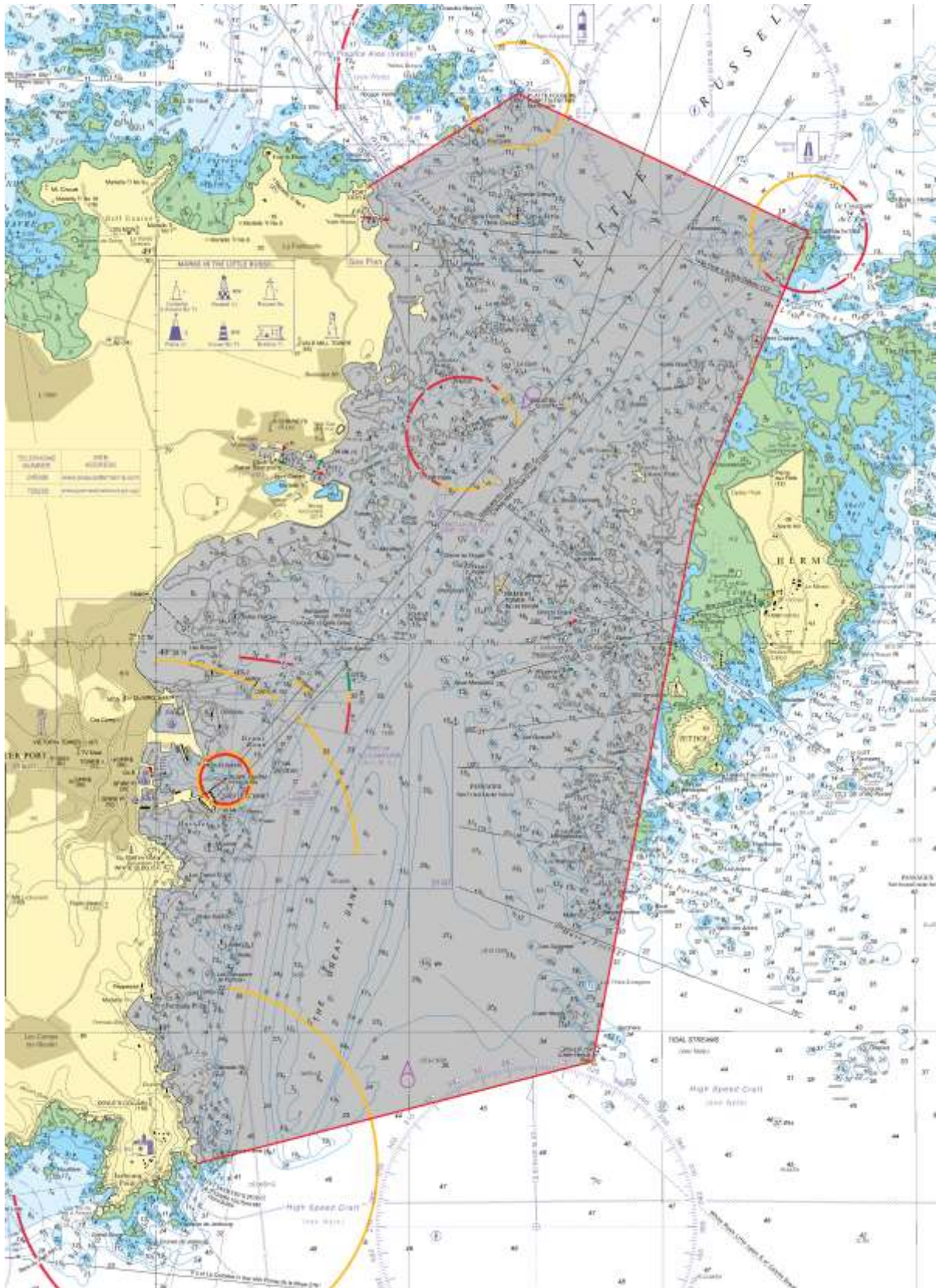
The introduction of the radio call sign 'Guernsey VTS', replaced 'Guernsey Port Control', and will be used by the VTS officers who govern and monitor vessel movements around Guernsey's eastern seaboard will be an obvious change. VTS officers will also use standard Marine Communication Phrases, set out by the International Maritime Organization (IMO)<sup>6</sup>, and are designed to avoid any ambiguity or misunderstanding between VTS officers and vessel crew. This is particularly important where English is not the first language on the bridge of visiting vessels.

Participation will be compulsory for all vessels of 20 metres or more in length, and all vessels regardless of size engaged in towing within the Guernsey VTS area have to participate in the service. All masters of vessels under 20 metres in length are strongly encouraged to monitor VHF Channel 12 when entering the VTS area. The VTS area is enclosed by a line joining St Martin's Point, the Lower Heads Buoy, Le Plat Houmet, Tautenay, the Platte Fougere Lighthouse and Fort Doyle. The area will be monitored using Radar, Automatic Identification System (AIS), VHF Radio, and CCTV coverage. A new radar has been placed on the White Rock Breakwater and another radar tower will be sited at Longue Hogue.



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<sup>6</sup> <http://www.imo.org/en/OurWork/Safety/Navigation/Pages/VesselTrafficServices.aspx>



Picture: UK Hydrographic Office. Not to be used for navigation purposes.



## 7.8. Outreach - 2019 Southampton Boat Show



Picture: APPB

In 2019, Guernsey Harbours joined its partners at Ports of Jersey, Alderney and France with a presence at the Southampton Boat Show building upon its return in 2018. The aim is to highlight what the Bailiwick has to offer to a wide audience the wide and varied cruising grounds for visiting boat owners. Having a presence at the show has given Guernsey Harbours and the wider Guernsey brand and product exposure to over 100,000 visitors from the UK and around the world. Being at the show means Guernsey Harbours can meet existing and new customers face-to-face, provide an incredible platform to entertain under the same stand as our partners. Forging new partnerships with new partners and customers at Europe's biggest boat show.

## 7.9. New Undersea Electric Cable

Guernsey Electricity completed the installation of a new undersea electricity cable (GJ1), linking Guernsey to France via Jersey. This ensures the island is once again importing more than 90% of its electricity requirements from low carbon and/or renewable energy (solar, wind, hydroelectric) sources in Europe. Guernsey Harbours' Port Operations and Technical Services' teams and Guernsey VTS, were involved in the project to ensure navigational compliance from the area of work and ensuring any moorings in Havelet Bay were removed from the cable route. The project was completed within a year, and attracted a number of spectator's on-shore to see the special cable laying ship from Norway.



Picture: Jon Le Ray

## 7.10. METSTRADE 2019

Guernsey Harbours attended the METSTRADE show (overleaf) that takes place annually in Amsterdam in the Netherlands. Our aim from the show is to meet current and potential new suppliers of equipment and materials we use, establish face-to-face contact and simplify our supply chain. METSTRADE is the world's leading platform for professionals in the leisure marine equipment industry. This global business platform focuses on innovation, market developments and on-site networking & knowledge events such as the METSTRADE Show, the world's largest leisure marine equipment trade show.



## Chapter 8 - Consultation and Feedback

### 8.1. Commercial Port Users Group (CPUG)

The Commercial Port Users Group was formed in 2015 and met every month in 2019 with the Commercial Manager – Ports acting as Chairman. The group discusses all aspects of the Guernsey Harbours' Port operations, and strategic matters.

The Group comprises senior representatives of all the Harbours' key customers and tenants; including ferry operators, handling agents, service-delivery organisations, general and maritime business representatives and law enforcement agencies. The Group's agenda and discussions over the last year covered a wide range of topics, including:

- Promotion of general maritime affairs.
- Technological updates on navigational aids.
- Facilities re-tendering.
- Consultation on future dues and charges for 2019.

The Group provides a valuable check and balance on the activities of Guernsey Harbours', it holds its management and officers to account and provides all our key stakeholders with an opportunity to challenge and direct the work planned and subsequently undertaken.

### 8.2. 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, maintaining and enhancing customer service levels.

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 its estate compared to the Airport, attracts the interest of both islanders and visitors.

## Chapter 9 - Human Resources

Whilst 2019 only saw a small overall increase in our FTE headcount at Guernsey Harbours (from 75 to 77), there were a number of significant changes over the year which may not be accurately represented by the relatively innocuous headline change in numbers.

The amalgamation of the Ports Management Functions, commenced as a trial in 2017, was formally ratified in 2019 and several new joint ports roles were created, including the new role of a Ports Capital Works Manager and Head of Technical and Estate Services. This has supported the Technical Services team and capital works functions at the Harbours by providing more support to our line managers in advancing asset replacement and improvement functions. Further work to establish new roles within the Project Management support office is planned for 2019.

Wherever possible, our Managers are encouraged to act proactively in identifying vacancies and planned departures and to pre-empt service disruption by making early appointments and affording sufficient cover to minimise services disruption and overtime with its associated fatigue-related challenges. These discussions are facilitated through regular 1:1 sessions between all senior managers and senior management and the importance of these sessions has been re-enforced over the year.

Guernsey Harbours saw long-serving Assistant-Harbourmaster Mike Gaudion retire in 2019 after many years of maritime service to Guernsey following a career in the Merchant Navy and with local ferry operators alongside Guernsey Harbours.



## Appendix 1 – Contact Details

### 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](mailto:guernsey.harbour@gov.gg)

Website: [www.harbours.gg](http://www.harbours.gg)

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

## Appendix 2 – Guernsey Harbours Accounts

The 2019 published accounts for Guernsey Ports (including Harbours and Airports) can be viewed online at:

<https://www.gov.gg/article/177763/Ports-Accounts-2019>

## Appendix 3 – Passenger, Vehicle And Cargo Statistics

PASSENGERS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL YTD	TOTAL	Change	%
POOLE	1082	1913	3359	9448	12011	14069	18631	21738	12135	8488	1224	2389	104098	108450	-4352	-4.01
OTHER UK	1671	1659	1556	3349	2156	1785	2868	3292	971	569	1933	1933	21809	25998	-4189	-16.11
JERSEY	1035	3645	4594	6270	12745	11775	11973	13124	7977	3733	840	594	77711	78126	-415	-0.53
ST MALO	1261	1936	1668	8582	9076	9734	13328	20776	8798	3861	1251	1060	80271	76397	3874	5.07
GRANVILLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DIELETTE	0	0	0	2385	2932	3088	4684	3998	2442	210	0	0	19739	11360	8379	73.76
<b>COMMERCIAL TOTAL</b>	5049	9153	11177	30034	38920	40451	51484	62928	32323	16861	5248	5976	303628	300331	3297	1.1
<b>2018</b>	<b>3755</b>	<b>7804</b>	<b>11875</b>	<b>26454</b>	<b>41656</b>	<b>40756</b>	<b>49916</b>	<b>62587</b>	<b>31480</b>	<b>20018</b>	<b>4030</b>	<b>7666</b>	<b>300331</b>			
<b>CHANGE</b>	<b>1294</b>	<b>1349</b>	<b>-698</b>	<b>3580</b>	<b>-2736</b>	<b>-305</b>	<b>1568</b>	<b>341</b>	<b>843</b>	<b>-3157</b>	<b>1218</b>	<b>-1690</b>	<b>3297</b>			
<b>%</b>	<b>34.46</b>	<b>17.29</b>	<b>-5.88</b>	<b>13.53</b>	<b>-6.57</b>	<b>-0.75</b>	<b>3.14</b>	<b>0.54</b>	<b>2.68</b>	<b>-15.77</b>	<b>30.22</b>	<b>-22.05</b>	<b>1.1</b>			
HERM	140	156	961	5836	8418	10662	16665	17080	7779	1916	1131	1495	70744	75566	-4822	-6.38
SARK	536	580	832	3363	7045	7669	12310	11420	5961	1975	614	823	52305	49964	2341	4.69
ALDERNEY	0	0	0	0	401	1017	1606	1300	801	0	0	0	5125	2061	3064	148.67
<b>INTER BAILIWICK TOTAL</b>	676	736	1793	9199	15864	19348	30581	29800	14541	3891	1745	2318	128174	127591	583	0.46
<b>2018</b>	<b>467</b>	<b>1861</b>	<b>1775</b>	<b>5712</b>	<b>16489</b>	<b>22328</b>	<b>28364</b>	<b>28942</b>	<b>16116</b>	<b>4213</b>	<b>1324</b>	<b>1972</b>	<b>127591</b>			
<b>CHANGE</b>	<b>209</b>	<b>-1125</b>	<b>18</b>	<b>3487</b>	<b>-625</b>	<b>-2980</b>	<b>2217</b>	<b>858</b>	<b>-1575</b>	<b>-322</b>	<b>421</b>	<b>346</b>	<b>583</b>			
<b>%</b>	<b>44.75</b>	<b>-60.45</b>	<b>1.01</b>	<b>61.05</b>	<b>-3.79</b>	<b>-13.35</b>	<b>7.82</b>	<b>2.96</b>	<b>-9.77</b>	<b>-7.64</b>	<b>31.8</b>	<b>17.55</b>	<b>0.46</b>			
CRUISE	0	0	0	6263	35597	20493	28151	16518	5214	158	0	0	112394	117698	-5304	-4.51
<b>CRUISE TOTAL</b>	0	0	0	6263	35597	20493	28151	16518	5214	158	0	0	112394	117698	-5304	-4.51
<b>2018</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1754</b>	<b>28366</b>	<b>24036</b>	<b>30862</b>	<b>17773</b>	<b>15917</b>	<b>-1010</b>	<b>0</b>	<b>0</b>	<b>117698</b>	117698	0	
<b>CHANGE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4509</b>	<b>7231</b>	<b>-3543</b>	<b>-2711</b>	<b>-1255</b>	<b>-10703</b>	<b>1168</b>	<b>0</b>	<b>0</b>	<b>-5304</b>			
<b>%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>257.07</b>	<b>25.49</b>	<b>-14.74</b>	<b>-8.78</b>	<b>-7.06</b>	<b>-67.24</b>	<b>-115.64</b>	<b>0</b>	<b>0</b>	<b>-4.51</b>			



OFFICIAL

VEHICLES PRIVATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL YTD	TOTAL	Change	%
POOLE	470	716	1362	2935	3568	3944	4620	4887	3657	2702	519	942	29380	28660	720	2.51
OTHER UK	685	611	616	697	666	659	852	920	265	155	842	814	6968	9123	-2155	-23.62
JERSEY	129	353	463	791	1039	978	1005	1080	795	645	203	156	7481	7880	-399	-5.06
ST MALO	318	478	577	1913	2092	2158	2988	4338	2363	1120	445	310	18790	18027	763	4.23
<b>TOTAL</b>	<b>1602</b>	<b>2158</b>	<b>3018</b>	<b>6336</b>	<b>7365</b>	<b>7739</b>	<b>9465</b>	<b>11225</b>	<b>7080</b>	<b>4622</b>	<b>2009</b>	<b>2222</b>	<b>62619</b>	63690	-1071	-1.68
<b>2018</b>	<b>1522</b>	<b>2151</b>	<b>3333</b>	<b>5722</b>	<b>7698</b>	<b>7768</b>	<b>9687</b>	<b>11710</b>	<b>7357</b>	<b>5301</b>	<b>1441</b>	<b>2532</b>	<b>63690</b>			
<b>CHANGE</b>	<b>80</b>	<b>7</b>	<b>-315</b>	<b>614</b>	<b>-333</b>	<b>-29</b>	<b>-222</b>	<b>-485</b>	<b>-277</b>	<b>-679</b>	<b>568</b>	<b>-310</b>	<b>-1071</b>			
<b>%</b>	<b>5.26</b>	<b>0.33</b>	<b>-9.45</b>	<b>10.73</b>	<b>-4.33</b>	<b>-0.37</b>	<b>-2.29</b>	<b>-4.14</b>	<b>-3.77</b>	<b>-12.81</b>	<b>39.42</b>	<b>-12.24</b>	<b>-1.68</b>			

VEHICLES COMMERCIAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL YTD	TOTAL	Change	%
POOLE	11	33	94	110	148	99	95	82	92	158	23	22	945	742	203	27.36
OTHER UK	2350	2284	2875	2474	2434	2235	2571	2429	2589	2606	2609	2236	27456	25119	2337	9.3
JERSEY	196	155	261	221	356	440	393	294	228	269	247	238	3060	2473	587	23.74
ST MALO	133	102	156	128	170	167	91	153	90	136	109	99	1435	1335	100	7.49
<b>TOTAL</b>	<b>2690</b>	<b>2574</b>	<b>3386</b>	<b>2933</b>	<b>3108</b>	<b>2941</b>	<b>3150</b>	<b>2958</b>	<b>2999</b>	<b>3169</b>	<b>2988</b>	<b>2595</b>	<b>32896</b>	29669	3227	10.88
<b>2018</b>	<b>2385</b>	<b>2325</b>	<b>2937</b>	<b>2612</b>	<b>2979</b>	<b>2803</b>	<b>2792</b>	<b>2803</b>	<b>2745</b>	<b>2832</b>	<b>2456</b>	<b>2433</b>	<b>29669</b>			
<b>CHANGE</b>	<b>305</b>	<b>249</b>	<b>449</b>	<b>321</b>	<b>129</b>	<b>138</b>	<b>358</b>	<b>155</b>	<b>254</b>	<b>337</b>	<b>532</b>	<b>162</b>	<b>3227</b>			
<b>%</b>	<b>12.79</b>	<b>10.71</b>	<b>15.29</b>	<b>12.29</b>	<b>4.33</b>	<b>4.92</b>	<b>12.82</b>	<b>5.53</b>	<b>9.25</b>	<b>11.9</b>	<b>21.66</b>	<b>6.66</b>	<b>10.88</b>			
CARGO	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL YTD	TOTAL	Change	%
GENERAL CARGO	18326	17720	22272	18363	20693	18786	20142	20014	20225	21845	20443	17063	218829	186998	31831	17.02
OIL / PETROL	9454	11299	8964	9265	9370	5239	6081	5754	9161	7547	5305	6853	87439	67566	19873	29.41
GAS	700	780	550	0	550	351	370	0	570	356	469	950	4696	5150	-454	-8.82
SELF DISCHARGE	1556	500	0	879	613	475	1077	303	824	478	1233	0	7938	7763	175	2.25
COMMODITIES	1325	2971	2050	5774	3860	2001	2000	3048	3266	1500	3382	0	31177	28558	2619	9.17
<b>TOTAL</b>	<b>31361</b>	<b>33270</b>	<b>33836</b>	<b>34281</b>	<b>35086</b>	<b>26852</b>	<b>29670</b>	<b>29119</b>	<b>34046</b>	<b>31726</b>	<b>30832</b>	<b>24866</b>	<b>350079</b>	296035	54044	18.26
<b>2018</b>	<b>22632</b>	<b>25295</b>	<b>36361</b>	<b>24531</b>	<b>28270</b>	<b>26202</b>	<b>27138</b>	<b>28135</b>	<b>22439</b>	<b>30954</b>	<b>24078</b>	<b>29974</b>	<b>296035</b>			
<b>CHANGE</b>	<b>8729</b>	<b>7975</b>	<b>-2525</b>	<b>9750</b>	<b>6816</b>	<b>650</b>	<b>2532</b>	<b>984</b>	<b>11607</b>	<b>772</b>	<b>6754</b>	<b>-5108</b>	<b>54044</b>			
<b>%</b>	<b>38.57</b>	<b>31.53</b>	<b>-6.94</b>	<b>39.75</b>	<b>24.11</b>	<b>2.48</b>	<b>9.33</b>	<b>3.5</b>	<b>51.73</b>	<b>2.49</b>	<b>28.05</b>	<b>-17.04</b>	<b>18.26</b>			