



**PORT OF  
DOVER**

## **Guidance Manual**

### Single and Annual Work Requests (Permit to Undertake Work Guidance)

#### **Port of Dover**

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## Contents

1. Introduction .....	1
2. Work Requests .....	2
3. Annual Work Requests/Permit to Work.....	3
4. Emergency Works .....	3
5. Appendix .....	3

## 1. Introduction

The purpose of this document is to provide guidance for contractors and third parties applying to undertake any construction and maintenance activities anywhere within the Ports boundary.

PoD is committed to ensuring that all reasonably foreseeable risk arising from construction activities within the boundary of the Port, are effectively managed and where applicable, mitigated so far as reasonably practicable. The policy forms part of the PoD's Asset Management assurance and as such demonstrates the Ports continued commitment to ensuring that risk to people and operations arising from third party operational activities, is effectively managed.

A failure to comply with this standard may have serious consequences for individuals and companies found to be in breach of the principals and procedures defined within.

For queries regarding this document contact: [access.use@portofdover.com](mailto:access.use@portofdover.com)

## 2. Work Requests

All works to be undertaken within the Ports boundary must be managed by submitting a completed Access & Use application form.

Step No	Step Description	Role	Description
1.	Apply to work	Applicant	Download an application form from: <a href="https://portofdover.com">Port Information - Access Requirements (portofdover.com)</a> Fill out the application form making sure to complete each question in full and covering all aspects of work to be undertaken. When complete, email the application along with all supporting documentation to: <a href="mailto:access.use@portofdover.com">access.use@portofdover.com</a>
2.	Initial triage of application	A&U Technical Clerk	A review of the application will be undertaken by the Technical Clerk for A&U. The Technical Clerk will reject the application, which will be chargeable, if incomplete information is submitted.
3.	Review by competent persons	A&U Technical Clerk, & Engineers	A review of your assessment of the hazards associated with the work will be undertaken. If your application is detailed enough and your assessment of the risk is adequate with mitigating control measures, the work request application will be approved. If the application is unsatisfactory, it will be rejected, which is chargeable.
4.	Approve	A&U Technical Clerk, and Engineers	If your application is deemed acceptable, your request to undertake work will be approved. You will receive notification from the A&U Technical Clerk that the application is approved. A Permit to Work (PTW) will be issued for signature and return.
5.	Undertake work	Applicant/Employees	Upon approval, a Permit to Undertake Work (PTUW) will be issued and work may commence, providing the persons undertaking the work are all named on the permit and the detail of the work is fully defined within the information supplied when reviewing the permit.
6	Close out	Applicant	Upon completion of the work and within a 4-week period, any requested information such as certification, and As-built documentation, must be supplied. Failure to do this will result in further applications to work being rejected until the required information is supplied to a satisfactory standard.

### **3. Annual Work Requests/Permit to Work**

An Annual Work Request is suitable for a contractor who regularly carries out low risk routine maintenance and/or servicing. The same application process applies; however, the following should be noted: -

- Select the tick box option on page 2 of the A&U Application Form specifying an Annual Work Request.
- Site specific RAMS must be submitted where possible, for all tasks likely to be carried out over the year.

Once the Annual Work Request is in place, a pre-notification for each visit should be sent to [Access.Use@portofdoover.com](mailto:Access.Use@portofdoover.com) providing at least 48 hours' notice unless it's an emergency. The following information should be provided: -

- A statement of what work will be carried out. This must be covered by the Annual Work Request and will not include installations. Where a hazardous permit is required e.g. hot works, more notice will be required; this will be detailed in the RAMS Guidance Documentation.
- The location of the work. Traffic Management plans may be requested to ensure adequate arrangements are in place.
- The names of those attending site.
- Date of the works.

A specific Work Request will be issued for each pre-notification including current access requirements.

### **4. Emergency Works**

If emergency works need to be undertaken e.g. there is an imminent risk to health, safety or environmental risk, contact the Access & Use team who will be able to advise. If the emergency is out of hours; after 16:30 weekdays or at the weekend, contact Terminal Control by email: [terminal.control@portofdoover.com](mailto:terminal.control@portofdoover.com) or by phone: 01304 240427.

Should emergency works be approved and undertaken without a documented preapproval of a work request. An application must be submitted retrospectively within 24hrs of the work being undertaken. This is for review, auditing, and traceability. Normal charges will apply.

### **5. Appendix**

Below is a flow diagram that details the Access and Use process (Work Requests, Permits and Change Control:

## Work Request, Change control and Hazardous Permits Process

