

Minimum requirements for mooring and unmooring service providers

The Port of Helsinki Ltd grants the right to provide services in the port area governed by the Port of Helsinki Ltd under EU degree 2017/352 of the European Parliament and Council, and requires the following from the service providers and their subcontractors, who register to provide **mooring and unmooring service** in the area of the Port of Helsinki Ltd.

The Port of Helsinki Ltd will make its decision based on the notifications submitted by the companies. The notifications delivered to the Port of Helsinki Ltd must describe how the company will arrange its operations and demonstrate that it fulfils the following minimum requirements. Documents proving that the company fulfils the minimum requirements set forth later on in this document must be attached to the notification.

1. General minimum requirements for the company

- 1.1. The company must follow laws and decrees, be registered in the Finnish Trade Register or other company register in the EU region, the Prepayment Register in accordance with the Finnish Prepayment Act, the Employer Register, and the VAT register as defined in the Finnish Value Added Tax Act, and it must have paid its social security and pension insurance payments and taxes. The company must register into the tilaajavastuu.fi service or otherwise prove quarterly through certifications that they have fulfilled their public obligations.
- 1.2. The company has valid liability insurance providing coverage of at least €3 million.

2. Minimum requirements concerning mooring and unmooring services

- 2.1. The services in the Helsinki region have been divided regionally into two different service areas, and the service provider must commit to providing services to all vessels, either in the city harbours (Katajanokka, South Harbour, West Harbour, Hernesaari and the Kellosaari and Hanasaari quays) or in Vuosaari Harbour. It is also possible to provide services in both areas. The company must also state in the notification in which service areas it will commit to providing its services. Changing the service area, see section [3.4].
- 2.2. The company will commit to providing mooring/unmooring services within the determined service area reliably and fairly to all vessels, in accordance with demand. The company providing the services will invoice for the services directly to the shipping company using the services or its representative.
- 2.3. The company's persons in charge must have at least two years of experience of vessel mooring/unmooring assignments and a permit to use a VHF radiotelephone. Here, person in charge refers to a person who is, at the time, responsible for the carrying out of the work, participates in the work or supervises it on site.

- 2.4. It is required that all those participating in the mooring or unmooring work are provided with a work orientation and follow the applicable parts of the occupational safety and security instructions and the terms of the authority permits valid in the port area. A sufficient number of personnel must be allocated to the work to maintain an adequate service level and occupational safety.
- 2.5. The mooring/unmooring services must be designed and produced in a manner that ensures the vessels using the service or other port traffic do not need to wait due to the service. The service provider must be able to provide mooring/unmooring services in the service area of their choice in such a way that the vessels in the passenger harbours can be served within the schedule and with a maximum response time of one hour from the order being placed in both service areas.
- 2.6. The company providing the mooring/unmooring services must report any quay damage and other accidents that may occur in connection with providing the services, to the Port of Helsinki Ltd. If damage to a quay or property is left unreported and the party who caused the damage cannot be discovered, the company that performed mooring and unmooring services will be liable for the damage.
- 2.7. The company must report all accidents and abnormal incidents it observes in the harbour area to the Port of Helsinki Ltd.
- 2.8. The company's appointed persons in charge are required to undergo a concise security clearance as ordered by the Port of Helsinki Ltd.
- 2.9. The service provider's personnel must have valid occupational safety cards.
- 2.10. The service provider's personnel must have sufficient Finnish and English language skills. At least one personnel member taking part in each individual mooring or unmooring assignment must speak fluent English.
- 2.11. The service provider's personnel must have adequate emergency aid and fire-extinguishing skills.
- 2.12. The service provider must have one point of contact who can be reached 24/7 by a VHF radiophone or by telephone.
- 2.13. The service provider's personnel must wear an ID card approved by the Port of Helsinki Ltd when moving around the port area.
- 2.14. The service provider must have vehicles for providing the service, as pedestrian access to the port area is restricted. These vehicles must be equipped with flashing lights and the company's ID and name must be stated on the vehicle.
- 2.15. The service provider's personnel must have sufficient personal protective equipment, such as a life jacket, a helmet, safety shoes and reflective outerwear with CE markings.
- 2.16. In the winter season, the service provider must prevent slippery conditions on the edge of the quay/work area, to the extent required by their work.
- 2.17. Half of the service provider's personnel must have completed water survival training.

3. Appeal procedure and terminating operations

- 3.1. The service provider may appeal the decision made by the Port of Helsinki Ltd in accordance with what is stated in laws and regulations.
- 3.2. The service provider is obligated to demonstrate that it adheres to the established minimum requirements, upon the Port of Helsinki Ltd's request. The Port of Helsinki Ltd may withdraw the right to provide services if the service provider does not rectify its operations to meet the minimum requirements within four weeks of the Port of Helsinki Ltd's written notice.

- 3.3. The Port of Helsinki Ltd has the right to prohibit the service provider's operations in the port area immediately if the service provider, deliberately or grossly violates the terms and obligations determined in the minimum requirements.
- 3.4. The service provider must report any service area change defined in section 2.1 above to the Port of Helsinki Ltd at least [one (1) month] before the change comes into effect.
- 3.5. The service provider must notify the Port of Helsinki Ltd if it intends to stop providing mooring and unmooring services in the port area. This notification must be provided at least [one (1) month] before the services are to be terminated.