



Security Policy

Policy Statement:

The Company Security Policy aims to establish guidelines and provide information on best practices within the organisation to ensure the security and safety of all berth holders, customers, contractors and staff. The security and safety of everyone using the marina is of paramount importance and for maintaining smooth operations; fostering collaboration, promoting understanding, and ensuring a positive environment. This policy defines the rules & regulations for the use of the marina facilities to ensure the safety & security of all users.

1. Access doors & key cards / fobs

- a) All doors are operated by Paxton Access which require an access card authorised by the marina office.
- b) Security gates & doors must not be forced open at any time.
- c) Security gate & door faults must be reported to the front office using the online report a fault link.
- d) All holders of cards must register their details to be associated with each card
- e) Access card holders have access to the marina premises which is relevant to their berthing contract and berth location.
- f) Berth holders will have a maximum of two cards per boat
- g) Staff and other registered card holders are not permitted to use their personal cards to give access on behalf of third parties
- h) All visitors / contractors are required to sign in at the front office.
- i) Contractor access is charged at £40 per day

2. Lanyards

- a) Lanyards should be worn at all times to clearly identify the user
- b) Any unidentified users of the marina should be reported to the marina office immediately
- c) A colour control method is in place which identifies each user:
 - Blue - staff
 - Yellow - berth holders
 - Red/Black - Visitors
 - Green - Contractors
 - Orange - Motorhomes / RV

3. Security Monitoring

- a) Marina staff are present on-site 24 hours a day, 7 days a week.
- b) Marina staff conduct pontoon patrols throughout the day and night

- c) CCTV recordings are streamed to the office 24 hours a day. Images are stored for up to 30 days via our CCTV provider cloud storage system.
- d) Marina staff are security trained but will not get directly involved in any conflicts or put themselves in danger. Police will be called if there are security concerns.
- e) The marina is a neighbourhood watch area. Berth holders are encouraged to be vigilant and report any suspicious activity to the marina office immediately.

4. Personal Property

- a) Cars, bikes and other personal property are left at the marina at the customers risk.
- b) The marina takes no responsibility for the damage or theft of any personal property left on the marina premises.
- c) Any items found to be lost on the marina premises should be handed in to the marina office where it will be stored in lost property.
- d) Lost property items will be held securely for a maximum of 90 days after which the item will be safely disposed of.

5. Contractors & visitors

- a) Contractors & visitors of the marina must sign in at reception on arrival
- b) Visitors will be provided with a yellow pass which must be worn at all times whilst on the pontoons and marina grounds
- c) RV & campervan visitors will be provided with an orange access card which must be worn at all times whilst on marina grounds
- d) Marina contractors will be provided with a green access card and lanyard which must be worn at all times whilst on the pontoons and marina grounds
- e) All contractors and visitors must wear life jackets at all times whilst on the pontoons
- f) All contractors, must register at the office with their company details, ID and insurance
- g) Berth holders third party contractors will be charged at £40.00 per day

6. Monitoring and Enforcement:

- a) The company reserves the right to monitor customer use of facilities for compliance with this policy.
- b) Violations of this policy may result in termination of the berthing contract.

This Company Security Policy is subject to periodic review and updates to align with changing organisational needs and industry standards. Customers & employees are expected to familiarise themselves with this policy and uphold its principles.