



CORPORATE SOCIAL RESPONSIBILITY REPORT

PORT OF DOVER 2017



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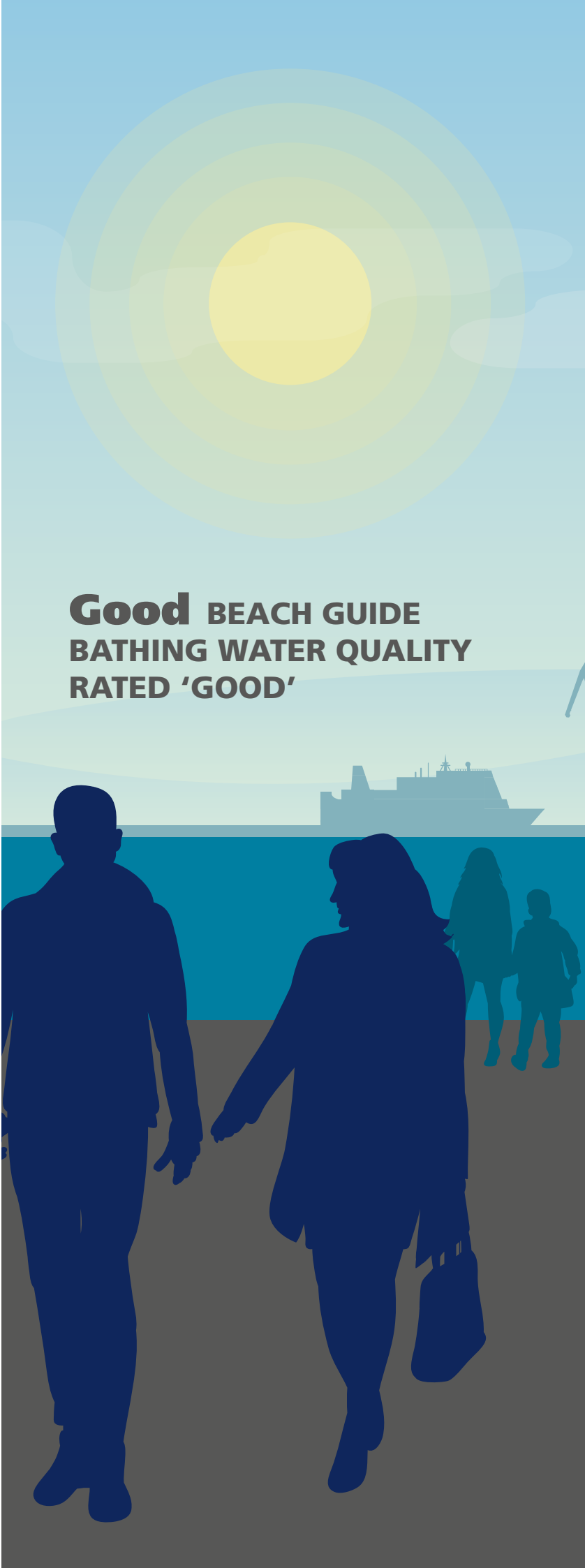
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Good BEACH GUIDE
BATHING WATER QUALITY
RATED 'GOOD'

5%

**REDUCTION IN
MARINE INCIDENTS**

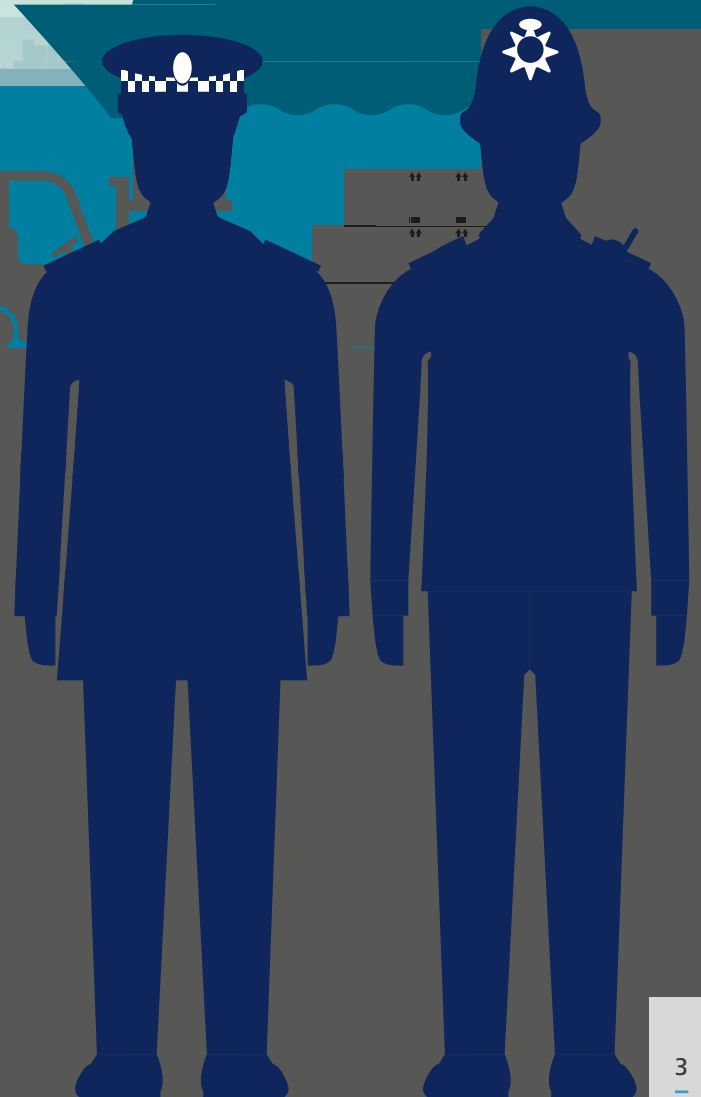
£103m

**DOVER WESTERN DOCKS
REVIVAL CONSTRUCTION PHASE
LOCAL ECONOMIC BENEFIT**

**Carbon Trust's
BEST IN CARBON
MANAGEMENT AWARD**

2 MERITORIOUS &
39 GEM (GOING THE EXTRA
MILE) STAFF AWARDS

**PORT OF DOVER
COMMUNITY FUND SUPPORTING
56 LOCAL ORGANISATIONS
TO DATE**



THE PORT HAS A DUTY TO BE A GOOD NEIGHBOUR AND OUTSTANDING EMPLOYER. IT STRIVES CONSTANTLY TO ACHIEVE SUSTAINABLE OPERATIONAL PERFORMANCE AND THE HIGHEST SAFETY, SECURITY AND ENVIRONMENTAL STANDARDS.



CHAIRMAN'S INTRODUCTION

Richard Everitt
Chairman



The Port of Dover's business is trade. It maintains a £122 billion-a-year international supply chain that supports consumers and businesses across both the UK and Europe.

But being an efficient and crucial component in the lives and jobs of millions of Britons is not, in itself, enough.

The Port has a duty to be a good neighbour and outstanding employer. It strives constantly to achieve sustainable operational performance and the highest safety, security and environmental standards.

We do this through targeted campaigns and initiatives but also through the way we conduct our everyday business.

This ethical approach – Corporate Social Responsibility – is not a bolt-on to the day job, it is part of the very fabric of the Port and its operations.

From policing to marine safety, construction to funding good causes, we consistently go the extra mile to ensure everything we do is as beneficial as possible to the environment and communities.

I hope this report provides some insights into our work.

A handwritten signature in black ink that reads "Richard Everitt". The signature is written in a cursive style with a horizontal line underneath.

Richard Everitt
Chairman

MARINE SAFETY

Running Europe's busiest ferry port and a major cruise, cargo and marina operation within a harbour the size of Dover's, takes vessel traffic control to a whole new level.

A 24/7 service, 365 days of the year, is crucial to maintain this efficient and, above all, safe shipping hub.

The Port employs a dedicated team that comprises of 16 full-time tug crew, 11 vessel traffic services officers, a 10-strong harbour patrol unit, four dredger specialists, one harbour master, two assistant harbour masters, six marine pilots and 15 marina staff.

The responsibility for overseeing the Port's core business is a massive undertaking in itself. And yet, Dover's vessel traffic services officers, marina berthing masters and 'afloat' crews have also established themselves as a safety lynchpin for the wider marine community.

Even in the busy shipping lanes of the Dover Strait, beyond the Port's jurisdiction, the harbour's tugs and patrol boats have been called to assist HM Coastguard during rescue and salvage operations.

The past year has undoubtedly been busy for the team. Traffic in and around the Port has been considerable with Dover Western Docks Revival

work-vessel operations adding to the usual ship and leisure craft activity in the harbour. There were 1,760 commercial, 36,331 ferry and around 9,500 leisure craft movements during the year.

And yet, despite this volume, the number of navigation incidents in 2017 dropped considerably across the board compared to 2016.

There was a total of 266 incidents in 2017 ranging from communications issues (generally where a leisure craft has failed to notify port control of its intentions) through to two being reported to the Marine Accident Investigation Branch (a ship's near miss with a berth and a man overboard on a construction barge).

The detailed breakdown of incidents shows those involving ferries fell by 16 per cent (25 in 2016 compared to 21 in 2017) while commercial vessel reports were down by 25 per cent (eight in 2016 compared to six in 2017).

The biggest drop in incidents was among leisure craft. The year saw a fall of 53 per cent, going from 152 in 2016 to 71 in 2017. This was set against a background of broadly similar visitor numbers in both years - 2,951 marina visitors in 2017 compared to 3,126 in 2016. Berth holders remained around the 265 mark.

This drop coincided with a major navigational safety awareness drive which saw the team publish a vessel traffic services guide, produce a public safety film on navigating the Port of Dover, establish leisure zone management stakeholder groups and hold its well-attended annual vessel traffic services and safety of navigation presentation at Royal Cinque Ports Yacht Club.

The Port also invested nearly £10,000 in a suite of leisure zone and public information signs. These are designed to be regularly updated, providing visitors to the waterfront with the very latest beach usage and safety guidance.

Steven Masters

Harbour Master and General Manager,
Marine Services

There were 266 incidents (of varying degrees) in 2017, a decrease of 14 compared to 2016 – down 5%

Two incidents in 2017 were reported to MAIB

% CHANGE ON
2016 INCIDENTS

INCIDENT BREAKDOWN AMONG THE MAIN VESSEL SECTOR (2017):



FERRY
21.43%



CARGO
6.12%



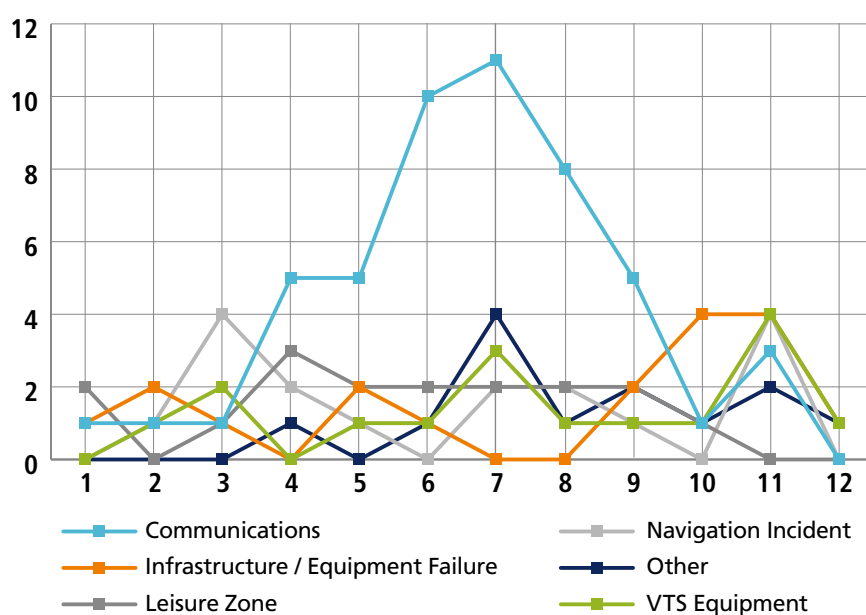
RECREATIONAL
72.44%

**FERRY
DOWN** ▼ **16%**

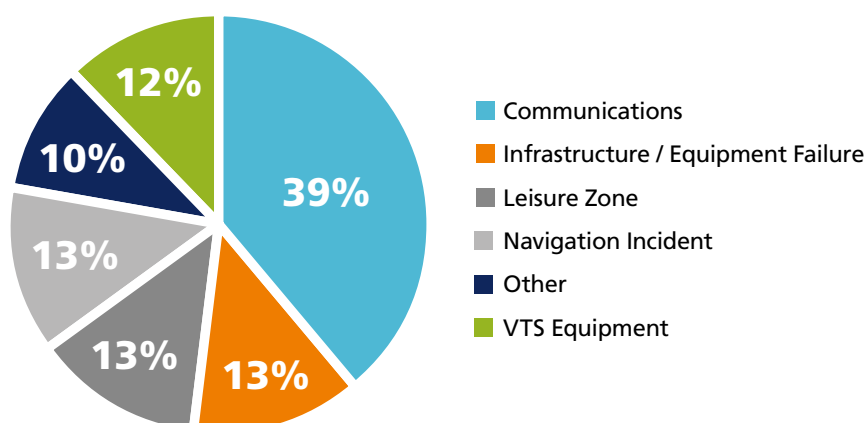
**COMMERCIAL
DOWN** ▼ **25%**

**RECREATIONAL
DOWN** ▼ **53%**

TOP 6 INCIDENT TRENDS



TOP 6 INCIDENT CATEGORIES



PORT MARINE SAFETY CODE

Safety is critical to all port operations. The Port Marine Safety Code seeks to ensure all ports in the UK apply nationally agreed standards for the safety of marine operations within their jurisdiction.

As the duty holder for Dover under the Code, the Board is fully committed to providing a safe environment for every person within the Port's harbour limits.

It has formulated a Marine Safety Management System in such a way as to embrace the concepts and standards of both the Port Marine Safety Code and the Guide to Good Practice, and is subject to both internal and external audit.

The Board formally declares its compliance with the Port Marine Safety Code every three years (the last occasion being March 2018).



PORT SAFETY

With 11.5 million passengers a year and hundreds of port workers – including nearly 400 from Dover Harbour Board and its companies – safety is paramount.

Overall, 2017 saw a 13 per cent reduction in injury accidents across the Port as a whole, and a 38 per cent reduction in injury accidents affecting Port of Dover Group (inclusive of Port of Dover Cargo Ltd and Dover Developments Ltd) when compared with 2016.

There was a reduction in the number of safety reports overall following a drive for quality over quantity across the business.

What could be seen was an increase in the severity of the incidents affecting individuals, as more led to staff absence.

In 2017 the Port of Dover Group had seven RIDDOR (Reportable Injuries, Diseases and Dangerous Occurrences Regulations) incidents, an increase from two in 2016. One of these was a fire in an electrical substation which did not cause any injury but was reportable as a dangerous occurrence. Six of the incidents were minor injuries to staff resulting in over seven days' absence from work. This resulted in a year end Accident Incident Rate (AIR) of 1.81.

SAFETY PLAN

During 2017, the Port carried out a review of safety protocols to ensure they were fit for purpose and followed industry best practice. It concluded that processes were in place but that some required improvements.

Reviews completed included:

- Dangerous goods
- First aid
- Permit to work
- Air quality monitoring
- Hand/arm vibrations
- Personal protective equipment
- Display screen equipment
- Manual handling
- Black and white walkways
- Fire

Work is continuing to improve the efficiency, visibility and usability of key safety processes in line with best practices. As part of this work, the Port's safety management system was externally audited by the British Standards Institute (BSI) and recertified to the international standard OHSAS18001.

Vicki Jago

Head of Safety and Environment

POLICING

Port of Dover Police is a specialist law enforcement service providing dock safety and security.

Unlike police in other UK ports, Dover's constables have a high interaction with the general public through exposure to the 11.5 million passengers who pass through each year.

Additionally, their jurisdiction extends a mile from the port estate on Dover's seafront and around the port zone at Whitfield. As such, they also operate on Dover's highways, beaches and along the cliffs.

Unlike Kent Police, port officers are a non-Home Office service and receive no taxpayer funding. They are maintained and financed solely by Dover Harbour Board.

Despite 2017 being a year of high security in response to domestic and international threats, Port of Dover Police officers provided significant levels of wider community support through their Reassurance Policing Team.

POLICING BEYOND THE PORT'S ESTATE

In addition to policing the docks and terminals, port police also respond to crime and antisocial behaviour in public areas of the Port's estate including Shakespeare Beach, Dover's seafront and the promenade.

While Highways England and Kent Police have jurisdiction over the A20 Dover approaches, port officers provided 457 hours of assistance in 2017 by deploying in varying weather conditions to the Western Heights Roundabout at Aycliffe as part of the Dover Traffic Access Protocol (TAP) to regulate freight movements to the Port. Their presence ensured

the roundabout stayed open for non-freight traffic, allowed access and egress to/from Aycliffe Estate and reduced lorry-related congestion in Dover town centre.

Outside the Port, Kent Police retain primacy for calls and incidents impacting residents and businesses in locations like the Gateway Flats and De Bradelei Wharf Shopping Centre. However Port of Dover Police officers continued to conduct 24/7 patrols of these areas during 2017 and, in emergencies, responded to medical and 'live' criminal incidents.



ANIMAL EXPORT PROTESTS

There were no live animal exports through the Port in 2017 and haven't been since 2013. However, Dover remains the symbolic focal point for protests against the trade.

These occurred on the first Saturday of every month and attracted around 30 demonstrators.

In general, Kent Police do not attend these gatherings but specially trained Port of Dover Police protest liaison officers do. This approach places the policing bill on Dover Harbour Board and not taxpayers, even though the Port is not involved in the trade. Port police, however, remain committed to this approach because it benefits residents at East Cliff and Athol Terrace, as well as the wider port community, by negating noise and access issues.

ROUGH SLEEPERS

The law prohibits rough sleeping in and around the Port. However port police officers, along with a number of support agencies including Porchlight and Emmaus Dover, have established the Port Rough Sleeper Working Group.

This provides a route for officers to refer and reconnect individuals through charity partners, helping to reduce the number of vagrant and itinerant people on the Port estate while also offering a degree of support.

An Emergency Blanket Store, established by the police and stocked with public donations through the Port Chaplaincy, also gives officers the ability to provide assistance to vulnerable people while executing their duties and enforcing the law.

In 2017, the store benefitted from a free refit through material and labour donated through Chaplaincy by the wider Dover community.

Port police also set up cooperative working with UK Border Force (UKBF) in 2017 to tackle anti-social behaviour committed by non-UK nationals as a result of vagrancy. Some itinerant people not eligible for or willing to accept charitable support have subsequently been subject to UKBF action.

TERRORISM AWARENESS

Awareness of terrorism in the current national security climate is vital both in the workplace and in everyday life.

Counter-terrorism policing puts great value on the information the general public provides when spotting and reporting suspicious behaviour.

To raise awareness of terrorist tactics, Port of Dover Police officers work with both the security services and military to show staff, contractors and partners how to play an active role in keeping society safe.

In 2017, 20 of these Griffin / Stay Safe briefing sessions were held at the Port for 235 delegates ranging from contractors to UK Border Force officers.





TRAFFIC SAFETY

In 2017, port police launched the first ever inter-emergency service Road Safety Roadshow in the Eastern Docks.

Working alongside Kent Fire and Rescue Service, Kent County Council Road Safety Team, South East Coast Ambulance Service and TravelSpot, the awareness drive reached hundreds of outbound tourists, freight drivers, staff and contractors.

Using a fire display vehicle and ambulance as the backdrop at the Food Village West, traffic specialists were able to give advice and answer questions on all aspects of road and traffic safety, giving general advice to customers, freight drivers and port staff.

EVENTS

Port police had a heavy presence both ashore and afloat at the 2017 Regatta. Officers from Kent Police Special Constabulary and Dover Community Safety Unit joined the policing operation to protect an estimated 10,000 visitors at a time of heightened security following last year's terrorist atrocities in London and overseas. This joint arrangement was made possible due to the reciprocal relationship between the Port of Dover Police and Kent Police.

Officers also attended the 2017 Marina Open Day, not only for security but also to engage with the public and build on existing links with agencies such as the RNLI and the Maritime and Coastguard Agency.

Gary Clark

Head of Policing



ENVIRONMENT

The ports sector has considerable potential to impact on sea, air and land simultaneously in a way that few other industries do.

Vessel operations, and the ongoing need for nationally-critical port development to support them, are more important than ever as the UK redefines its trading relationship with the rest of the world. However, throughout this historic period, the Port of Dover is determined to make its operations as sustainable as possible.

Dover has been at the forefront of environmental port policy for years. It was the first EcoPort – a European initiative to raise awareness of environmental protection through sharing best practice between ports to improve environmental management.

It was also the first to receive Port Environmental Review System certification - a practical tool for ensuring its most significant operational impacts are tackled systematically.

And, in 2017, the Port of Dover received the Carbon Trust's Best in Carbon Management Award for achieving an absolute reduction of 17.2 per cent in carbon emissions over a two-year period, despite port trade growing to a record level.

Throughout 2017, the Port's specialist environment team monitored and influenced all aspects of port business, ensuring the Port of Dover could upgrade to the new ISO 14001:2015 (Environmental) standard and achieve recertification.

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BATHING WATER QUALITY

Water quality at Dover Beach was monitored on a weekly basis during the bathing season (May to September) and assessed against the requirements of the European Bathing Water Directive. Samples were sent to the National Laboratory Service for testing and the results published in the Marine Conservation Society's Good Beach Guide. Dover's bathing water quality data for 2017 was rated 'good' as defined by the directive.

HARBOUR WATER QUALITY

Water quality within Dover Harbour was monitored in February and August 2017. Samples were collected from eight sites and analysed for a range of water quality parameters including temperature, pH, salinity, and dissolved oxygen.

Microbiological testing showed water met the 'excellent quality' criteria under the Bathing Water Directive at seven locations, while the remaining site was within mandatory guidelines. All sites showed levels of physio-chemical parameters within ranges normally associated with good surface water quality.

INTERTIDAL SURVEYS

Bi-annual littoral (intertidal zone) surveys of Shakespeare Beach were carried out on low water spring tides in 2017. Species found were compared with previous data sets and biodiversity during these surveys remained consistent with previous years.

Notable finds included the nudibranch *Berthella plumula* (only the second time it has been recorded in Kent), a rare pheasant shell (*Tricolia pullus*) and a small-headed clingfish (*Apletodon dentatus*).

PORT OF DOVER SEA AWARD

The Port of Dover launched its SEA (Safety Environment Awareness) Award for cruise ships in 2018, based on 2017 performance.

The scheme has been designed to acknowledge that, while all the Port's visiting ships have some of the highest environmental and safety standards in the industry, there is a need to recognise the best of the best.

The Port uses a specific set of criteria to calculate each vessel's performance during the cruise season and allocate scores for environmental or safety protocol and impact.

For the 2017 season, Sea Princess came first for its environmental performance, followed by Pacific Princess, and then Black Watch. Thanks to the hard work of ships like these, the Port was able to make considerable environmental improvements last year. Recycling for cruise waste increased from 23 per cent in 2016 to 40 per cent in 2017.



SEA AWARD

Safety Environment Awareness Award



MARINE MAMMALS

During 2017, Port of Dover staff reported seeing 40 marine mammals, including four harbour porpoise, 22 dolphins and 14 seals. These sightings were mainly of individual adults (note - some reports may have been sightings of the same individual).

The Dover Western Docks Revival (DWDR) project trained marine mammal observers as part of best practice standards to manage and mitigate any potential impacts from the development on marine fauna. DWDR has its own mammal tracker which recorded 21 sightings in 2017 - 20 were seals and one harbour porpoise.

GROUND FLORA SURVEY

Ground Flora surveys were carried out across the Port estate using Joint Nature Conservation Committee standard recording codes. The three most abundant maritime species in 2017 were sea couch (*Elytrigia atherica*), sea kale (*Crambe maritima*) and sea mayweed (*Tripleurospermum maritimum*). A species of note was pyramidal orchid (*Anacamptis pyramidalis*) which was found at the base of cliffs behind the Eastern Docks.



BIRDS

Ornithological data helps the Port ensure development and maintenance projects are undertaken appropriately with regard to protected species (The Wildlife and Countryside Act 1981).

Over-wintering bird surveys are carried out between October and February and breeding bird surveys between March and May. They are undertaken at low and high tides and in different weather conditions, providing for a representative view.

Surveys are also undertaken at the DWDR project site to ensure compliance with The Wildlife and Countryside Act 1981 and were included in 2017 results. There were 24 different species in 2017 across both the wintering and breeding bird seasons.

The 2017 breeding bird surveys showed a similar variety and abundance of species to 2016. The abundance of some species have increased, such as; jackdaw (*Corvus monedula*), black headed gull (*Chroicocephalus ridibundus*) and greater black backed gull (*Larus marinus*). Numbers of ringed plover (*Charadrius hiaticula*) and turnstone (*Arenaria interpres*) have increased slightly from 2016 to 2017. Local bird observers have noted purple sandpiper (*Calidris maritima*) in this area but none were recorded during the formal bird surveys.

DOVER WESTERN DOCKS REVIVAL, THE PORT'S SINGLE BIGGEST INVESTMENT, HAS RECEIVED RECOGNITION FOR EXCELLENCE IN SUSTAINABILITY. IT HAS ACHIEVED ITS SECOND CEEQUAL 'EXCELLENT' AWARD. THE PROJECT HAS SO FAR DEMONSTRATED BEST PRACTICE IN THE AREAS OF: PEOPLE AND COMMUNITIES; HISTORIC ENVIRONMENT; ECOLOGY AND BIODIVERSITY; AND WATER ENVIRONMENT.



BENTHIC FAUNA

Benthic grab sampling was undertaken on three occasions within the harbour in 2017. These surveys saw a reduction in the abundance of species found. The environment team will carry out further monitoring to establish whether the cause is the result of natural seasonal variation or some other factor. Among the species that were recorded, the most common were worms *Nephtys hombergii*, and molluscs *Angulus tenuis* and *Abra alba*.

AIR QUALITY

A voluntary survey of ferry exhaust emissions is carried out quarterly on randomly selected vessels as they enter and exit the Port. Findings are assessed against the British Standard Ringlemann Scale. All ferry emissions monitored last year remained low.

LITTER

Dover Beach is cleaned daily by Port of Dover contractors Churchills. In addition, the Port and White Cliffs Countryside Partnership utilise community support for an annual Shakespeare Beach clean to coincide with the Marine Conservation Society's (MSC) Great British Beach Clean. In 2017, 90 volunteers filled 19 sacks with 63kg of litter. One piece – a water bottle carried on the tides – had originated from Jeju Island, South Korea.

Liz Fagg

Environmental Manager





PORT PEOPLE

The Port's staff are crucial to its business. Investing in the workforce is every bit as important as investing in infrastructure.

The Port strives to recruit and retain the right people, facilitating ambitious training programmes, and providing staff with room and opportunities to grow both personally and professionally.

In 2017, 295 people were working for Dover Harbour Board, 68 for Port of Dover cargo, and 20 for Dover Western Docks Revival.

In addition, there were 11 apprentices, one bursary and seven student one-year work placements.

The Port arranged nearly 850 training sessions for the workforce ranging from 'Personal Survival Techniques' and 'Fire Prevention and Firefighting' to 'VHF Radio' and 'Oil Spill Training'. This provided staff with a total of 2,608 training days.



MERITORIOUS SERVICE AWARD #1

Port police officer, Constable Perriss, climbed 25 feet to help a man who fell from Langdon Cliffs and landed in safety netting above the Eastern Docks. The casualty was in severe pain but conscious. PC Perriss carried out a medical assessment and concluded the male had suffered severe trauma. He stayed with him until paramedics arrived, providing moral and physical support. Despite the best efforts of the emergency services, the casualty died of his injuries.

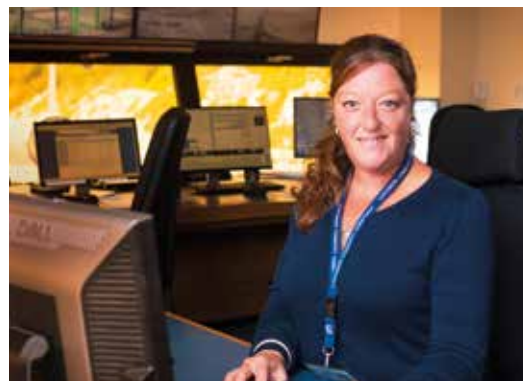
MERITORIOUS SERVICE AWARD #2

Port police officer, Constable Dean, went to the aid of a teenager who collapsed at his local gym. PC Dean could see the casualty was unconscious and not breathing, and immediately began chest compressions, simultaneously directing bystanders to call an ambulance and to get the defibrillator. He used the defibrillator and continued chest compressions on the young male until paramedics arrived. The casualty, 18, made a full recovery and is now studying for his A-levels.

In 2017, the Port launched its People Strategy to provide excellent leadership and management, attract and retain talented staff, develop skills and ultimately cultivate a progressive, collaborative and healthy working environment.

Following an initial survey, and as a sign of Board and management commitment, an extensive independently run staff engagement process was conducted throughout the organisation in order to benchmark against each of the strategy's objectives and enhance understanding and communication.

The outputs of that work will be taken forward during 2018.



GOING THE EXTRA MILE (GEM) AWARDS

INDIVIDUAL GEMS:

- Justine Wingate
- Chris Fagg
- Dave Lindow

TEAM GEMS:

- | | | |
|------------------|-----------------|-------------------|
| ■ Steve Clements | ■ Ben Joannides | ■ Matt Young |
| ■ Peter Bailey | ■ Will Dennis | ■ Peter Dean |
| ■ Simon Farbrace | ■ Simon Pollard | ■ Ian Hodges |
| ■ Andy Friend | ■ Ben Cope | ■ David Knox |
| ■ Simon Hodges | ■ Alan Feeney | ■ Richard Porter |
| ■ James Morton | ■ Paul Hooper | ■ Darren Kistner |
| ■ Jon Packman | ■ Berni Magrino | ■ Lorraine Mackie |
| ■ Gary Pierce | ■ Dick Banham | ■ Paul Skinner |
| ■ Neil Samson | ■ Pat Marsh | ■ Neil Parfitt |
| ■ Jamie Ward | ■ Paul Parnell | ■ Helen Levett |
| ■ Casey Morrison | ■ Jason Scorer | ■ Glenn Elliott |
| ■ Damian Rye | ■ Marc Stanley | ■ Darren Thwaites |

Emma Williams
Human Resources Manager

COMMUNITY

The Port of Dover's positive impact on the community is considerable. Its trademark events – White Cliffs Christmas and Community Regatta - provide enjoyment and entertainment for thousands and give Kent traders a unique opportunity to showcase their services.

The Port of Dover Community Fund provides unparalleled support for projects that make a real difference to those living and working in the town. And the Port provides grassroots sponsorship for youth teams like Dover Rugby Club and Dover Athletic. But, in addition to these well-known set-piece projects, the Port's daily operations also provide extensive and unseen benefits to the community:

The Port protects and preserves extensive heritage assets like the old Dover Marine Station at Cruise Terminal One.

It manages, maintains, cleans and polices the seafront solely for the public's enjoyment and recreation. Unlike most UK beaches, this is entirely at the Port's expense, with no financial burden levied against taxpayers or visitors.

It promotes Dover's needs at national and international level as governments debate the UK's future post-Brexit.

And it works with organisations as diverse as Destination Dover, Dover District Council and the Marlowe Theatre to find new and innovative ways to make Dover the place to be.



UNSEEN COMMUNITY BENEFIT

The port utilises its assets to provide film locations for big budget movie and TV productions. These projects bring large crews to the district who hire local supporting artists and services from Dover companies, stay in Dover accommodation and eat in Dover restaurants. In 2017, the Kent Film Office calculated that the Port of Dover's work with media companies, including Disney, BBC and SKY Atlantic, generated economic benefit to the community of around £2 million.



£2m

PORT OF DOVER COMMUNITY FUND

The popular Port of Dover Community Fund was a major force for good among community-focused projects and activities in 2017.

The fund gives financial assistance for projects which provide opportunities to develop people's skills, support those on the pathway into employment and assist job creation, with a particular focus on young people.

It also supports activities which enrich the social, cultural and environmental life of local communities, enhancing Dover as an attractive and welcoming place to live, work and visit.

The Port provides the funding but takes no part in decisions surrounding the awarding of grants. Instead, the fund is administered by Kent Community Foundation under the oversight of an independent panel chaired by the Bishop of Dover, The Right Reverend Trevor Willmott.

During 2017, a further 11 grants were awarded, totalling more than £100,000. These will benefit close to 8,000 local people.

The total for grants awarded since the fund was established now stands at nearly £421,000, supporting 56 local organisations.

The Port's most recent financial contribution was £125,000 plus Kent Community Foundation's administrative costs.



AWARDS 2017

Dover District Volunteer Centre

The Befriending Team

£5,000

The Big Reveal

Musical celebrations for primary school children

£5,900

Wetwheels South East CIC

Boat trips from Dover Marina for disabled and disadvantaged residents

£5,000

Salus

Emotional resilience for Y6 children

£6,000

The English Heritage Trust

Horticulture & Landscape Apprenticeships at Walmer Castle Pleasure Grounds

£40,000

Royal Marines Heritage Trails (Deal & Walmer)

Historic walking trail around Dover

£5,000

The Alkham Valley Community Project and Therapeutic Riding Centre

Track and Trot 2

£6,610

Dover smART Project

Employment course for adult young carers

£9,279

Deal Festival of Music and Arts

Summer School and Bold As Project

£10,000

Roses Tearoom & Thrift Shop

Heating for community café

£4,000

Pegasus Playscheme

Summer play scheme for children with additional needs

£5,000

PORT OF DOVER CHAPLAINCY

Since its launch in 2011, the Port of Dover Chaplaincy has provided pastoral support for seafarers, passengers, port workers and the Dover community.

Workplace chaplaincy is based on the value that every person matters and is worthy of support for their emotional, physical and spiritual well-being.

Typically, in any one year, the chaplaincy conducts around 250 visits and 100 ship visits. This accounts for nearly 500 hours of interactions with around 2,500 people.

Although supported by Kent Workplace Mission and Christians Together in Dover, the Port of Dover Chaplaincy team provides support to people of all or no faiths, and does not restrict its service to spiritual matters.

During 2017, the chaplaincy was also heavily involved in Dover's key ceremonies and services including the Torch of Remembrance, Herald of Free Enterprise Service and Merchant Navy Day.



STATUTORY CONSULTATIVE BODIES

The well-established Port Users Group and Port and Community Forum, under the independent chairmanship of James Ryeland and Derek Leach, continued to play crucial roles in linking port and community.

Meeting twice and four times in 2017 respectively, they provided input on all aspects of port business from operational and Brexit updates to detailed Dover Western Docks Revival briefings.





PROMOTING SAFE RECREATION ON WATER

The Port of Dover worked closely with Royal Cinque Ports Yacht Club and international yacht brokers Clarke & Carter, to bring the sailing community and industry experts together in 2017 for a day of water displays, boat taster sessions and exhibitions. The Dover Marina Open Day, which ran in tandem with the RNLI's Dover Lifeboat Station Open Day on Crosswall Quay, included free trips with FireFox Fishing Charters, opportunities to paddle Dover's replica Bronze Age Boat and free RNLI lifejacket safety checks.



EVENTS

The Port's popular **White Cliffs Christmas** returned for a second year in 2017. Hosted at Cruise Terminal One, it attracted around 85,000 visitors over a five-week period, offering ice-skating, live music, a Christmas market, bar, Father Christmas' Grotto and fairground rides.

The event was made possible through sponsorship from RBS, VSBW, DFDS, Megger, Dittons, W W Martin, Thanet Waste, Rix Scaffolding, DDS Demolition and Moto.

The Dover Festival, a collaboration between the Port of Dover Community Regatta and the Dover Music Festival, also ran for a second year in 2017.

The regatta – which featured the Port Dash rowing competition, RNLI Dover and Walmer lifeboat displays and Royal Cinque Ports Yacht Club racing - attracted around 10,000 visitors and 93 stall holders. The event utilised the Port of Dover's police, marine, electrical, safety and engineering expertise, and was organised in conjunction with Kent Police Special Constabulary, Dover and Deal Sea Cadets, RNLI, Royal Cinque Ports Yacht Club, Kent Fire and Rescue Service, Viking Recruitment, P&O Ferries, Dover Transport Museum and St John's Ambulance.



Cruise Terminal One was utilised in 2017 to host the launch event for the Port's sponsorship of War Horse at the Marlowe Theatre in Canterbury.



In parallel, Dover Music Festival ran over the same weekend at Cruise Terminal One. Sponsored by Port of Dover, Port of Dover Community Fund, Dover Western Docks Revival contractors VSBW, and port ferry operator DFDS, the popular community event was headlined by Toya and Los Pacaminos featuring Paul Young.

Richard Christian

Head of Policy and Communications

PARTNERSHIP WITH TOMORROW'S SEAFARERS

Water safety cover at the Port of Dover Community Regatta in 2017 was provided by the Port's harbour patrol and police launches in tandem with a rigid inflatable boat (RIB) operated by Dover and Deal Sea Cadets. This shallow-draught craft enabled the Port's safety cover to get close inshore, protecting members of the public participating in the Port Dash rowing race, while providing cadets with a rare and valuable opportunity to work alongside the Port's marine professionals on a major nautical event.



DOVER WESTERN DOCKS REVIVAL

The Government has recognised the Port's Dover Western Docks Revival (DWDR) project as a major driver for regeneration, not only for the waterfront but also for the town.

2017 opened with confirmation that a consortium of leading British and European lenders had agreed a £200m package of loans to support the Port's flagship capital building programme.

Allianz Global Investors agreed to provide the programme with a

£55 million private placement bond; RBS and Lloyds Bank each provided a £35 million revolving credit facility; and the European Investment Bank confirmed a £75 million loan.

Even before completion, DWDR has had a major, positive impact on lives across East Kent.

It has created employment, provided training and education, uncovered and protected archaeology that sheds light on Dover's past, and supported community events and initiatives.



SUPPORTING COMMUNITY CREATIVITY

Pupils from three Dover schools won second place in a UK-wide design competition for their DWDR construction site painting which featured the harbour, cliffs, castle, lifeboat, ferries and hot air balloons.

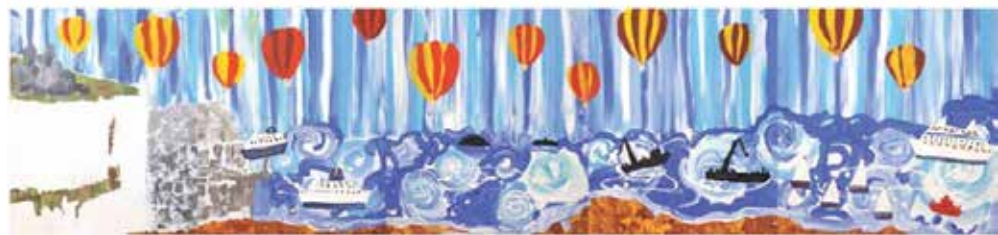
The children were among 70 entrants in the Ivor Goodsite Hoarding Competition, an initiative created by the Considerate Constructors Scheme.

Their artwork is now on display at the DWDR site.

In total, 77 pupils from Green Park, Lydden and White Cliffs primary schools worked on the project, which was organised by the Port of Dover, DWDR contractor VSBW, and community art charity Dover smART.



Ivor Goodsite – Hoarding Competition – Dover Children 2017



Dover smART Project
Inspiring Learning, Igniting Ideas



In 2017, the project's marine civil engineering contractor VolkerStevin and Boskalis Westminster (VSBW) confirmed that, of the 251 people who have worked on the site, 43 per cent lived in East Kent and 32 per cent within the immediate Folkestone/Dover/Deal/Sandwich area. Women accounted for 12.3 per cent of VSBW's Dover workforce – above the industry average of nine per cent.

More than 100 local businesses were given the opportunity to explore sub-contracting opportunities connected to DWDR, and three Kent-based apprentices were appointed to work on the project. The local economic benefit

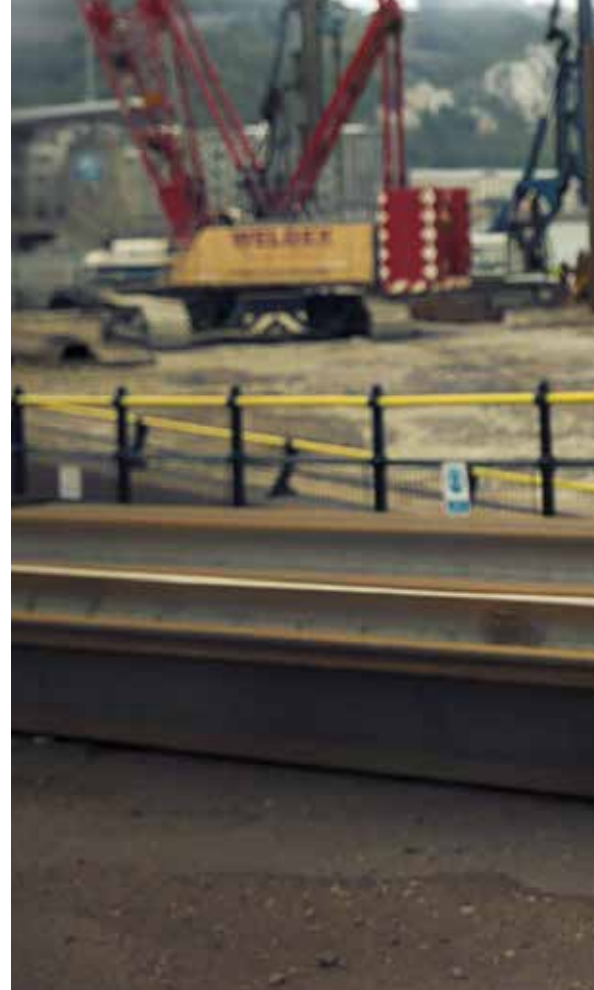
of the construction phase of the development reached £103 million.

During the year, VSBW provided 1,129 staff training days, facilitated 1,881 volunteer hours to support initiatives and charities, raised £29,187 to benefit local good causes, arranged 10 Science, Technology, Engineering and Mathematics (STEM) awareness events, and made 33 school visits.

In addition, VSBW was a major sponsor of Dover Music Festival and the Port of Dover White Cliffs Christmas. Alongside the Port, VSBW also helped the Dover Outreach Winter Shelter and supported local young carers through fundraising activities.



Arrangement of exposed timber wall. c.1661.



SAFEGUARDING DOVER'S HERITAGE

In 2017, the Port, VSBW and Archaeology South East discovered and recorded the foundations of The Great Pent - a scheme to provide a harbour and sheltered landing quays, which was proposed and overseen by Thomas Digges (c.1584) with the approval of Elizabeth I. Being another project of national significance (at that time), the discovery highlighted the evolutionary process of major port development – notably, as the work relates to the navigation cut that will link the historic Wellington Dock to the new marina. As part of this process, around 250 timbers were also discovered from both the Tudor and Victorian periods. These will be reincorporated into the new development, with input from the Port and Community Forum.



Timber Revetments

14,000 year old
Mammoth tooth



UNCOVERING DOVER'S STORY

DWDR contractor, VSBW, uncovered two mammoth teeth in separate discoveries while excavating the seaward side of the Wellington Dock Navigation Channel during 2017.

The finds were subsequently handed to specialist heritage experts, Archaeology South-East, who continue to oversee excavation at the construction site.

The teeth are now undergoing scientific analysis. It is not clear how old they are, but mammoths were last in the Dover area more than 14,000 years ago.



Timber framed wall, with clear chalk and clay layers visible.



Dover Harbour by Tucker, 1855, Pent Shown.

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