



General Port Safety & Security Information

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Welcome to Aruba Ports Authority

Aruba Ports Authority N.V. is committed to providing a safe and secure environment for all employees, tenants and visitors to the Oranjestad cruise and cargo facilities as well as our facilities in Barcadera.

APA's security department operates from our Port Security Center located at the Emankade (entrance Port of Call Mall) in Oranjestad. Our security personnel monitors the port and its facilities at Oranjestad and Barcadera via sophisticated surveillance system. Aruba Ports Authority headquarters in Oranjestad also serves as an Emergency Command Center in the event of an emergency.

The Aruba Ports Authority N.V. adheres itself to strict **International Ship and Port Facility Security (ISPS) Code** on minimum security arrangements for ships, ports and government agencies. It is the responsibility of APA, under the ISPS Code that government agencies on port, ship companies on port, shipboard personnel, and port/facility personnel to "**detect security threats and take preventative measures against security incidents affecting ships or port facilities used in international trade.**"

This guide will assist you in detecting and understanding the why, who, where, when and how of our ports Safety & Security

Please keep it in an easily accessible place.

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1. Safety Management

The word safety refers to your freedom from danger, injury and damage, and to your personal security. The word safety has been used so often that many of you may think of it as a “Preaching Word” or a word that forces you to alter your ways or change bad habits.

Instead, when you hear the word safety, think of it as a word that applies to the way you do everything in life. Think of it as a procedure to keep you from harm.

For example: If you're driving safely, you're simply operating your vehicle as intended and obeying the laws, no more, no less. If you're working with a power tool that requires eye protection, don't fight it. Safety glasses are simply a necessary accessory to the proper use of that tool. If you're at home, take the time to use a ladder instead of standing on a chair that was made to sit on it.

1.1 What safety means

Safety means a complete understanding of your work and knowledge of every step that must be taken and the realization that mistakes could be costly to yourself and to the company.

Safety means good judgment. Never rely on luck; always be prepared to cope with unexpected situations and being alert when following your routine.

Safety means consideration for the family that depends on you, for the company that employs you, and for your own welfare.

Safety means remembering the safety rules set up by you company and applying them every minute when you are on the job.

Consider:

- The elimination of accidents (and incidents) is unachievable.
- Failures will occur, in spite of the most accomplished prevention efforts.
- No human action or human made system can be free from risk and error.
- Controlled risk and controlled error is acceptable in a safe system.



ONE SINGLE RISK TAKEN MIGHT MEAN AN ACCIDENT FROM WHICH YOU NEVER RECOVER!

1.2 Safety management – Eight building blocks

1. Senior management's commitment to the management of safety.
2. Effective safety reporting.
3. Continuous monitoring through systems to collect, analyzes, and share safety-related data arising from normal operations.
4. Investigation of safety occurrences with the objective of identifying systemic safety deficiencies rather than assigning blame.
5. Sharing safety lessons learned and best practices through the active exchange of safety information.
6. Integration of safety training for operational personnel
7. Effective Implementation of Standard Operating Procedures (SOPs), including the use of checklists and briefings.
8. Continuous improvement of the overall level of safety.

The result of implementing the eight building blocks: *An organizational culture that fosters safe practices, encourages effective safety communication, and actively manages safety with the same attention to results as financial management.*

Condition, object or activity with the potential of causing injuries to personnel, damage to equipment or structures, loss of material or reduction of ability to perform a prescribe function.

Condition: *Weather condition, Geographical condition and or Workplace conditions etc.*

Object: *Equipment, Tools and or F.O.D etc.*

Activity: *Standard operational procedures (SOP's) and SOP's violations, etc.*

1.3 Understanding operational errors

- Human error is considered as a contributing factor in most ships occurrences.
- Even competent personnel commit errors.
- Errors must be accepted as a normal component of any system where humans and technology interact.

1.4 Safety Culture

An informed culture

- People understand the hazard and risks involved in their own operation
- Staff work continuously to identify and overcome threats to safety

A Just culture

- Errors must be understood but willful violations cannot be tolerated
- The workforce knows and agrees on what is acceptable and unacceptable

A reporting culture

- People are encouraged to voice safety concern
- When safety concerns are reported they are analyzed and appropriate action is taken

A learning culture

- People are encouraged to develop and apply their own skills and knowledge to enhance organizational safety
- Staff are updated on safety issues by management
- Safety reports are fed back to staff so that everyone learns the lessons

2. Causes of Accidents, Mishaps and Injuries

The vast majority of accidents, mishaps and injuries can be attributed to the following:

- a. People
- b. Equipment
- c. Environment

A. People:

Failure to correctly follow procedures and comply with established policies

Complacency and lack of awareness

Lack of pre-planning

Hurrying without focusing on safety to complete a task

B. Equipment:

Equipment abuse

Failure to inspect and properly service equipment prior to use

Failure to perform regular preventive maintenance on Ground Service Equipment (e.g. GSE) leads to equipment failures that lead to mishaps

Improper operation equipment

C. The Environment:

Failure to adjust to severe weather warnings

Facility to constraints GSE parking area

Uncontrollable natural disasters

3. Port Safety and its Enemies

3.1 Safety requirements

1. Always put safety as first priority.
2. Adhere to correct practices and procedures.
3. Use good judgment and common sense to guide your actions.
4. Use job knowledge and observation to detect problems and unsafe conditions.
5. Take the initiative to report problems and unsafe conditions immediately. Where possible, correct these situations yourself.
6. Report any accident, ship damage or injury immediately.
7. Be aware of changing conditions and adjust your actions accordingly.
8. Never perform any task that you are not trained for.

3.2 Safety Enemies

There is always something that's against personal safety. These are "The Three Safety Enemies", that might be a potential hazard towards the safety, which are:

3.3 Habit

Working with danger daily, one begins to take it for granted, thereby making it easier to overlook danger and makes one indifferent and careless.

Always take care even if nothing has happened to your disadvantage.

3.4 Haste

It's necessary to work calmly. Haste influences your concentration and control.

3.5 The Other Person

Always be aware of the other person who may not be aware of the rules and regulations of our port's safety.


Remember



4. Using your Personal Protection Equipment (PPE)

When working on or near construction, renovation projects or the Gantry Crane, always wear the proper personal protective equipment, (i.e., hardhat, goggles, and gloves).

Some Clothing & Personal Protective Equipment

	<p>Shoes It is recommended that approved safety shoes be worn to protect your feet.</p>
	<p>Hard Hats Hard hats shall be worn in all designated areas and construction areas. Visitors are included in this requirement.</p>
	<p>Eye Protection Proper eye protection must be worn when the nature of the operation presents a potential eye or face injury. Examples of these hazards include: Flying objects, dust, hot or splashing metals, harmful rays, caustics or acids.</p>
	<p>Gloves Appropriate gloves and aprons shall be worn when handling hazardous chemicals and abrasive materials. Gloves should be replaced when the signs of wear are apparent.</p>
	<p>Respiratory Equipment Approved respiratory equipment shall be worn when the worker is exposed to toxic chemicals or dusts spray painting, or other inhalation hazards.</p>
	<p>Reflective vest In general, people who wear high-visibility clothing are those who need to be seen during poor lighting or weather conditions, or when working in environments where there is a lot of moving machinery. <i>Reflective vest shall be worn when working at the dock or the Gantry Crane all the time.</i></p>

Jewelry

The wearing of rings or other jewelry is not recommended on the job, particularly if working around moving or rotating parts.

5. Fuelling & Spills

5.1 Fuel and Oil Spills

Fuel spills are potentially fire hazards to personnel, ships and equipment. Every effort should therefore be made to prevent them.

Any spillage on the dock or sea, e.g., fuel, oil, hydraulic fluids, liquids, etc, must be reported immediately to the Security Department.

There are three kinds of spill, which are:

Small spills, less than 0.50 m²

Medium spills, between 0.51 m² and 3.0 m²

Large spills, over 30 m²

5.2 What to do in a fuel spill situation

1. The re-fueling company must notify the Security Department immediately
2. The ground handler must place an extinguisher in the vicinity of the spill.
3. No personnel should walk through the spill area.
4. The driver is not allowed to drive through the spill.
5. Engines of motorized equipment within the spill area should not be started before a spill is cleaned up. It's also or allowed to turn off the engine of the vehicle/equipment parked in the fuel spill.
6. It is not allowed to board the ship. After cleaning the area, boarding process may continue.

5.3 Fueling regulations

1. Prior to fuelling, the fuel company must receive authorization of the Nautical Department. This to notify the Security Department.
2. The fuel company is allowed to fuel with passenger, the fueling area should be barricaded.
3. During fuelling with passengers on board, no vehicles or equipment may park near the emergency exists, so in case of emergency, the emergency EXIT chutes can be deployed without hindrance.
4. It is prohibited to fuel a ship when there is a thunderstorm in the port vicinity.
5. As an emergency procedure, never obstruct the fuel trucks while in the fuelling process.

6. Smoke & Fire procedures

6.1 Fire Triangle

Fire is a chemical reaction when three elements are present together. The three elements are:

1. Heat (Energy)
2. Fuel
3. Oxygen



6.2 Fire Prevention

Fire prevention is even more important than fire-fighting. The following fire prevention points should be observed:

1. Good housekeeping is essential. Garbage should not be allowed to accumulate, but should be disposed of in approved containers.
2. The location of fire-fighting equipment, fire alarms and telephones that can be used in an emergency should be known to all port users.
3. Fire-fighting equipment should be located in such a way that it can be brought quickly into use.
4. Fire-fighting equipment also should be inspected regularly and refilled.
5. Always report faults or discrepancies in fire fighting equipment.

6.3 Fire Procedures

In the event of a fire:

- a. Stay calm.
- b. Evaluate the situation.
- c. Immediately call Security Department Unit for assistance by using the emergency phone.
- d. Try to extinguish the fire, but never put yourself in danger!
- e. It's allowed to use the Aruba Port Authority's fire extinguishers during emergency situations.

6.4 Smoke & Fire warnings in ship holds

When a ship arrives with suspected fire or smoke warning, a full passenger evacuation of the ship should be carried out.

The compartment door must not be opened except by a fire fighting crew with necessary equipment.

Failure to obey his instruction will result in a flow of air into the hold of the ship, which could cause fire to erupt with explosive force and with potential disastrous consequences if passengers and crew remain on board the ship.

6.5 Fire in unattended ship

If a fire is discovered in an unattended ship, immediately inform Security Department immediately by using the Emergency Phones located at the terminals.

- 1 If possible try to extinguish the fire
- 2 If not possible extinguish the fire, reduce the rate of fire spread by closing the doors.
- 3 The bridge operator will retract the Passenger Boarding Bridge from the aircraft.

6.6 Fire in any terminal

When a fire is discovered in a terminal area, always inform Security Department immediately by using the Emergency Phones. Try to extinguish the fire, but never put yourself in danger!

6.7 Classes of Fire



Class A:

These are fires involving flammable **solids**, e.g. wood, cloth, rubber, paper and some types of plastics. An example of this type of fire would be a campsite fire.



Class B:

These are fires involving flammable **liquids or liquefiable solids**, e.g. petrol, oil, paint and also some waxes & but not cooking fats or oils.



Class C:

These are fires involving **flammable gases**, e.g. natural gas, hydrogen, propane, butane.



Class D:

These are fires involving **combustible metals**, e.g. sodium, magnesium, and potassium.



Class F:

These are fires involving **cooking fats and oils**. The high temperature of these types of fats and oil when on fire far exceeds that of other flammable liquids which means that normal fire extinguishers should not be used.

7. Dangerous goods

7.1 What are dangerous goods?

Dangerous goods are articles or substances which are capable of posing a significant risk to health, safety or property when transported.

Packages containing dangerous goods are recognized by a diamond shaped sticker.

Before handling dangerous goods, you should be able to recognize some symbols. It is important for you to know them, when loading or unloading an aircraft.

In case of emergency, the following should be complied with:

1. The damaged freight item must be duly secured. Unauthorized persons are not allowed in the vicinity of the item.
2. Avoid ingestion, i.e. do not eat, drink or inhale.
3. Inform the port authority and wait for help and instruction of the Security Department.

7.2 Dangerous Goods Classification

Dangerous Goods are divided into nine (9) classes.

Class 1	Explosives.
Class 2	Gases.
Class 3	Flammable Liquids.
Class 4	Flammable Solids.
Class 5	Oxidizing Substances.
Class 6	Poisonous Substances.
Class 7	Radio Active Material.
Class 8	Corrosives.
Class 9	Miscellaneous Dangerous Goods.

7.3 Dangerous Goods list



Dangerous when wet



Oxidizing agent



Organic peroxide



Toxic



Infectious substance



Radioactive



Radio active



Radioactive



Radioactive



Corrosive



Marine pollutant



Miscellaneous



Explosive



Explosive



Flammable gas



Non-flammable compressed gas



Toxic gas



Flammable liquid



Flammable solid



Spontaneously combustible



Dangerous when wet



Oxidizing agent



Organic peroxide



Toxic

8. Emergency Procedures

8.1 The following list of emergency procedures is general

You are responsible to familiarize yourself with APA emergency procedures, phone numbers, manuals, and emergency evacuation plans. Know the location of first aid kits, fire extinguishers and other emergency equipment. **The key to dealing with these situations is preparedness and knowing what to do.**

8.2 How to report an emergency

If you are involved in an emergency/ incident / accident and you are able to communicate, or if your colleague is the one involved and does not have the ability to do so, follow these procedures:

1. Immediately inform the Port Authority (Security Department) and your company about the incident or accident. In case of injuries, first aid could be rendered if you are qualified.
2. When requesting help at Security Department , provide the following:
 - a. Your name.
 - b. Name of the company you work for.
 - c. The number of people injured
 - d. The exact location of the emergency / incident / accident.
 - e. If dangerous goods are present, give also the identification of the damaged goods.
 - f. Wait for further instruction by Security Department Personnel.

8.3 Emergency Phones

They are 2 (two) Emergency Phones located in each terminal at Pier B and C. The phones are posted against the wall in the terminals.

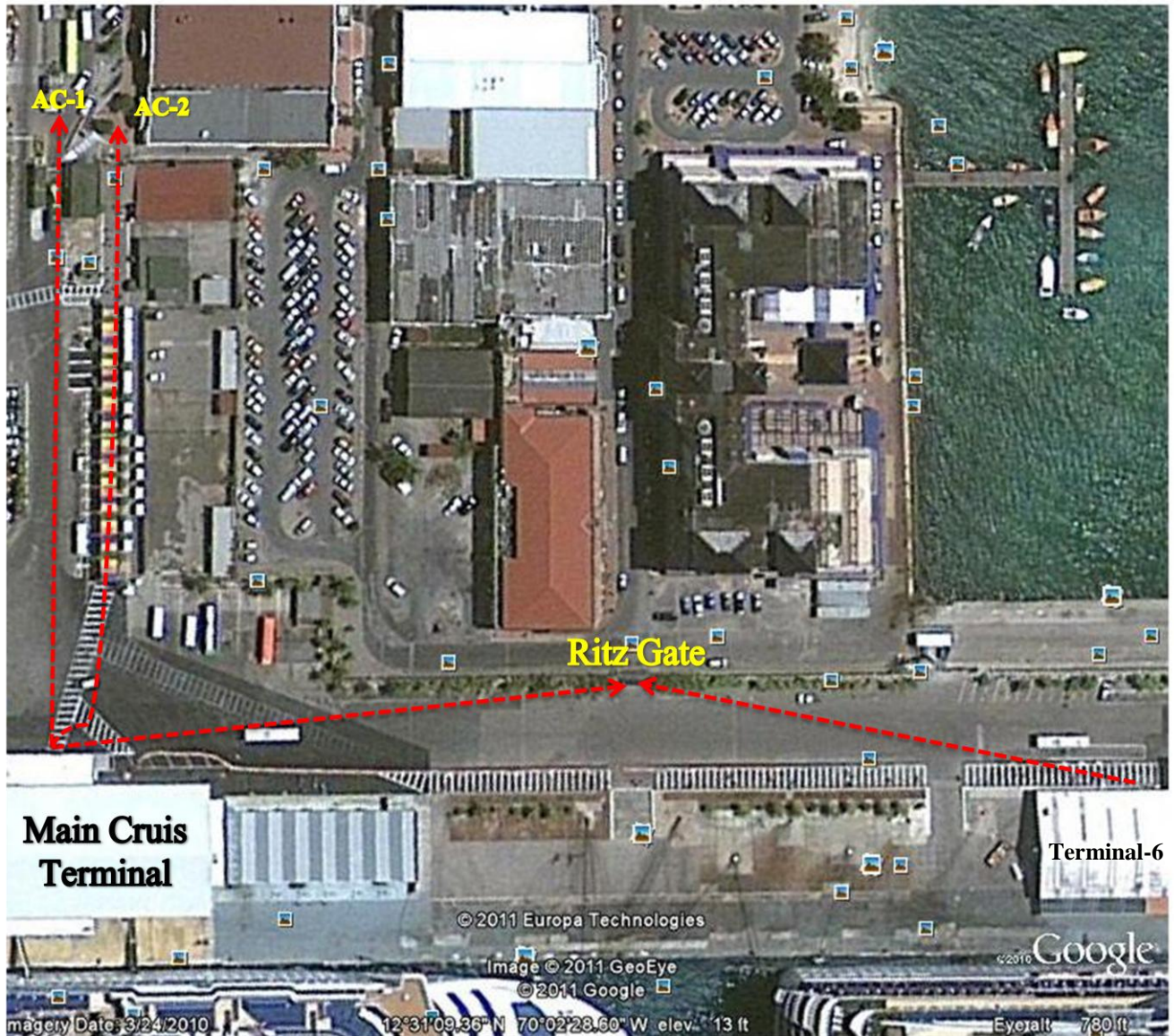
The emergency phones are recognized by a sign visible from all directions.

These phones are only allowed to be used for Emergency situations, e.g.:

1. Any fire situation.
2. Fuel and Oil Spills.
3. Any Accident or Incident.
4. Health condition of a person that need Paramedic assistance.

8.4 Terminal Evacuation Plan

In the event of an emergency situation that requires evacuation, terminal users shall take the shortest way to one of the Security Checkpoints “Exit Gates AC-1 or AC-2 or “Ritz gate“.



9. Emergency Procedures for suspicious packages and bomb threats

9.1.1 Receiving a suspicious package.

You don't necessarily have to work in a Mailroom to receive or handle a suspicious item of mail. All the parcel and courier companies, for example, deliver direct to the address on the item, so it bypasses the Mailroom completely.

If you are working at the Oranjestad or Barcadera Harbor or in any of his facilities area or in a general office, it is possible you will be asked to take receipt of an item of mail from a total stranger, who may or may not be wearing uniform. They may have arrived in a marked or unmarked vehicle, or you may not have seen the vehicle.

Always be aware of anyone who is asking you to take receipt of anything.

You should make the following enquiry's about all deliveries:

- a. Is it for a named person? Which department do they work in?
- b. Are they expecting it and where is it from? (Try to contact the addressee to confirm)
- c. What are the contents?
- d. Which company is making the delivery?

If you have serious doubts after making enquiries, don't take receipt of the item. Tell the delivery person to take it back. If the item proves to be absolutely genuine and is expected, then doubts should not arise.

However, anyone who handles mail should look for the following:

- a. Does the item have a full and proper address, including post-code and do you
- b. Recognize the postmark? Look out for bad handwriting or spelling and addresses
- c. Those are obviously wrong.
- d. Is there a smell of almonds, marzipan or any other unusual smell?
- e. Is the envelope or outer wrapper stained with an oily or greasy type of stain?
- f. Is the item heavy at one end?
- g. Is there excessive wrapping or over sealing?
- h. Is the item overly heavy for its size?
- i. Is there any powder leakage?

If you notice some of the points above when handling mail, **"Do not panic"**. Put the item down **gently** on the nearest flat surface and isolate it, i.e., clear everything else off the surface. A table if possible but the floor will do if necessary. Try to place it somewhere that is away from any windows but has easy access and then **walk** away from it.

9.1.2 There are some don'ts:

If the item has arrived in your, or company post, it has already taken some quite rough handling and so it is likely that any device enclosed would be designed to be activated when the package is opened. So don't open it or tamper with it!

- a. Don't drop it or throw it away.
- b. Don't put it in a bucket of water or sand.
- c. Don't cover the item with anything, leave it in plain view.
- d. Don't give it to someone else; you need to take any actions required.

9.1.3 What to do next.

Having received an item that raises your suspicions you should take note of what is wrong (see *indications 8.1.1*) and contact the Port Security **582-4216** telling them who you are, where you are and that you have a suspicious item of mail. You will be asked a number of questions to enable Port Security staff to determine exactly where the item is and what the suspicions are. It's important that you follow any instructions given to you over the phone by security staff. You will also be asked to inform your line manager or the senior person present, of the situation.

The Port Security will inform the emergency services if necessary.

A Port Security Officer will now be en-route to the scene, and only properly trained individuals should deal with the situation from this point onwards. The Port Security Officer will assume control of the incident upon arrival of the emergency services (Police) and/or other authority's. The person who raised the alarm are required to keep themselves available for questioning about the item with Security staff and/or the emergency services, depending on who arrives at the scene first.

9.2 Receiving a phone call, e-mail or any form of communication regarding a bomb.

If you receive an e-mail or written communication regarding a bomb or an explosive device, immediate action is required. You should pass the information to the Port Security on **582-4216** straight away and inform your line manager. Any member of staff could receive a phone call from either an external or internal phone regarding the placing of a bomb or an explosive device.

9.3 Action to be taken on receipt of a bomb threat.

Your phone rings and a strange voice tells you a bomb has been put in on the Harbor or Terminal. The action you take now will be vital to the situation. You have been put on the spot. Stay calm; a phone call can't hurt you. Follow the procedure described in the "Telephone Bomb Threat Action Sheet" and try to obtain as much detail as you can. Then phone the Port Security on **582-4216** straight away.

9.4 Telephone Bomb Threat Action Sheet

Immediately alert someone else if possible (wave your hand in the air and point to your phone) but "Do not cut off the caller or put the handset down. Let the caller finish their message without interruption". Then try to obtain as much information as possible. Ask them to repeat what they said. Try to complete this form as you go along or immediately after they have hung up on you.

Ask the specific questions as set out below.

- The message you received (exact words)
- The exact time
- Where is the bomb located?
- What time will it explode?
- What does it look like?
- What type of explosive?
- When was it placed?
- Why was it placed?
- Who are you?

Whilst the caller is talking, listen for clues to:

- Male or Female
- The approximate age
- Noticeable conditions affecting voice, drunk, angry, laughing, incoherent
- Peculiarities of speech, foreign accent, disguised, impediments, tone
- Any background noises you heard during the call, traffic, machinery, voices, music, or anything that stood out

Be calm, listen carefully and report exactly. It is probable that you will only get answers to some, if any, of your questions but you must try. Write down every detail while it is fresh in your mind and then phone the Port Security on 582-4216.

At a glance - Action to be taken

Taking receipt of a package

Look at the person delivering the item. Be aware of what they look like and what company they work for. If you're not sure, ask.

Look at the item you are being asked to sign for. Check the address and the name of the person it's going to. Check for smells, stains, weight or anything unusual. Confirm the item is for a proper member of staff and that they are expecting it. Only sign for the item when you are completely sure and you have no doubts. Do not take chances. Don't be afraid to ask questions. Don't rush, you are in control.

Receiving a bomb threat phone call

Keep the Telephone Bomb Threat Action sheet close to your phone. Alert someone else if possible. **Stay calm.** A phone call can't hurt you. Do not hang up, cut off or interrupt the caller. Let them finish the message. Don't speak. **LISTEN** to what you are being told. Pay attention and try to remember what is said. Then attempt to ask the questions on the Telephone Bomb Threat Action sheet. When the caller hangs up, immediately write down everything you can remember and phone the Port Security at **582-4216** soonest. Also inform your line manager

10. Security ID Badge and Access Control

10.1 What is the purpose for the Rules & Regulations for Access Control and Security ID Badges?

The Rules & Regulations for the Access Control and Security ID Badge details the step-by-step procedures required in order to obtain and Security Identification Badge (ID Badge). These R&R are promulgated under the Port Security Program. Amendments may be issued in the form of Port Director's Instructions.

10.2 To whom are these R&R distributed?

These R&R are distributed to the APA N.V. personnel, Government Authorities with locations at the Airport, Ship lines & Mooring Gang, ASTEC, contractors, Concessionaries and other tenants conducting business at the port.

10.3 Visitor pass

A visitor pass issued to an individual who needs access to restricted areas or non restricted areas for a limited period of time ranging from a few minutes up to 24 hour, depending on the need and purpose of his/her access. The person receiving a visitor pass has to provide a valid identification in order to receive the pass. The identification will be returned to the individual upon the returning of the visitor pass.

Valid identifications are:

- Valid photo ID
- Valid driver's License
- Valid Passport

10.4 Port Security ID badge

All persons working in an area of the Port and those persons who have regular need to enter the Port area must have a Port Security ID badge.

To obtain a Port Security ID badge the following is required:

- Fill in an application form
- Pass a security assessment test
- Pass a drug and alcohol test
- Copy of KVK (Chamber of commerce)
- For none-residents, valid works permit

The Security ID Badge will be issued at the Facility Unit of the Aruba Port Authority n.v. during office hours from Monday thru Friday, 08:00 – 12:00 and from 13:00 – 16:00 hours

10.5 Significations of Port Security ID Badge colors and letters

Colors

- **RED:** All port areas
- **BLUE:** Cargo areas (Oranjestad and Barcadera)
- **YELLOW:** Cruise areas

Letters

- A: Cruise terminal nr. 6
- B: Cruise terminal nr. 7
- C: Cruise terminal nr. 9
- D: Cargo Oranjestad
- E: Security office
- F: Vessel control tower
- G: Cargo Barcadera

11. Security Rules and Regulations (R.R)

11.1 Visitor Terms and Conditions

1. Maximum speed limit 20 Km/h.
2. Unauthorized access is prohibited.
3. Entrance is at your own risk Aruba Ports Authority N.V. is not responsible for personal or material damage.
4. Access provided is for authorized area(s) only.
5. All persons entering or leaving the port area are subject to a security check.
6. Order, peace, safety and morality should be maintained at all the time.
7. Fishing, swimming and / or diving are not allowed. Photography and / or filming without express written permission of the Director are not permitted.
8. Misbehavior, unnecessarily noisy, to be annoying and troublemakers are not tolerated.
9. It is strictly forbidden to consume alcoholic beverages and / or the use of drugs, or to be under the influence of these agents within the port facilities. APA has the right to test all visitors on its premises for drug and alcohol usage.
10. It is the responsibility of all person and / or visitors to subject and adhere to these terms and conditions.
11. Upon signing for a Visitor pass you agree automatically with all the above mentioned Terms and Conditions.

The Aruba Ports Authority N.V. implements these Terms and Conditions and where necessary will enforce and / or adapt them.

11.2 Taxi rules and regulations

1. Maximum speed limit is 20 Km/h.
2. Taxi drivers should park their vehicles at the designated places on APA premises.
3. Taxi must be parked orderly in a row.
4. Taxis will take turn for picking up passengers the first taxi at the front goes first.
5. Port Security will instruct the taxi driver of pick-up passengers at another Cruise Terminal when there is more than one ship in port.
6. It is permitted only one taxi at the time to be at the Main Cruise Terminal. Depending on the circumstances, APA can Security instruct otherwise.
7. Taxi drivers are prohibited from refusing to lend services. The driver is obliged to charge the passengers conform the valid government establish tariff.
8. It is strictly prohibited for taxi drivers to abandon their vehicle on the Port property.
9. Below is a summary of the legal requirements established in accordance with DOPV that must be met by all taxi drivers. When necessary APA will report infringements to DOPV and / or take the necessary measures.
 - Be clean and dressed in a presentable manner;
 - Refrain from rude threatening behavior towards passengers;
 - Do not use, possess or be under the influence of alcohol during working hours;
 - Do not seek business by annoying or disturbing others in the area, or any other way seek to attract attention of others in a negative manner;
 - It is prohibit charging passengers more that is stipulated by the Government tariff (overcharging).
10. Games and gambling on Port areas is strictly prohibited.
11. It is the responsibility of all taxi drivers to adhere to these rules and regulations. Not complying with these rules and regulations can cause expulsion of the Port premises and / or revoke of their access badges.

The Aruba Ports Authority N.V. implements these Taxi rules and regulations and where necessary will enforce and / or adapt them.

11.3 Tour bus rules and regulations

1. Only tour busses affiliated to ATOA (Aruba Tour Operator Association) are allowed to conduct fixed daily operations on Port premises.
2. Maximum speed limit is 20 km/h.
3. A maximum of one (1) tour bus with one (1) driver and two (2) tour operators may be present at a terminal at one time.
4. Only tour operators with a valid badge to pick-up passengers on pre-paid tours may enter the terminals.
5. All buses must remain in designated security areas.
6. All tour company staff must remain at their designated booth at all times.
7. Below is a summary of the legal requirements established in accordance with DOPV that must be met by all tour operators and tour drivers. When necessary will APA report infringements to DOPV and / or take the necessary measures.
 - Be clean and dressed in a presentable manner;
 - Refrain from rude threatening behavior towards passengers;
 - Do not use, possess or be under the influence of alcohol during working hours;
 - Do not seek business by annoying or disturbing others in the area, or any other way seek to attract attention of others in a negative manner;
 - It is prohibited charging passengers more than is stipulated by the Government tariff (overcharging).
8. Games and gambling on Port areas is strictly prohibited.
9. ATOA members are not allowed to make any “taxi trips” other than upon request of Port Securities in accordance with DOPV.
10. It is the responsibility of all Tour operators and / or tour drivers to subject and adhere to these rules and regulations. Not complying with these rules and regulations will result in expulsion of the Port premises and / or revoke of their access badges.

The Aruba Ports Authority N.V. implements these Tours bus rules and regulations and where necessary will enforce and / or adapt them.

11.4 Rules and regulations identification badge/car pass

To prevent or detect persons attempting unauthorized entry to areas of the port and to permit the Aruba Ports Security to check the identity and bona fides of any person found in the port area, the following is applicable with immediate effect.

1. All persons working in an area of the port and those persons who have regular need to enter the Port area shall display at all times a Security ID badge on their outer garments while in such area.
2. Uniformed police, customs, immigrations and military personnel are not required to wear a Security ID badge, provided their identity is verified by an approved valid document (legitimatiebewijs).
3. The Aruba Ports Authority retains the right at any time to prohibit the badge holder and or vehicle from entering any area of the port. The Aruba Ports Security is entitled to search persons, vehicles, and items coming into or out of the port facility. Government-owned or police vehicle on official business are exempted from searches. Aruba Ports Authority N.V. is not responsible for any personal or material damages.
4. Security ID badge will not be issued or will be revoked for the following reasons:
 - a. Persons under the age of 18 years;
 - b. Those who cannot show the letter of good conduct (exclusive for access to harbors of the Aruba Ports Authority N.V.) issued by the local authority's
 - c. Those that have failed to pass the security assessment and or the drug and alcohol test;
 - d. Those that refuse the security assessment or drug and alcohol test;
 - e. Companies that are not registered in the chamber of commerce;
 - f. None-residents who do not have a valid work permit.
5. No vehicle pass/decal will be issued to:
 - a. Individuals under the age of 18 years;
 - b. Drivers without a valid driver license.
 - c. Vehicles not in compliance with valid technical inspection.
 - d. Vehicles without a proper and valid insurance.
6. Any persons whose Security ID badge and or car decal is lost, stolen or misplaced shall promptly report such loss to his supervisor who shall ensure that the Aruba Ports Security Department is advised immediately.
7. The Security ID badge/decal remains the property of Aruba Ports Authority N.V. an must be returned; On request, when the individual's access authorization is terminated due to transfers, renovation, termination of services or suspensions.
8. Trainee or student must bring her of his registration form and letter of work placement
9. Misuse of access badge/decal can result in temporary or permanent access prohibition.
10. The color of the badge/decal represents the area that the holder is allowed to access.
11. Vehicle decals are color coded by year of issuance and correspond with the vehicle's license tag number.
12. Badge/decals are issued for a specific person/company and are not transferable.

13. Private/company owned vehicles must display the appropriate decal or pass on the windshield so the decal/passes can be authenticated by port security personnel. Exempted are the government-owned vehicles.
14. Decals/passes are not to be hidden behind window tinting/sunshields and must be clearly visible.
15. Decals/passes are not to be defaced, altered or reproduced under any circumstance.
16. Any person who has cause or is involved in an accident on one of the harbor premises will be submitted to a drug and alcohol test. This person will not be permitted to leave the harbor until the drug and alcohol is performed.

12. Consequences When Not Complying With Rules and Regulations

10.1 Procedures and Regulations

Adherence to the Port rules and regulations are of utmost importance and are required for a safe operation on the port premises.

10.2 Consequences

Depending on the seriousness of the incident or accident, sanction will be determined by APA.



10.3 Incident / Accident Investigation Procedure

The investigating sequence is the following:

- The Security Department must be immediately informed, and will prepare a report.
- The incident/accident scene must remain unchanged for the investigation, unless it poses a danger to ship, terminal operation or to human life.
- The incident/accident scene will be further investigated by the Security Department they will issue a final report with recommendations.
- A letter will be sent to the employer as soon as possible with disciplinary actions if necessary by the Managing Director.
- Disciplinary actions can be for example:
 - Suspension of your Port Access badge
 - Temporarily
 - Permanently.

10.4 Cost of Damage

The employer is responsible for any damage done to port facilities by the employee during his/her duty on the port premises.

After the final investigation is performed, the APA will notify the employer regarding the total cost involved to repair the damage caused by the employee.