



Code of Conduct

PORT OF DOCKYARD ~

Our Code of Conduct clarifies the standards of expected behaviour and affirms BLMC's belief in responsible, social and ethical behaviour from all transportation providers to the Port of Dockyard.

CODE OF CONDUCT



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Port Of Dockyard Code Of Conduct Policy

Overview

This Code of Conduct Policy provides the framework of principles for conducting business at the Port of Dockyard along with guidelines on how to manage visitors and other transport providers; in addition to outlining the responsibilities of all transportation providers to ensure the safety and comfortable journey for all visitors to Dockyard. It does not replace legislation, and if any part of it is in conflict, then legislation takes precedence.

This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism.
- Be considerate and respectful of the environment and others.

All transport services providers are required to have read and be familiar with the rules and regulations listed below. In addition, abide by the rules and regulations to conduct business out of the Port of Dockyard.

Port of Dockyard Principles

- Drivers shall treat passengers with dignity, courtesy, and respect.
- Drivers shall behave without prejudice and be impartial, tolerant, and courteous in their interactions with passengers.
- Drivers should be honest at all times and always behave in a professional manner.

Port of Dockyard Hours of Operation

- Port Gate will be open from 6:30 am until 10:00 pm daily.
- Vehicles will only be permitted for "Drop Offs" during Port restricted hours. This period will be limited to 10 minutes.
- Overnight parking and sleeping are prohibited.

Dress Code

Drivers must adhere to the professional standard of dress which has been clearly laid out by the Transport Control Department. A smart casual dress code is recommended. Attire such as flip flops, sandals, undershirts and dropped pants are prohibited.

For enquiries or more information, contact:

Port Authority

441 234 1709
portauthority@blmc.bm

Expectations

- Drivers will follow all instructions given by the Port of Dockyard Transportation Coordinators.
- Drivers must maintain a neat, clean personal appearance.
- Drivers must ensure quality service is being provided.
- Drivers must be polite and professional.
- Drivers must be medically fit to drive at all times.
- Port Authorities will not facilitate transportation to drivers that are suspected to be under the influence of drugs or alcohol and will report the matter to the police.
- All minibus and taxi vehicles should be operable, cleaned, and presentable, both inside and outside, at all times. Vehicles that violate the TCD regulations will be prohibited from conducting business out of the Port of Dockyard until defects are addressed.
- All vehicle operators are prohibited from soliciting business in the GTA unless otherwise approved (i.e., Tour Operators).
- All vehicle operators must have their drivers ID visible and
- Company name (minibuses) clearly displayed.

Acceptable Physical Conduct

- Assist a person who has difficulty walking.
- Help an older person get in and out of a vehicle.
- Drivers must ensure that they ask the person first, and keep physical contact to a sensible minimum.

Unacceptable Behaviour

- The personal use of electronic devices for when passengers are embarking vehicles; full concentration should be on the passenger unless using devices for operational purposes.
- The use of profanity and/or offensive language in the GTA.
- Confrontation with other transport operators or with the Port of Dockyard Transportation Coordinators.
- Refusing to accept passengers for short trips.

