

Code of Conduct: Cruise Operators

Invergordon typically welcomes over 100 cruise ships, 200,000 passengers and over 60,000 crew each year. This provides a significant opportunity for a large number of businesses, and for local workers. It can also however present some challenges for local residents, as the town's population doubles on some days.

This voluntary Code of Conduct recognises the critical role played by Invergordon's community in welcoming ships and their passengers, and in enabling businesses to operate throughout the town. It asks all stakeholders and particularly transport operators (including subcontractors) to comply with temporary traffic management in place on cruise days, respect the local community and act with kindness and responsibility, acknowledging that it is the welcome from local people that keeps cruise passengers visiting.

This simple 9-point plan is something we hope everyone can agree to. Much is common sense and simply operating in a way that causes no upset or stress. Some is a legal requirement. The code has been developed in collaboration with transport operators and local residents, to ensure it reflects the needs of both. It will be published on the Port of Cromarty Firth and Highland Council websites and shared with local Community Councils, so that everyone knows the standards to which they will be held.

1. **Respect local residents** – never block driveways or make loud noise outside people's homes (engine idling/loud talking), especially early in the morning
2. **Obey the law** – never stop on the Shore Road clearway or park in bays not designed for your vehicle. For on-street parking, if no other signage designates the area as cruise parking, please ensure your vehicle fits within the marked bays
3. **Park in the approved car park, follow the agreed route and use the approved pick-up/drop-off points for your transport.** (There will be agreed routes each cruise season for official cruise line transport providers and independent operators. These will be outlined on the Port of Cromarty Firth, Highland Council and Invergordon Community Council websites.)

4. **Only call down your coach to the pick-up bay when your group is ready to depart.** Pick-up/drop-off bays are for loading and unloading passengers from coaches only. They are not waiting areas. Smaller vehicles should use local car parks to keep the designated bays clear for coaches
5. **Only stop in the designated areas** and only when there is sufficient space for your vehicle without overhanging the road
6. **Park overnight away from residential properties** if you need to run your engine early in the morning. (If you are an official cruise line operator, you can park inside the Port security fence.)
7. **Be kind to your drivers and guides, and keep your guests safe** – provide drivers and guides with accommodation the night before a cruise excursion and ensure they do not sleep in the vehicle
8. **Be a good neighbour** – if you can see a local resident needs help, give them a hand. Be kind and courteous. Promote local businesses where possible. Protect the local environment, including minimising fuel use / switching to clean fuels where possible
9. **Report any misconduct.** If you or your drivers or team are subject to abusive language or behaviour, or you witness any such behaviour, or any failure to comply with this Code of Conduct, please share the details with the cruise stakeholder group c/o Port of Cromarty Firth (cruise@pocf.co.uk) in order that we can record the incident and raise it with the individual or company involved, with a view to making continuous improvements

If you have any questions or feedback regarding the Code of Conduct, or any suggestions for improvements, please send the details to cruise@pocf.co.uk