

DRAFT

/22.1.2017

SAFETY INVESTMENT REPORT

/ MASAPO

CONTENTS	
Aim of report	1
Guest Harbours - Sweden	2
Blue Star Marina in Finland	4
Finland	6
Comparison Safety Criteria – Blue Star Pilot Ports	9
Åland Life Boat Society – Cooperations with the Guest Harbours	10
Investment Plans - Financing	13
Summary and Suggestions	16



EUROPEAN UNION
European Regional Development Fund



AIM OF REPORT

Safe Guest Harbours/Good Business

- Draw up a road map how to proceed in the future to raise safety levels in small pilot ports
- Define how to improve the cooperation levels of the involved maritime rescue organizations
- Define safety investment plans (multiple), largely based on the mapping already written, specifically for the 3 pilot ports
 - **Rödhamn (ÅSS)/Island,**
 - **Östra hamnen (MSF, Mariehamn)/City**
 - **Kastelholm Gästhamn/Countryside**
- Define several options how to increase port safety
- Quality written report in English
- Present the report, in English, at a seminar, planned for the end of January 2017
- Good safety level is of increasing importance for guest harbours – makes it easier to attract more visitors and thereby have a direct positive effect for the profitability

Main content

- Description and analyze of some certifications systems
- Investment plans
- Summary and suggestions

The mapping report – legislation and authority regulations

The mapping report is written and accessible for those who want more facts about the 3 pilot ports chosen. Valid legislation and authority regulations are also well described in the mapping report. This report focus on what can be done to improve safety in these 3 pilot ports and also in general - both regarding hardware (investments) and software (management and personnel).

Certification systems

Boating is continuously developing and changing. New trends and new challenges have to be considered and handled by the guest harbours. The future winners will probably be those harbours that in advance adapt to the market needs and new trends. Especially within the environment-, energy-, safety- and security fields there is a strong forward development.

New generations of boaters have a lot of new technical devices in their boats but are not always experienced in boatmanship. According to interviews with harbor masters the boats seem to become both bigger and smaller in format. The number of midsize boats is decreasing. This is something to keep in mind when making development plans for the guest harbours.

By describing and comparing some well known certification systems, *Säker Hamn* (Sweden), *Blue Star Marina* (international) and *Visit Saaristo* (Finland) this report points out and describes basic criteria for the safety level of a guest harbour.

The comparison also gives an idea about today's level of safety standard in these 3 pilot ports and which improvements can be made to ensure good business possibilities also in the future.

Quote from an article in Marina World (Nov/Dec 2016);

Carrying a mobile phone has become as essential to us as carrying a wallet and for many has replaced both watch and camera. Being connected dominates our lives – for good and for bad. As Flagstone Property Group CEO Mehmet Bayraktar reportedly joked during a seminar panel at the Ft Lauderdale Boat Show last year; “WiFi is more important than water for boaters”



GUEST HARBOURS – SWEDEN

Safety

- **Safemooring**
 - Leading lights or mooringbuoys are required at the approaching line for dark landing
 - If the fairway is dangerous/risky it has to be marked with fairway dots
- **Wind and waves**
 - Wind directions that cause waves and backwash from boats/ships passing the guest harbour are considered

- **Size of guest harbour**
 - Number of berths/guest boats
 - Number of available outlets

- **Size of maneuver area in the guest harbour**
 - Harbour maneuver water must be marked at the most shallow areas

- **Mooring arrangements/equipment**
 - Buoys
 - Y-booms
 - Piles
 - Alongside

- **Rescue equipment**
 - Information board – where to find rescue equipment and alarm telephone
 - Permanent rescue ladders
 - Location and number of life buoys and other rescue equipments

- **Availability/Adjustments for disabled**
 - Mooring possibilities for disabled, parking etc.

- **Personnel /Organisation**
 - Personnel educated in fire fighting and first aid
 - Alarm numbers/telephone
 - Emergency plan
 - Safety rules and information
 - Regulations how to behave

This classification system, which is managed by *Riksföreningen Gästhamnar Sverige (RGS)* and *Gästhamnsguiden AB*, takes into consideration a number of different things within the following categories;

Safety | Environment | Sanitary installations | General impressions

Reaching a category requirement gives points. The total number of reached points decides the number of achieved stars according to a scale system. The number of stars show the overall quality standard of the guest harbour. Five stars is the highest level, one star is the lowest level.

Sweden has a long tradition of safety and security work.



BLUE STAR MARINA

The IMCI BLUE STAR Marina-Certification is a transparent system to indicate the quality level of marinas through 3rd party assessment by the International Marine Certification Institute (IMCI). It is a quality and star rating system for marinas worldwide, designed for all marinas regardless of size or location (coastal or inland).

- **Benefits for the Marina Operators**
 - Operators receive a low cost certification due to IMCI's non profit approach
 - The certification process helps to identify possibilities for improvements of the marina
 - Client satisfaction and boosted revenues are achieved
 - Marina quality is displayed with the use of stars
 - The catalogue of requirements is internationally standardised as well as recognized
 - Certified Marinas are published on both internet and in print media

- **The main criteria are**
 - External presentation
 - Safety & security standards
 - Sanitary installation and hygiene
 - Customer services
 - Food availability / Leisure & amenities
 - Management, environment protection and disposal
 - Storage options, if applicable

- **Benefits for the Boat Operator**
 - Desired quality of marina can be chosen
 - Expected quality level will be received
 - Marina quality can easily be derived from the published range of BLUE STARS
 - Marinas can easily be compared regardless of country borders
 - Certification is granted by an independent, non-marina associated 3rd party.

Marina Nagu Gästhamn has become the first (and still only) Marina in Finland to receive the four star classification in the *International Marine Certification Institute IMCI Blue Star Marina* scheme.

The only Blue Star Marina in Finland



According to the harbour master in *Nagu Gästhamn* one of the best things with the *Blue Star Marina* certificate is the international recognition it offers the marina. Another important thing is the annual inspection they do.

Membership Fee - Blue Star Marina

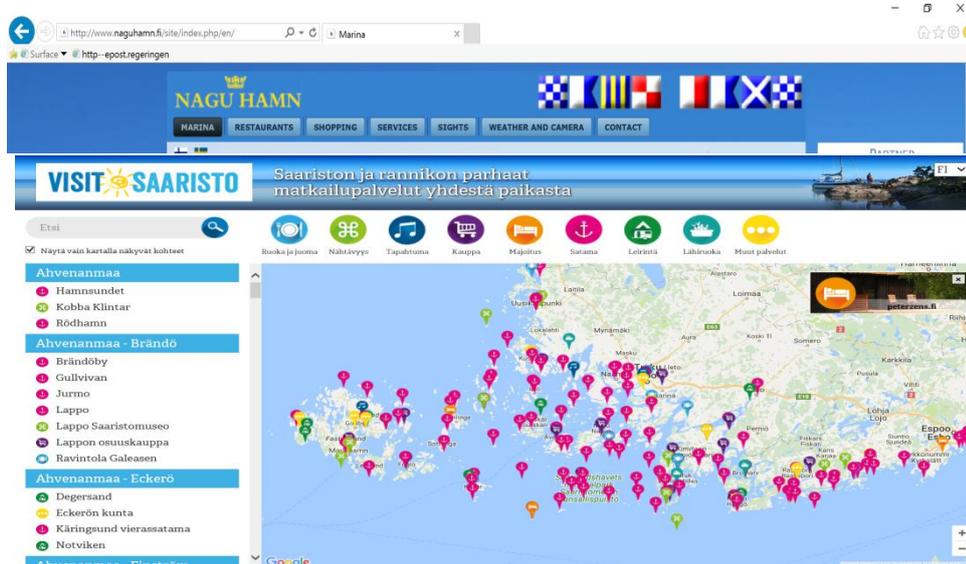
- The membership fee depends the size of the biggest boats and the number of berths. The fee can vary between 1500 euro and 3000 euro for a period of 3 years.
- Nagu Gästhamn has a membership fee of 2600 euro for 3 years.
- This gives the marina international visibility both on the Internet and in printed media

Safety criterias of BLUE STAR MARINA – Quality levels

Safety		☆☆☆☆	☆☆☆☆	☆☆☆☆	☆☆☆☆	☆☆☆☆
#	Property	☆☆☆☆	☆☆☆☆	☆☆☆☆	☆☆☆☆	☆☆☆☆
110	Emergency phone number posted	available	available	available	available	available
	Lifelights or stakes and ladder at each jetty	available	available	available	available	available
	First aid kit free available	available	available	available as well as stretcher	available as well as stretcher	available as well as stretcher
	Adhesive oil agent free access	available	available	available	available and floating oil barrier	available and floating oil barrier
	List of local physicians posted	available	available	available	available	available
	Night-time illumination	-	landside	landside and jetties	landside and jetties	landside and jetties
	Fire extinguisher	available	at each jetty	at each jetty	at each jetty	at each jetty
	Staff trained in first aid	-	-	available	available	available
	Info about daily weather forecast / tide information	-	-	available	available	available
	Nautical safety	-	-	inspection rounds	daily inspection and information of boat owner	daily inspection and information of boat owner
	Rescue landing pad	-	-	-	-	available
	Automated External Defibrillator (AED) available	-	-	-	-	available
	Protection of compound	-	-	-	-	available
	Safe system	-	-	-	-	available

FINLAND

Visit Saaristo



This is an information system including all tourist operators in the archipelago and along the coast. Visit Saaristo also includes all guest harbours. This is neither a certification - nor a classification system but it provides good basic information about the guest harbours and what kind of service they offer.

The tourist operators are divided in the following groups;

- Food and drink
- Attractions
- Events
- Shop
- Accommodation
- Harbours
- Camping
- Local food
- Other services

From a safety perspective *Visit Saaristo* only provides some basic facts about guest harbours. Boaters must get better information directly from the guest harbour itself. *Visit Saaristo* mostly inform about the services offered, less about the quality standard.



Safety – Education and training

Knowledge and Competence

As a result of good cooperation between the *Åland Maritime Safety Center* and the *MASAPO Project* a good new concept for safety education and training has been developed, especially tailored for guest harbour staff and managers.

Education and training is basic to avoid accidents. Working in a Restaurant/Bar requires hygiene/Alcohol Passport. A similar type of **Safety Passport should be required** for workers at guest harbours, to ensure a good safety standard.

- **Safety Passport Education**

The safety Passport Education carried out by the Åland Maritime Center is of high standard and useful not only when working in guest harbours but also in many other working situations as well as in every day life.

Concept for Safety Education and Training (2 days)

The concept for Safety Education is planned by David Andersson, Kristoffer Joelsson (instructor Åland Maritime Safety Center) and Stephan Remmer (Life boat Society)). Mission given by Ulf Fellman (manager Åland Maritime Safety Center) and Kasimir Antbrams (MASAPO).

- **Fire, time 3 h**

- Own safety and risks
- Development of fire
- Fire extinguisher
- How to work with hoses against gas
- Risks with fires in plastic materials
- Instruct the participants how to use the equipment they have in their own harbour

- **First aid, AED and Safety/Threats, time 4 h**
 - Basic First Aid according to L-ABCDE
 - D-AED according to the Swedish Heart and Pulmonary Council
 - How to act in threatening situations
 - How to act when you suspect abuse of drugs

- **Electrical Safety, time 1/2 h**

Shortly about what is most dangerous but focus is on the importance of getting the main switch off as quick as possible and to immediately call for the person in charge

- **Environmental impact and fuel management**
 - This should be informed by respectively guest harbour master according to their policy

- **Accidents and responsibility**
 - This should be informed by respective guest harbour master according to their policy

- **Boat maneuvering and management, time 4 h**
 - Knowledge of the guest harbour`s own working boat
 - Maneuvering in narrow waters
 - Towing/managing lines and ropes?
 - Hazards
 - Different types of boats and their characteristics
 - Exercise what to do when the boat capsizes

- **Lifesaving exercises, time 3 h**
 - Is carried out mostly in the wave-pool at the Maritime Safety Center
 - Mixed theory and practical exercises
 - How to save PIW
 - Difference between conscious and unconscious persons
 - Managing Hansaline/Lifebuoy

- **Examination/Evaluation, time 1 h**
 - Basic test/examination. Receive course certificate after approved test and complete presence
 - Evaluation of the course/feedback from from the participants to improve the content of the course for the future

Crowd and Crisis Management

Staff working at passenger ships with certificate to have 100 or more passengers, must according to the STCWs requirements have a CCM-Crowd and Crisis management certificate. During peak season there can be up to 1000 persons in the biggest guest harbours. There are good reasons to have more

focus on CCM in the safety education and training. The international development makes security questions more important every day.

Language skills

Today about 70 % of the visiting boats in the Åland guest harbours arrive from Finland. This fact, as well as the ambition to welcome more international guest boats, point out the need of good language skills among the harbour staff. This is of greatest importance not only for service reasons but also for safety reasons. If there is an accident, good communication ability is basic.

COMPARISON SAFETY CRITERIA – BLUE STAR MARINA PILOT PORTS

SAFETY - Rödhamn/ÅSS

Property	*	**	***	****	*****
Emergency phone number posted	Available	+ Available	+ Available	+ Available	x Available
Lifebelts or stakes and ladder at each jetty	Available	- Available	- Available	- Available	- Available
First aid kit free available	Available	+ Available	+ Available as well as stretcher	- Available as well as stretcher	- Available as well as stretcher
Adhesive oil agent free access	Available	- Available	- Available	- Available & floating oil barrier	- Available & floating oil barrier
List of local physicians posted	Available	- Available	- Available	- Available	- Available
Night-time illumination	-	- Landside	- Landside & jetties	- Landside & jetties	- Landside & jetties
Fire extinguisher	Available	+ At each jetty	+ At each jetty	+ At each jetty	+ At each jetty
Staff trained in first aid	-	-	Available	+ Available	+ Available
Info about daily weather forecast/tide info	-	-	Available	+ Available	+ Available
Nautical safety	-	-	Inspection rounds	+ Daily inspection & info of boat owner	+ Daily inspection & info of boat owner
Rescue landing pad	-	-	-	-	Available
Automated External Defibrillator available	-	-	-	-	Available
Protection of compound	-	-	-	-	Available
Safe system	-	-	-	-	Available

SAFETY – MSF, Östra hamnen ★ ★ ?

Property	*	**	***	****	*****
Emergency phone number posted	Available	+ Available	+ Available	+ Available	+ Available
Lifebelts or stakes and ladder at each jetty	Available	+ Available	+ Available	+ Available	+ Available
First aid kit free available	Available	+ Available	+ Available as well as stretcher	- Available as well as stretcher	- Available as well as stretcher
Adhesive oil agent free access	Available	+ Available	+ Available	+ Available & floating oil barrier	- Available & floating oil barrier
List of local physicians posted	Available	? Available	? Available	? Available	? Available
Night-time illumination	-	Landside	+ Landside & jetties	+ Landside & jetties	+ Landside & jetties
Fire extinguisher	Available	+ At each jetty	+ At each jetty	+ At each jetty	+ At each jetty
Staff trained in first aid	-	-	Available	+ Available	+ Available
Info about daily weather forecast/tide info	-	-	Available	+ Available	+ Available
Nautical safety	-	-	Inspection rounds	+ Daily inspection & info of boat owner	+ Daily inspection & info of boat owner
Rescue landing pad	-	-	-	-	Available
Automated External Defibrillator available	-	-	-	-	Available
Protection of compound	-	-	-	-	Available
Safe system	-	-	-	-	Available

SAFETY – Kastelholms gästhamn

Property	*	**	***	****	*****
Emergency phone number posted	Available	+ Available	+ Available	+ Available	+ Available
Lifebelts or stakes and ladder at each jetty	Available	+ Available	+ Available	+ Available	+ Available
First aid kit free available	Available	+ Available	+ Available as well as stretcher	- Available as well as stretcher	- Available as well as stretcher
Adhesive oil agent free access	Available	+ Available	+ Available	+ Available & floating oil barrier	- Available & floating oil barrier
List of local physicians posted	Available	- Available	- Available	- Available	- Available
Night-time illumination	-	Landside	+ Landside & jetties	+ Landside & jetties	+ Landside & jetties
Fire extinguisher	Available	+ At each jetty	+ At each jetty	+ At each jetty	+ At each jetty
Staff trained in first aid	-	-	Available	+ Available	+ Available
Info about daily weather forecast/tide info	-	-	Available	+ Available	+ Available
Nautical safety	-	-	Inspection rounds	+ Daily inspection & info of boat owner	+ Daily inspection & info of boat owner
Rescue landing pad	-	-	-	-	Available
Automated External Defibrillator available	-	-	-	-	Available
Protection of compound	-	-	-	-	Available
Safe system	-	-	-	-	Available

This comparison only focus on safety in the Blue Star Marina certification system. Still, it is possible to draw some conclusions from it;

1. With some minor investments, all 3 pilot ports quite easily can reach high safety standard/stars.
2. It shows that one or two weak links can make the whole chain weak (effect the level of standard). Utveckla lite-utbildning/kompetens
3. International certification systems seem to focus more on human and property security than so far Åland guest harbours do, due to the fact that criminality has been low on Åland.
4. It is a very useful to have a check-list before a new season starts.
5. A certification system helps to give the whole picture, showing what safety is about.

ÅLAND LIFE BOAT SOCIETY – COOPERATION WITH GUEST HARBOURS



In the Åland Islands the Life Boat Society (Ålands Sjöräddnings sällskap, ÅSRS) is an NGO /public service organization with more than 1400 supportive members. The staff consists of 5 persons and they are supported by 20 very good educated, trained and committed members. About 120 persons are trained and prepared to take active part in rescue operations both at sea and at land when needed. The Life Boat Association is also trained and equipped for fire fighting.

The Life Boat Society works as one organization with central management. To be able to act as fast as possible if an accident occur the Life Boat Association has 6 different stations in various dispersed geographical locations. This means that each operation unit has very good local knowledge. Each rescue unit must be prepared to operate within 15-20 minutes after alarm. There is also a very close cooperation with all local volunteer fire brigades around Åland.

The rescue operations vary between 150 and 200 per year.

The Åland Life Boat Society also works with preventive information and education.

Operations priority

- Life saving at sea
- Environmental protection (oil)
- Property saving at sea
- Towing and transports at sea

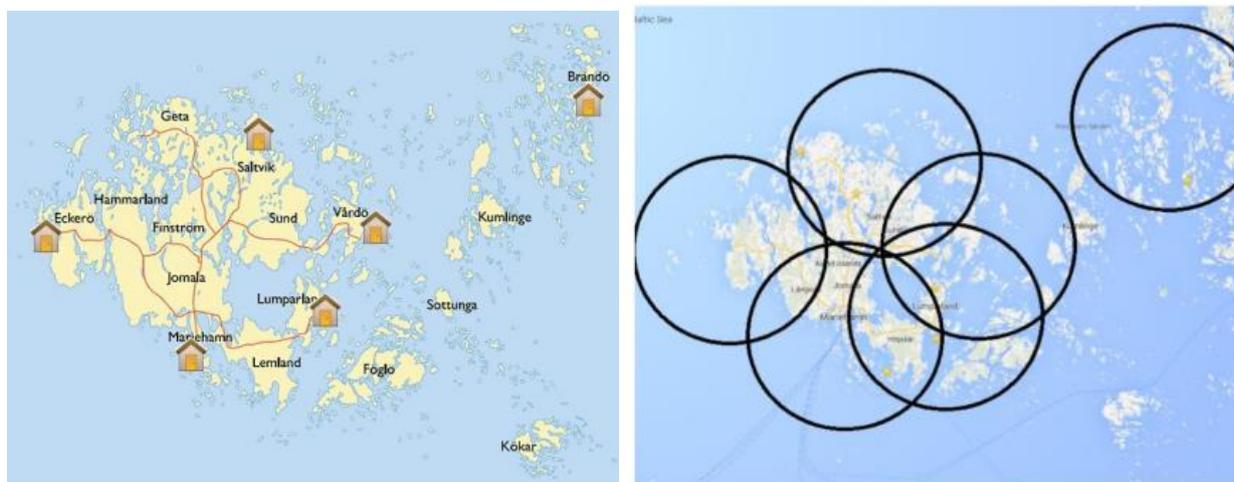


PHOTO: The circles show how far rescue units can reach within 30 minutes with a speed of 30 knots.

The mapping report states *"In Åland Island the Life Boat Society has its stations in various dispersed geographical locations, but most of the times not in a guest harbour. The cooperation is thus limited. If there are serious incidents the Life Boat Society helps out, but there are no special ties between them."*

In summertime many regattas are arranged at Åland, mostly around Mariehamn. During those regattas the Åland Life Boat Society assist with safety and security.

In several guest harbours stormy weather can cause problems and be of danger. In those situations Åland Life Boat Society assist with towing.

Preventive information and education is also an important objective for the Åland Life Boat Society. The MASAPO project underlines this and last year an education tailor-made for guest harbour staff was planned and executed. The planning was made as a cooperation between Åland Life Boat Society, MASAPO and Åland Maritime Safety Center.

A large practical rescue operation has also been planned by MASAPO and exercised outside Mariehamn with participants from many rescue units and all MASAPO partners.

Better cooperation between local Life Boat Stations and guest harbours can easily be achieved by arranging annual meetings between them. Annual meetings, before season starts, gives a good possibility to inform each other and discuss important practical issues regarding safety in every guest harbour. Agenda and information material is to be provided by the "head office" in Mariehamn. In practise, it is very much the same persons who are involved in the Life Boat Society as are in the local volunteer fire brigades.

PRE-SEASONAL MEETINGS WITH THE GUEST HARBOURS SHOULD BE IMPLEMENTED IN THE ACTION PLAN FOR EACH LOCAL LIFE BOAT SOCIETY STATION.

Open Sea – Problem/Challenge

Today, almost 70 % of all guest boats arrive from Finland although Sweden and especially the region of Stockholm is very close.

Distances in nautical miles

- Mariehamn – Kapellskär (Sweden) 37
- Eckerö – Grisslehamn (Sweden) 23
- Mariehamn – Turku (Finland) 93
- Mariehamn – Hanko (Finland) 121

There are certainly several reasons why Swedish boater choose to remain in Sweden. A beautiful archipelago and nice guest harbours offers many good alternatives. BUT – the open sea between Sweden and Åland (Ålands hav) seems to be threatening. If we could make this threat disappear a new and very huge market would open up.

Safe navigation to Åland – Follow me!

To make the navigation over the sea between Sweden and Åland safer for Swedish boaters should a *FOLLOW ME* system/project be implemented. A 5 years "follow me" project should get started next summer. To successfully spread the information among Swedish boaters, this has to be a long time project. As a boat owner you must be able to rely on the system.

This project could preferably be arranged and managed by Visit Åland or a Joint cooperation organization for Åland guest harbours.

There are also several other reasons why a JOINT COOPERATION ORGANIZATION FOR ÅLAND GUEST HARBOURS should start up;

- Safeguard Åland guest harbours interests
- Development- education
- Status
- Marketing
- Money racing for joint projects

INVESTMENT PLANS – FINANCING

The Central Baltic ERUF program 2014-2020 offers good possibilities to develop guest harbours in the Baltic Sea region to a new level of standard. This can bring many new visitors to the region, create new jobs and profitable guest harbours. There is a huge market potential in the boating tourism which is possible to take advantage of if the right investments are made.

This report is made as a part of the MASAPO project which focus on safety in small ports. Some investments, both in soft ware (such as education and training) and hard ware (rescue equipment) can be financed within the project.

The third call in the Central Baltic Program is open until 27th of februar 2017. Ålands Utvecklings Ab is preparing a project called SMART MARINA. This project , if approved, can bring the whole guest harbour business at Åland to a new, better level of standard and bring a very positive impact to the regional development.

If approved, Smart Marina projects will be financed with 75% of the total project budget from EU /Central Baltic Program and with 25% from the Government of Åland. This can be the best opportunity ever to bring Åland guest harbours to a new and better standards.

MSF, Östra hamnen – Investment plan				
Investment, currency €	Financing	Year 1	Year 2	Year 3
Ladders		2000		
First Aid equipement, stretcher		2000		
Cameras to the surveillance system		2000		
Night illumination		5000		
Communication radios (6)		1000		
Installations for better handicap availability-service			10000	
Renew jetties, safer system for mooring/concrete fundament				150000
WiFi zone		1000		
Annual competence developement, safety passport	MASAPO	2000	2000	2000
Safety manal			1000	
Rescue runner	MASAPO	50000		

MSF, Östra hamnen, is planning for investments next summer to improve safety and security in the port. They are all rather small investments, but alltogether they will improve the safety level in the guest harbour and bring it to a better level of standard.

The largest investment is renewal of jetties within three years. This investment can be financed with money from the Central Baltic program, *Smart Marina, if approved.*

A Rescue Runner, provided from the MASAPO project will increase the safety level in the guest harbour water area. Rescue Runner is a very effective lifesaver when a person has fallen into water. This will also work as a good test because it is then possible to compare the Rescue Runner with the Rib. Which is most suitable as working boat in guest harbours in the future, or are they both needed, because of different conditions in different guest harbours.

Investment in the night illumination system can be seen both as a safety and a security improvement.

Kastelholms gästhamn – Investment plan				
Investment, currency €	Financing	Year 1	Year 2	Year 3
Warning sign – to avoid backwash	MRS/MASAPO	3000		
Renewal of fire hoses on each jetty			2000	
AED-defibrillator	MASAPO	1000		
Installation of surveillance Camera			5000	
Renewal of mooring piles				15000
Renewal of jetties, possible enlargement of waterarea				100000
Harbour rescue boat	MASAPO	50000		
Annual competence development, safety passport	MASAPO	2000	2000	2000
Safety manual			1000	

Kastelholms Gästhamn is private owned and the service is carried out by the owners with assistance of seasonal staff. This company can have total focus on the commercial business since no other operations such as youth activities and sailing competitions belong to their responsibilities.

This guest harbour has good basic safety level and can with some minor investments reach top level standard. Within this period the biggest investments will be renewal of jetties and possible enlarging of the guest harbour water area. Has to be negotiated with the local government, Ålands landskapsregering since they are the owner of the surrounding water area and land.

ÅSS, Rödhamn – Investment plan				
Investment, currency €	Financing	Year 1	Year 2	Year 3
Ladders (at least 4)	MASAPO	2000		
First Aid, stretcher		2000		
Lifting device, to get people up from water, long lever stretcher		1000		
Lamps on jetties, solar powered (4-8 Led lamps)			5000	
Fire extinguishers (4)		2000		
Communication radios		2000		
New building of alongside jetty, to get the whole shoreline connected			25000	
Renewal of jetties for safer mooring ?				
Running water from municipality system	MASAPO		50000	
Annual competence development, safety passport	MASAPO	2000	2000	2000
Landing pad ?				
Solar system, produce electricity – better service				
Safety manual		1000	1000	1000

Rödhamn belongs to ÅSS and the yacht association is responsible for all investments that are planned/needed. The guest harbour and the services provided are runned by a very service minded young family during summer season. They get help from friends/summer staff during peak season. The most characteristic with *Rödhamn* is that it is an island nature harbour, and much of the work is done on volunterely basis.

There ´s great need of some basic safety investments and improvements, such as ladders to the jetties and more fire extinguishers.

Being an island *Rödhamn* has to be able to manage on it´s own and capable of acting if accidents occur. Adequate First Aid equipment must be available and the staff experienced in first aid training.

The following two infrastructure investments would really improve the service situation on *Rödhamn*;

- ✓ Running municipal fresh water
- ✓ Investment in solar system to produce local electricity

Runnig fresh water would increase the service to the boaters and also very much increase the level of safety as the fire fighting would be easier, much faster and more effective.

Electricity produced by solar system would improve the service and above all facilitate the production of service. Night illumination at the jetties and the surrounding areas would also increase the safety level in the *Rödhamn* guest harbour.

If *Rödhamn* harbour is enlarged there will be need for one person explicit responsible for the guest harbour, guiding boats, inspection rounds etc.

SUMMARY AND SUGGESTIONS

Good safety ambitions and standards are to be found in general. However, all guest harbours have created their own different systems.

Minor investments in safety equipment as well as annual education and training for the harbour staff can bring the harbours to safety top level. Good language skills are basic for good communication.

Need for:

- A standard **Guest Harbour Manual/Guidelines** how to manage a guest harbour.
Important, while many in the staff are seasonal workers
- A standard **Safety manual**, including action plans for incidents/accidents
- Cooperation between guest harbours and local Life Boat Station – **Annual meetings** before season start
- **Implementing Safety passport as standard.** Education regarding safety and firefighting carried out by Åland Maritime Safety Center. Including social training – how to handle difficult guest/persons in guest harbour area
- Implement of **Safety investment plans in each pilot guest harbour**
- **Follow me – safe navigation to Åland – 5 year project**
- **A joint cooperation organization for Åland guest harbours is to be created**

Investments financed by Masapo - free of charge for the guest harbours:

- ✓ **Rescue runner** – MSF
- ✓ **Harbour pilot boat/Rib** – Kastelhoms gästhamn
- ✓ **Fresh water** – Rödhamn

Joining an international certification system

An important next step in the development process is that some Åland guest harbours join an international certification/quality system for

- ✓ marketing and exposure purposes
- ✓ increased number of international guests
- ✓ extended season
- ✓ higher status
- ✓ **better profitability**