
**Tourism and related services — Yacht
harbours —**

**Part 2:
Minimum requirements for
intermediate service level harbours**

Tourisme et services connexes — Ports de plaisance —

Partie 2: Exigences minimales pour les port de niveau de service moyen

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

This first edition of ISO 13687-2, together with ISO 13687-1 and ISO 13687-3, cancels and replaces ISO 13687:2014, which has been technically revised.

A list of all parts in the ISO 13687 series can be found on the ISO website.

Introduction

Yacht harbours have a measurable and increasing social, commercial, and environmental influence. All this has been taken into account of and motivates the development of this document due to the itinerant nature of craft and the boating and yachting tourism community.

Recognizing that every yacht harbour is unique, the purpose of the ISO 13687 series is to set out minimum requirements which are suitable for all yacht harbours. Special attention has been given to user's safety and environment protection.

ISO 13687 consists of the following three parts:

- ISO 13687-1 provides minimum requirements for basic service level harbours;
- ISO 13687-2 provides minimum requirements for intermediate service level harbours;
- ISO 13687-3 provides minimum requirements for high service level harbours.

The aim of the ISO 13687 series is to provide yacht harbour operators with a practical tool to:

- promote health, safety, and respect to the environment;
- help the development of yacht harbours, surrounding spaces, and communities by sharing global practices;
- provide nautical tourists with harmonized information and services across yacht harbours and to give them a broad choice of offers regardless of their location.

An intermediate service level harbour is a harbour that fulfils the requirements specified in ISO 13687-1 as well as the requirements specified in this document.

Tourism and related services — Yacht harbours —

Part 2:

Minimum requirements for intermediate service level harbours

1 Scope

This document establishes minimum requirements for commercial and non-commercial harbours for leisure craft in order to define the intermediate level to deliver services to the boating community for all types of recreational boating activities, excluding the standardization of sports activities.

The scope does not cover specifics of boat yards, dry stacks, dry-docking areas, dry storages, fuel stations and nearby beaches.

This document does not cover risks in case of abnormal weather conditions above windforce 9 on the Beaufort scale and extreme sea conditions or rogue waves.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 13687-1:2017, *Tourism and related services — Yacht harbours — Part 1: Minimum requirements for basic service level harbours*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 13687-1:2017 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 high season

period of the year defined by the yacht harbour operator in which activities of the yacht harbour users are at a maximum

3.2 low season

period of the year defined by the yacht harbour operator in which activities of the yacht harbour users are down to 50 % or less of the *high season* (3.1)

3.3 toilet facility

enclosed space containing at least a toilet, a wash basin and its equipment

3.4

shower facility

enclosed space containing one or more showers

3.5

yacht harbour manager

person reporting to the yacht harbour operator who is responsible for directing and coordinating the activities at the yacht harbour and related facilities and for the management of all staff and contracted personnel

4 General requirements

4.1 Legal and other requirements

The requirements of ISO 13687-1:2017, 4.1, shall apply.

4.2 Office

The requirements of ISO 13687-1:2017, 4.2, and the following shall apply:

- a) the office shall be housed in purpose built accommodation;
- b) the office staff shall be available every day during the high season and four days per week during the low season;
- c) office staff shall be available at least eight hours per day.

4.3 Staff

4.3.1 General requirements

The requirements of ISO 13687-1:2017, 4.3, and the following shall apply.

- a) Staff shall be competent to assist mooring activities of craft.
- b) At least 25 % of staff at each shift shall be trained on first aid.
- c) A member of the yacht harbour staff shall be able to communicate in English or another foreign language applicable to the yacht harbour users.

NOTE If a yacht harbour is not visited by foreign boaters due to its isolated location, this requirement is not applicable.

- d) The yacht harbour manager shall have relevant training to be able to fulfil his tasks according to the size of the harbour.

4.3.2 Structure of staff duties and responsibilities

The yacht harbour shall have at least the minimum structure to fulfil the following functions:

- a) safety;
- b) finances;
- c) strategic planning;
- d) operational planning;
- e) marketing;

- f) human resources;
- g) maintenance;
- h) administration;
- i) berthing operations.

There shall be a role description for all staff members. There shall be an organization chart and a description of responsibilities of direction, management and staff.

NOTE Functions can be contracted out and/or combined.

4.3.3 Corporate identity

Customer facing staff shall be identified as yacht harbour employees by means of special attire.

4.4 Administration

The requirements of ISO 13687-1:2017, 4.4, and the following shall apply.

The yacht harbour shall have:

- a) a website or other electronic/online presence;
- b) the identification of craft mooring by type and size;
- c) the registration of berth holders;
- d) a form for the registration of craft arrival and departure which contains the following:
 - craft name;
 - craft type;
 - craft main dimensions;
 - flag, home port, and registration number;
 - skipper/captain name, address, telephone number and email address;
 - proof of current craft insurance including third party liability;
 - arrival and departure dates.
- e) a complaint procedure;
- f) a customer survey.

The yacht harbour shall follow the principles of a management system.

4.5 Insurance

The requirements of ISO 13687-1:2017, 4.5, shall apply.

5 Environmental requirements

5.1 Waste control

5.1.1 General

The requirements of ISO 13687-1:2017, 5.1, and the following shall apply.

- a) Any items that can be recycled locally should be collected in separate containers which are clearly labelled.
- b) Waste and recycling collection points should be provided at one or more locations within the yacht harbour and should be no further than 750 m on foot from any craft.

5.1.2 Collection and disposal of waste oil and fuel

- a) There shall be an organized collection and disposal system for waste oil-filters, oil and fuel in place.
- b) Oil-filters, oil and fuel spill (also to bilges) disposal including potential recyclable collection shall be collected at a central location in the yacht harbour.
- c) The yacht harbour shall provide dedicated means for the transport of used oil-filters and oil to the central collection site.

5.2 Oil and fuel spill

The requirements of ISO 13687-1:2017, 5.2, and the following shall apply.

- a) There shall be an organized oil and fuel spill control system in place. A floating spill barrier at a length of 2,5 times longer than the longest craft permitted in the harbour shall be available.
- b) Material Safety Data Sheets (MSDS) for hazardous materials shall be available for the staff.

5.3 Black water, bilge water, grey water, and hazardous substances

The requirements of ISO 13687-1:2017, 5.3, and the following shall apply.

- a) There shall be an organized control system for black water, bilge water, grey water and hazardous substances in place including collection, secure storage, and disposal.
- b) Appropriate facilities to discharge these substances shall be provided at the yacht harbour or within a radius of 3 000 m or through the service by a qualified sub-contractor.
- c) MSDS for hazardous materials shall be available for the staff.

5.4 Environmental code of conduct

The requirements of ISO 13687-1:2017, 5.4, and the following shall apply.

- a) The yacht harbour shall have a trained and appointed person responsible for the implementation of the environmental code.
- b) The code shall give advice with regards to unnecessary consumption of natural resources and energy such as water and electricity (i.e. illumination).

6 Safety requirements

6.1 First aid kit

The requirements of ISO 13687-1:2017, 6.1, shall apply.

In addition, a stretcher or a trauma board shall be available.

6.2 Fire fighting

The requirements of ISO 13687-1:2017, 6.2, and the following shall apply.

- a) On each jetty, pontoon or pier, at least one portable fire extinguisher (ABC type of at least 6 kg) shall be available. The distance between extinguishers shall be no more than 50 m on foot.

NOTE National legislation sometimes specifies more stringent requirements on fire-fighting.

- b) Free access for fire fighters and rescue services shall be provided.
- c) Other firefighting equipment shall be made available by the yacht harbour as required by the local fire brigade.

6.3 Lifesaving equipment

The requirements of ISO 13687-1:2017, 6.3, and the following shall apply, unless there are alternative practical solutions to exit the water.

- a) The distance between safety ladders shall not be more than 150 m on each jetty. The ladder shall be deployable from the water without any additional help and safe access shall be guaranteed. The top surface of the lowest step shall at least be 600 mm below the waterline at all times. Appropriate handhold shall be provided to ensure a safe use of the ladder. The ladder's location shall be clearly signposted to the person in the water. Alternative practical solutions to exit the water, if any, shall also be clearly signposted to the person in the water.
- b) Lifesaving equipment other than ladders shall be available at no more than 50 m from each other.

6.4 Illumination

The requirements of ISO 13687-1:2017, 6.4, shall apply.

In addition, the yacht harbour shall have adequate illumination to ensure safe circulation and access to all jetties and the entire landside.

6.5 Emergency action plan

The requirements of ISO 13687-1:2017, 6.5, shall apply.

6.6 Drills

Emergency drills according to the emergency action plan (see 6.5) shall be carried out regularly, but at least once every two years.

A report shall be written to point out corrective actions related to the corresponding emergency action plan.

7 Signage

7.1 General

The requirements of ISO 13687-1:2017, 7.1, shall apply.

In addition, all emergency related symbols shall be of reflecting type.

7.2 Graphical symbols

The requirements of ISO 13687-1:2017, 7.2, shall apply.

7.3 Information point

The requirements of ISO 13687-1:2017, 7.3, and the following shall apply.

- a) An information point shall be at every yacht harbour office.
- b) Information related to activities and attractions (see 8.5) shall be given.

NOTE The information can also be available via electronic information transfer, e.g. internet, barcode or quick-response (QR) code.

7.4 Entrances

The requirements of ISO 13687-1:2017, 7.4, shall apply.

In addition, the name of the yacht harbour shall be clearly legible at the land and at the waterside. Its very-high-frequency (VHF) channel or phone number shall be displayed at the waterside entrance.

8 Services

8.1 Fresh water

The facility shall have a fresh water system, supplying at least:

- a) showers and washrooms, and
- b) a fresh water system with the amount of outlets in accordance with Table 1.

Table 1 — Minimum fresh water outlets

Hull length of craft m	Number of craft per outlet
up to 15	4
over 15	2

Each outlet shall be labelled according to the water quality.

The facility shall provide potable water in any case.

8.2 Toilets

- a) The yacht harbour shall have at least four toilets per every 100 berths or part thereof. If deemed necessary by the harbour operator, the toilets may be labelled by gender.
- b) The distance between a toilet facility and a berth shall not exceed a walking distance of 400 m.

- c) The toilet size shall be at least 0,9 m × 1,5 m.
- d) Each toilet shall be equipped with toilet paper.
- e) The toilet facility shall be equipped with hand washing and drying means, mirrors, a bin, clothes hooks, and electric plugs and shall be illuminated when there is no daylight available.
- f) Adequate ventilation shall be provided.
- g) At least one diaper changing table shall be available in the yacht harbour.

8.3 Showers

The requirements of ISO 13687-1:2017, 8.3, and the following shall apply.

- a) If deemed necessary by the harbour operator, the showers facility may be labelled by gender.
- b) The distance between the shower facility and a berth shall not exceed a walking distance of 400 m.
- c) The facility shall be equipped with mirrors, a bin, clothes hooks, and electric plugs and be illuminated when there is no daylight available.
- d) Hot water and adequate ventilation to disperse the steam shall be provided.
- e) If a shower facility is combined with a toilet facility, the above equipment can be shared between the two.

8.4 Electricity

The requirements of ISO 13687-1:2017, 8.4, and the following shall apply.

- a) Electrical sockets at the pedestals should be individually protected using the correctly rated miniature circuit breaker (MCB) plus Residual Current Device (RCD) or Residual Current Breaker with Overcurrent protection (RCBO), which is a combined overload and fault current device.
- b) All power supply devices shall be checked at least once a year by an electrical technician.

8.5 Activities and attractions

The yacht harbour shall provide information about attractions and activities available.

Three activities and/or attractions, or a combination thereof, from the list in ISO 13687-1:2017, Annex A, shall be reachable within a walkable distance of 10 min from the yacht harbour all year around and an additional five shall be reachable within 20 min by any means during high season.

8.6 Vehicle parking

If the yacht harbour can be accessed by vehicles, the following shall apply.

- a) Bicycle stands shall be provided.
- b) One car parking space per five berths shall be provided. A valet parking or an offsite parking with a shuttle service is an acceptable alternative.
- c) Parking spaces shall be marked on the ground.
- d) The parking for berth holders shall be accessible 24 hours every day of the week. It is the responsibility of the harbour operator to implement access control to the parking area or part of it.
- e) The vehicle parking shall be illuminated when there is no daylight.

- f) 2 % of the car parking spaces, but not less than two places, shall be suitable for persons with disabilities.

8.7 Food and beverage

There shall be a convenience store, or a facility acting as such, to provide provisions either in the yacht harbour or adjacent to it.

There shall be a restaurant and/or cafeteria in the yacht harbour or adjacent to it open during the high season. Take-away food shall be available.

8.8 Trolleys

The yacht harbour shall make available at least two trolleys per 200 berths.

All trolleys shall be fit for purpose.

8.9 Chandler and craft equipment

Specialized craft equipment supply shall be available at or through the yacht harbour (i.e. by means of a map, addresses and phone numbers published on notice boards).

8.10 Lift or slip facilities

Lift or slip facilities being able to handle 75 % of craft in the yacht harbour shall be within a distance of 20 km (10,8 nautical miles) by water.

A launching ramp shall be available in the harbour or directly adjacent thereto.

8.11 Repair and maintenance

A minimum of four of the following repair and service supplies shall be available at the harbour or at a location within a distance of 20 km (10,8 nautical miles) by water or one hour on land:

- a) engine and propulsion service;
- b) electronic service;
- c) electric service;
- d) sail makers;
- e) shipwrights or boat builders;
- f) riggers;
- g) general cleaning service / boat detailing service;
- h) locksmith;
- i) hydraulics;
- j) hull cleaning and antifouling application service.

8.12 Wifi access

The yacht harbour shall provide wifi access at least in one public area, if no internet coverage is already available.