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

**Part 3:
Minimum requirements for high
service level harbours**

iTeh STANDARD PREVIEW
Tourisme et services connexes — Ports de plaisance —
(standards.iteh.ai) Partie 3: Exigences minimales pour les port de niveau de service haut

[ISO 13687-3:2017](https://standards.iteh.ai/catalog/standards/sist/c2580a2d-c25b-4398-aaa6-f6f46d5f5449/iso-13687-3-2017)

<https://standards.iteh.ai/catalog/standards/sist/c2580a2d-c25b-4398-aaa6-f6f46d5f5449/iso-13687-3-2017>



iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO 13687-3:2017

<https://standards.iteh.ai/catalog/standards/sist/c2580a2d-c25b-4398-aaa6-f6f46d5f5449/iso-13687-3-2017>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2017, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 General requirements	1
4.1 Legal and other requirements.....	1
4.2 Office.....	2
4.3 Staff.....	2
4.3.1 General requirements.....	2
4.3.2 Structure of staff duties and responsibilities.....	2
4.3.3 Corporate identity.....	2
4.4 Administration.....	2
4.5 Insurance.....	2
5 Environmental requirements	2
5.1 Waste control.....	2
5.1.1 General.....	2
5.1.2 Collection and disposal of waste oil and fuel.....	3
5.2 Oil and fuel spill.....	3
5.3 Black water, bilge water, grey water, and hazardous substances.....	3
5.4 Environmental code of conduct.....	3
6 Safety requirements	3
6.1 First aid kit.....	3
6.2 Fire fighting.....	3
6.3 Lifesaving equipment.....	3
6.4 Illumination.....	3
6.5 Emergency action plan.....	3
6.6 Drills.....	3
7 Signage	4
7.1 General.....	4
7.2 Graphical symbols.....	4
7.3 Information point.....	4
7.4 Entrances.....	4
8 Services	4
8.1 Fresh water.....	4
8.2 Toilets.....	4
8.3 Showers.....	5
8.4 Electricity.....	5
8.5 Activities and attractions.....	5
8.6 Vehicle parking.....	5
8.7 Food and beverage.....	5
8.8 Trolleys.....	5
8.9 Chandler and craft equipment.....	6
8.10 Lift or slip facilities.....	6
8.11 Repair and maintenance.....	6
8.12 Wifi access.....	6
8.13 Auxiliary craft.....	6
8.14 Laundry services.....	6
8.15 Fuelling.....	6
8.16 Concierge services.....	6
8.17 Transportation services for persons.....	6

8.18	Extra means for embarking and disembarking	6
9	Maintenance and cleaning	7
9.1	General	7
9.2	Maintenance and cleaning programme	7
9.3	Tests and inspections	7
10	Security	7

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[ISO 13687-3:2017](https://standards.iteh.ai/catalog/standards/sist/c2580a2d-c25b-4398-aaa6-f6f46d5f5449/iso-13687-3-2017)

<https://standards.iteh.ai/catalog/standards/sist/c2580a2d-c25b-4398-aaa6-f6f46d5f5449/iso-13687-3-2017>

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 13687-3, together with ISO 13687-1 and ISO 13687-2, 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.

A high service level harbour is a harbour that fulfils the requirements specified in ISO 13687-1 and ISO 13687-2 as well as the requirements specified in this document.

[ISO 13687-3:2017](https://standards.iteh.ai/catalog/standards/sist/c2580a2d-c25b-4398-aaa6-f6f46d5f5449/iso-13687-3-2017)

<https://standards.iteh.ai/catalog/standards/sist/c2580a2d-c25b-4398-aaa6-f6f46d5f5449/iso-13687-3-2017>

Tourism and related services — Yacht harbours —

Part 3:

Minimum requirements for high service level harbours

1 Scope

This document establishes minimum requirements for commercial and non-commercial harbours for leisure craft in order to define the high 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* standards.iteh.ai/catalog/standards/sist/c2580a2d-c25b-4398-aaa6-f6f46d5f5449/iso-13687-3-2017

ISO 13687-2:2017, *Tourism and related services — Yacht harbours — Part 2: Minimum requirements for intermediate service level harbours*

3 Terms and definitions

For the purposes of this document, the following terms and definitions given in ISO 13687-1:2017, ISO 13687-2:2017 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

berth master

person who has specific responsibility for berthing operations

4 General requirements

4.1 Legal and other requirements

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

ISO 13687-3:2017(E)

4.2 Office

The requirements of ISO 13687-1:2017, 4.2, and ISO 13687-2:2017, 4.2, shall apply.

In addition, the office staff shall be available 12 hours per day for general information, arrivals and departures.

4.3 Staff

4.3.1 General requirements

The requirements of ISO 13687-1:2017, 4.3, ISO 13687-2:2017, 4.3.1, and the following shall apply.

- a) Staff shall be competent to assist mooring activities of craft if necessary with operation of auxiliary craft.
- b) At least 50 % of staff at each shift shall be trained on first aid.
- c) Staff evaluations shall be done regularly but at least once a year by the yacht harbour manager.
- d) The yacht harbour manager shall have a relevant professional qualification to be able to fulfil his tasks according to the size of the harbour.

4.3.2 Structure of staff duties and responsibilities

The requirements of ISO 13687-2:2017, 4.3.2, shall apply.

In addition, the organization chart and the description of responsibilities shall be reviewed at least once every three years.

4.3.3 Corporate identity

The requirements of ISO 13687-2:2017, 4.3.3, shall apply.

In addition, staff names shall be displayed.

4.4 Administration

The requirements of ISO 13687-1:2017, 4.4, ISO 13687-2:2017, 4.4, and the following shall apply.

- a) The yacht harbour shall have a quality management system, including an improvement plan based on customer survey feedback.
- b) The yacht harbour shall accept credit and debit cards or a means to accept electronic payment to cover the yacht harbour charges.

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 ISO 13687-2:2017, 5.1.1, shall apply.

In addition, the distance to waste and recycling collection points shall be no further than 500 m on foot from any craft.

5.1.2 Collection and disposal of waste oil and fuel

The requirements of ISO 13687-2:2017, 5.1.2, shall apply.

5.2 Oil and fuel spill

The requirements of ISO 13687-1:2017, 5.2, and ISO 13687-2:2017, 5.2, shall apply.

In addition, absorbent agents shall be available.

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

The requirements of ISO 13687-1:2017, 5.3, and ISO 13687-2:2017, 5.3, shall apply.

In addition, appropriate facilities to discharge these substances shall be provided in the yacht harbour.

5.4 Environmental code of conduct

The requirements of ISO 13687-1:2017, 5.4, and ISO 13687-2:2017, 5.4, shall apply.

6 Safety requirements

STANDARD PREVIEW

(standards.iteh.ai)

6.1 First aid kit

The requirements of ISO 13687-1:2017, 6.1, and ISO 13687-2:2017, 6.1, shall apply:

In addition, where permitted, at least one Automated External Defibrillator (AED) shall be available in the yacht harbour.

6.2 Fire fighting

The requirements of ISO 13687-1:2017, 6.2, and ISO 13687-2:2017, 6.2, shall apply.

6.3 Lifesaving equipment

The requirements of ISO 13687-1:2017, 6.3, and ISO 13687-2:2017, 6.3, shall apply.

In addition, the distance between two safety ladders shall be no more than 100 m on each jetty. Other distances may be accepted if they are justified by a documented risk assessment.

6.4 Illumination

The requirements of ISO 13687-1:2017, 6.4, and ISO 13687-2:2017, 6.4, shall apply.

6.5 Emergency action plan

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

In addition, there shall be a section on security threats.

6.6 Drills

The requirements of ISO 13687-2:2017, 6.6, shall apply.