

2019-2020 Operational Instructions

For IAATO Office Representatives, Expedition Leaders, Field Staff, Vessel Masters and Officers

- All updated documents are listed in the FOM Section 2 – Seasonal Information
- The FOM is only in Electronic Form;
- The latest FOM Sync App (v4) for laptop and desktop computers is available on the IAATO website, and on the flash drive sent to vessels. Both use synchronising capabilities to update;
- The FOM is a living document. Please sync through IAATO's FOM Sync App v4 to ensure you are using the most up to date documents;
- These Operational Instructions summarize the FOM 'Must-Knows' for the coming season.

Introduction

Dear IAATO Field Staff, Officers, Crew, and Office Personnel,

It is that time of year again - the start of a new Antarctic season - and this one promises to be the busiest season yet!

It is imperative to remember we ALL have a deep-seated responsibility to ensure our activities cause no more than a minor or transitory impact on the Antarctic environment. Whatever our role in the company or field, we each play an integral part in making sure this commitment is met. #weareIAATO

IAATO's success in managing safe, environmentally responsible Antarctic travel is based on a long history of teamwork. As a team, we rely on communication, cooperation, co-ordination and awareness to deliver our mission. As individual players, we do our part at the heart of IAATO, trusting each other to always keep IAATO's bigger picture goals in mind.

The IAATO Secretariat will, as always, do their part to help facilitate this for all of us!

Attached are the 2019-20 Operational Instructions. They summarise the 'Must-Knows' for the coming season. The aim is to make it easy for you to quickly identify the practical day-to-day management of IAATO visitor operations, including the changes that have occurred since last season.

Please make sure that you are familiar with all the FOM documents that relate to your operation. As field staff, you are responsible for knowing and understanding your legal obligations under your Company's authorisation/permit.

Our industry and the environment in which we work is demanding and dynamic! Within that, we also have a great responsibility to each other, to our clients and to Antarctica.

In the FOM and Operational Instructions you have a great knowledge base from which to run your operations. Please remember to keep a look out for In-Season Updates! New information is distributed in Operational Updates or to the vessels themselves. And finally remember - Team Work - communication - cooperation - co-ordination will lead to success for us all.

We wish you all a great season!

Susan Adie, *Chair of the IAATO Field Operations Committee (G Adventures)* and Lisa Kelley, *IAATO Head of Operations*

IAATO Vessel Code of Conduct

The IAATO Vessel Code of Conduct is a shared statement of commitment by IAATO member Operators to uphold the highest ethical standards required for professional conduct and best practice in Antarctica. Though non-exhaustive, it supports important IAATO principles and expectations. It applies to all onboard vessels.

Make sure this document (found in the FOM) is part of the pre-season briefing for officers and staff, and is reviewed before the start of every voyage. This document can be found in the FOM Section 8.

Biosecurity

Introduction of non-native species is one of the highest priority concerns in Antarctica due to increased human activity coupled with a potentially more hospitable environment caused by warming, particularly in the Peninsula region.

We remind operators to follow biosecurity measures and to include the vacuuming of clothing prior to landing in the Antarctic.

Field staff and passengers should all receive a copy of the 'Don't Pack a Pest' leaflet prior to their voyage. The leaflet is available in English, Chinese, Dutch, French, German, Japanese, Korean, Portuguese, Russian and Spanish.

During recent seasons, two well-established, non-native plant species were discovered on the 'no-go' fluvial plain area behind the buildings at Whalers Bay, Deception Island.

Remember that in addition to the first thorough bio-security cleaning before arriving in Antarctica, comprehensive cleaning should also take place between distinct regions (e.g., between Falkland Islands and South Georgia (Malvinas); between South Georgia and Antarctica).

The Bio-Security Declaration should be completed in each region, by everyone going ashore, including all passengers, staff and crew.

Remember, recent research (See: iaato.org/non-native-species-study) indicates that tourist support staff, along with scientists and science support personnel, are more likely to transport non-native species than tourists. It is believed that this is due to field staff using the same clothing and gear in other areas of the world. Please make sure you CLEAN YOUR OWN GEAR and try to have Antarctic-specific gear so you do not have to clean after each non- Antarctic landing or port call. The study found that camera bags and backpacks were the primary source of transmittal. Remember: Take it new or take it clean.

All field staff and crew who are assigned to gangway duty should be familiar with the decontamination guidelines. Care should be taken to decontaminate boots, clothing, hiking poles, tripods, bags, etc., before and after each landing to mitigate any potential introduction of non-native species or cross contamination. Boot-washing stations should be established at the gangway and on the Zodiac deck where appropriate. Where aircraft are used, similar procedures should be in place.

A specific disinfectant, Virkon®, is recommended. Virkon is highly effective and degrades naturally in the environment. It must be allowed to dry on equipment between landings.

A poster outlining the IAATO Don't Pack a Pest has been sent to each operator for displaying to clients near boot-washing stations. The posters can also be found on the IAATO website under Guidelines and Resources – Guideline Posters.

There are additional guidelines for the cleaning of vehicles. This is intended for any operators taking ATVs, skidoos, etc., into the field.

COMNAP has developed a useful checklist for providers to help ensure activities are 'bug-free'. COMNAP have also prepared a training module on non-native species. Alongside the checklist these are particularly useful for air/land operators.

The Committee for Environmental Protection (CEP) has updated the manual for prevention of the introduction for non-native species, which is available in the FOM. The manual includes references to the various protocols that are in place across the Antarctic community, including IAATO's.

Please note: Any gifts or transported material for stations, including Port Lockroy, should be sealed in plastic bags before going ashore (when applicable). The shore party will then be able to carry out the appropriate biosecurity check for the station.

Special Note about South Georgia Biosecurity Inspections:

All visitors should note the following when planning a shore excursion:

- Boot washing is obligatory for all persons prior to going ashore and again when returning to the ship. Boots must be cleaned to remove dirt and seeds and then dipped in an approved biocide (e.g. Virkon).
- Clothing inspections and boot washing must be overseen by a competent member of the expedition team. For visits, this must be either a member of the expedition staff or an appropriate crew member. The Visit Permit holder is responsible for ensuring that this inspection is carried out. All external surfaces of footwear, which will be worn ashore, must be washed.

Government Officers will inspect boot washing facilities and procedures on visiting vessels (including yachts) and will inspect visitors, including staff and crew before they disembark the vessel to ensure biosecurity protocols have been undertaken properly.

The Biosecurity Audit is a check undertaken by Government Officers, on vessels in respect of their compliance with biosecurity procedures, or more specifically the effectiveness of the procedures in place to reduce biosecurity risk.

Government Officers conduct a standardized inspection of clothing, footwear and bags to check for biosecurity risks.

The audit is scored as a percentage pass rate based on a statistically significant sample size.

Pass Rate Risk Thresholds	
100	Good
95	
94	Acceptable - Improvement Required
93	
92	
91	
90	
89	
88	
87	Unacceptable - Urgent Action Required
86	
85	
84	
65	
0	

Pass Rate Risk Thresholds

Vessels with a pass rate of less than 85% are classed as unacceptable, and GSGSSI will require improvements to be made prior to the vessel's next landing. Such low scoring vessels will also be required to make first landing at Grytviken for future visits, until they have shown an improved result.

Vessels with a pass rate between 85-94% are classed as acceptable, but advice will be given to make further improvements where appropriate.

Vessels scoring pass rates of 95% or above are classed as good, and we hope that all vessels will strive to sit within this category.

Further information can be found in the 2019-20 South Georgia Biosecurity Handbook.

Cleaning Tips from the Field:

- To get complete buy in from the guests, start biosecurity briefings and checks early, especially if you are going to different regions. For instance, on a Falklands (Malvinas), South Georgia, and Antarctica expedition, start biosecurity briefings before the Falklands (Malvinas) arrival.
- Assign a crew/staff member to be present at the gangway/side-gate to check guests as they depart and return to the ship.
- Especially on South Georgia beaches, have scrub brushes available before guests embark the small boats back to the ship. This will help with the initial cleaning.
- Have the appropriate tools to assist – large paper clips and hand scrubbing brushes are a must. Pay particular attention to Velcro.



Waste Management in Antarctica

Vessel Waste Management is an important component of the Antarctic Permitting process and *is the Law* for each vessel. IAATO believes waste management is a specific area where there is a vulnerability for vessels to fall short of required International Standards. We urge all staff to remain vigilant that *all requirements/restrictions are adhered to at all times*.

IAATO Emergency Contingency Plan

IAATO encourages all operators to make their office and field personnel familiar with the IAATO Emergency Contingency Plan. Please note: it is critical that this plan be integrated into each vessel's ISM system and followed as company policy in the case of an emergency

IAATO Emergency Medical Response Plan (EMER)

IAATO members have agreed that operators should have a clear understanding of their clients' medical capabilities and that operators will provide mutual support in the case of a medical emergency through the IAATO EMER Plan.

Medical Evacuations

Under ATCM XXVII Measure 4 (2004), all those conducting tourism and non- governmental activities must have sufficient arrangements in place for health and safety, search and rescue, medical care and evacuation prior to the start of their operations. In addition:

- Operators must not rely on any other operator or national program for assistance without express written agreement with that national program/operator;
- Operators must demonstrate that they have adequate insurance or other arrangements in place to cover costs associated with SAR, medical care and evacuation;
- Operators must not rely on Antarctic RCCs for any assistance which may be accomplished under their own resources.

IAATO also has a series of medical and emergency plans in place that should be followed:

Tourists cannot be disembarked at any Antarctic research station for medical reasons unless a pre-agreed arrangement has been made. If landing a passenger near an airfield, the passenger requiring assistance should remain in the care of the member operator until the aircraft has landed.

If another IAATO-operated vessel or aircraft is available to transport a passenger back to the mainland, this option should be considered.

Any information about an occurring Medical Evacuation (when it happened and from where) should be reported to the IAATO Secretariat. IAATO has an ongoing dialogue with competent authorities, and IAATO is often approached about medical evacuations which are in the process of or have happened.

Whale Avoidance

For the 2019-20 season, IAATO operators have committed to one of the following:

- A 10kn speed restriction within geofenced time-areas. (This excludes emergency or other extenuating circumstances).
- OR** for IAATO operators with a whale strike mitigation training program in their Ship Management Systems (SMS):
- An extra watchman on the bridge for the sole purpose of being on whale lookout within the geofenced time-area proposed. Appropriate records of this action must be recorded in the ship's log.

The geofenced time-areas are as follows:

- January 1 through May 30 in the Gerlache Strait and adjacent waters, in the area between 63.65°S and 65.35°S, including Dallmann Bay west to 64.2°W;
- February 1 through May 30 in the Marta Passage entering Crystal Sound, 67.8°W to 67.0°W.

For Operators choosing Option 2, details of the whale strike mitigation training program included in their SMS must be shared with the IAATO Secretariat (operations@iaato.org) before the season. Additionally, a log (which will be supplied by the IAATO Secretariat in due course) of the extra watchman must also be shared with IAATO at the end of the season.



Crevasse Reporting

Awareness of crevasses for the entire IAATO fleet is essential to having a safe, enjoyable, and accident free season.

As average temperatures increase, particularly in the Peninsula region, glaciers are retreating and thinning. This is exposing crevasses, weakening other permanent ice and snow slope areas and increasing activity at tidewater glaciers. As a result, field staff are noticing an increase in the occurrence of crevasses, bergschrunds and ice 'holes' developing in weakened, softening ice. Remember to review the crevasse advice note.

The Field Operations Committee continually update the advice note to assist field staff in the recognition of hazards on snow fields, which is in the FOM (Section 7 / Activity Guidelines). If you do go on snow fields, please ensure that you have adequate training and equipment to carry out a crevasse rescue. Feedback on the advice note is welcomed.

Commonly used landing sites that have known crevassed sections include:

Cuerville – all permanent snow-covered areas, particularly the snow peak and ice cliffs on the southern half of the island.

Damoy – at the top of the hill leading up from the hut, close to the outlook over Port Lockroy.

Neko Harbour – all higher ground to the east of a line drawn between the upper part of the rookery and the exposed rocky knoll look out point near the glacier.

Portal Point – going onto the neck and any area beyond. Current position reported: S 64°30.017' W 061°46.258'

Danco – permanent snow covered slopes to the south of the penguin colonies.

Orne Harbour – along the SW side of the ridge. Current position reported: S 64°37.900' W 062°33.409'

Port Charcot – along the higher slopes.

There may be crevasses of varying depth, size and extension present in all landing areas with permanent snow cover.

Prior to landing visitors at any landing site with snow slopes, experienced individuals should assess the area and put necessary precautions in place to minimize the risk of a crevasse incident.

- Review records and incident reports from previous seasons
- Send an advance party, roped, to probe a safe route
- Station staff at key route change points i.e. corners in the flagged route

Only experienced individuals or groups should approach un-surveyed areas and should be roped up using the correct equipment.

A guide team experienced in crevasse rescue should remain in the area with a crevasse rescue kit until all visitors have left the area.

IF IN DOUBT STAY AWAY!

If you do come across a previously unreported crevassed area, please inform IAATO (shipscheduler@iaato.org) and the fleet at your earliest possible opportunity.

IAATO Statement on the Use of Remotely Piloted Aircraft Systems (RPAS) and RPAS for Navigational Use Guidelines

During IAATO 2019, IAATO members reaffirmed their ban on the recreational use of RPAS in coastal areas. RPAS can be used recreationally in the Deep Field with the proper authorisation.

Additionally, other wording was added to the IAATO statement to protect Operators from "surprise" RPAS's from being brought onboard the vessels. The new wording is: *For the 2019-20 season, commercial RPAS flights are not allowed in coastal areas unless the activity is covered by the IAATO Operator's permit/authorization and/or the RPAS pilot has approval from the IAATO Operator with whom they are traveling, regardless of any personal authorization they may have.*

Near coastal flights for navigational safety or scientific purposes are allowed with the appropriate authorisations/permits from competent authorities.

IAATO has also created RPAS for Navigational Use Guidelines.

IAATO Vessel Based Helicopter Operation Etiquette

1. At all times, Pilots, Expedition Leaders and Vessel Master recognize the desirability to keep helicopters out of the sight / hearing range of all other vessels at all times.
2. Any close passes with helicopters to vessels or guest activities should only happen with all operating parties' explicit consent.
3. When planning helicopter operations with other vessels in the vicinity, noise pollution to guest wilderness experience should be considered.
4. All vessels in close proximity (within 5nm) to helicopter operations (Government, IAATO or other) should be notified of planned air operations.
5. Pilots should be attentive to signs of wildlife disturbance at all times and corrective action should be taken where practical to avoid or mitigate the effects of aircraft operations and/or safety considerations such as bird strikes.

The IAATO Helicopter Working Group and Field Operations Committee have created draft IAATO Helicopter Guidelines to be trialed during the 2019-20 season. These guidelines can be found in the FOM - Section 8 and 10.



Co-ordination of Itineraries and the Live Ship Scheduler

IAATO members have agreed to exchange itineraries and coordinate with other member vessels. This is a key factor in self-management and monitoring of activities. It is also effective in emergency response situations.

1. The Live Ship Scheduler

The new IAATO Live Ship Scheduler is active for the 2019-20 season. This new system will greatly diminish the need for the email back and forth between the vessels. Using a web-based app which operates on low bandwidth (similar to RedPort), the new Scheduler allows changes to be made in real time. The manual for the Live Ship Scheduler can be found in the FOM Section 8 – Vessel Operations.

For any questions or feedback about Live Ship Scheduler please email operations@iaato.org.

2. Peninsula Inter-Vessel email list

The IAATO *inter-vessel communication list* is for vessel-to-vessel contact for **schedule changes and safety reasons ONLY**. The list must not be distributed to anyone outside of the addresses registered on the email circulation list.

Lisa Kelley, IAATO Head of Operations, is the only person authorised to add or remove names. Please therefore contact Lisa (lkelley@iaato.org) if a contact needs to be added or removed.

B. Ship Schedule Excel Sheet

Despite having the Live Ship Scheduler in place, the Ship Schedule Excel sheet will still be sent to the vessels twice a week on Tuesday's and Friday's.

The spreadsheet can also be found in the Field Operations Manual Section 2 – Seasonal Information.

C. 100 Guests ashore at one time

A maximum of 100 Guests ashore at a landing site is an Antarctic Treaty Protocol requirement. Primarily this law is in place to protect the environment, which is core to IAATO's mission statement. Violating this rule puts the Operator's Authorisation in jeopardy; and risks the Operator no longer being allowed to visit the Antarctic.

D. Station Visits

As the number of visits to stations increases, it is increasingly important to remember the basic procedures for visiting stations. These procedures also apply to stations which are only intermittently occupied, e.g. Almirante Brown.

Contact information for Research Stations can be found in the COMNAP ATOM. Nonetheless, a recurring problem is accurate contact details for stations. If during the season updated contacted information for stations becomes available, please circulate to other vessels and to IAATO at shipscheduler@iaato.org.

1. Station visits should be requested well in advance of the expedition; note that certain countries have very specific procedures for requesting visits to their stations (e.g. UK and USA) – these must be followed.
2. Expedition Leaders should always contact station leaders of any planned station visit 72 hours in advance of the visit.
3. Individual procedures determined by national programs/ station leaders should always be followed.
4. Provide timely notice of cancellation, generally 48 hours in advance.
5. Please include any additional station contact information, standard procedures or incidents involving stations, ships or government personnel in your voyage report to the home office.

For additional information about Research Station Protocol, please visit the Field Operations Manual (Section 7 / Research Station Guidelines)

i. British Antarctic Survey (BAS) and United States Antarctic Program (USAP)

BAS and USAP have already allocated the seasonal visits to their coastal stations. The full list of USAP allocations can be found [here](#).

E. New Chinese Antarctic tourism legislation, Station Visit Protocol, and State Oceanic Administration

All visits for Great Wall Station have been awarded from the Chinese government, to the IAATO Operator, prior to the season. At this time, vessels are not invited to contact the station directly.

For those who have applied and received confirmation of visits to Great Wall, the new Chinese Antarctic Tourism legislation can be found [here](http://www.caa.gov.cn/english) (www.caa.gov.cn/english). The station visit protocols are especially important for those visiting Great Wall Station at any time during the season. See http://www.caa.gov.cn/english/gb_article.php?modid=16010.

The most relevant parts of the visit 'stipulations' are as follows:

Article 4 *Visits to the Stations shall be based on the principles of preservation of Antarctic environment without impact on undertaking regular scientific study assignments or logistic support of the Stations. Unstaffed Stations shall not accept applications of visits.*

Article 5 *Visits to the Stations shall be undertaken, in principle, on Saturdays, Sundays, and statutory public holidays of China.*

Article 6 *Each visit shall not embrace over 100 visitors and shall not stay in the Station over an hour. Daily visitors to a Station shall not exceed 400.*

Article 7 *Visits to the Stations shall subject to prior approval of the State Oceanic Administration. Notice shall be issued to the Stations, 24-72 hours in prior, with the approval letter of the State Oceanic Administration.*



Article 8 Stations shall receive visits as per the approval of the State Oceanic Administration and Article 6 of the Stipulations. Stations shall issue notice in a timely manner in circumstances of visitors exceeding the total daily number or emergency assignments resulting in alteration of visits or inability to receive visitors.

F. Camping at Brown Station

A reminder, whether occupied or not, camping is not allowed at Brown Station. Skontorp Cove is a separate site and camping is permitted there.

For further station visit etiquette, please refer to the FOM: Section 7/Area and Site Specific Guidelines/Research Station Guidelines

G. Leaving Early from a Landing Site

Please communicate to all other Operators if you are leaving a landing site early, so that other vessels in the vicinity are aware of the possible planning opportunity.

H. Site Guidelines

The Antarctic Treaty Site Guidelines are **the Law**. Each Operator applies to a National Authority for authorisation to visit the Antarctic. When authorisation is granted, it is on the expectation / requirement that all Treaty Guidelines and protocols will be followed. Not following the guidelines risks both damaging the delicate Antarctic environment and jeopardises the Operator's Authorisation.

I. New and Revised Site Guidelines

There have been some revisions to existing Site Guidelines as well as some new Site Guidelines added to the current ATCM Site Guideline portfolio. These changes/additions may have an effect on your ship's schedule. Please see the below list of updates:

Revised Site Guidelines:

Only changes are highlighted below, for the full set of site guidelines please refer to the [IAATO Field Operations Manual](#) found on the website or through the FOM Sync App v4. All new site rules have also been reflected in the IAATO database.

i. Torgersen Island

Regardless of visit status at Palmer Station, no landings are allowed on Torgersen between October and mid-January. Small boat cruising near Bonaparte Point is permitted during these times, but it is important all are aware of the ASMA 7 management plan and seek coordination with the Palmer Station Manager.

ii. Snow Hill Island – Nordenskjöld's Hut

This site has been changed from a Category 2 site to a Category 1 only site.

iii. Yankee Harbour

No new restrictions. Following recommendations from IAATO Field Staff, the Site guidelines have been enhanced with more details.

iv. Half Moon Island

No new restrictions. The map was updated to better show the pinch point in the trail.

v. Grytviken

Noting the limited infrastructure at Grytviken and a desire by all parties to maintain the visitor experience, the number of vessels permitted to visit Grytviken is capped at two (2) vessels per day.

vi. Undine Harbour and Elsehul

Undine Harbour will be incorporated into the existing designated visitor landing site of Elsehul. This means small boat landings will be permitted on the southern beach of Undine Harbour as well as from the northern beach of Elsehul. To avoid overbooking, both sites should be treated as one. Continue to book Elsehul as the landing site in the ship scheduler.

vii. Cape Rosa

The gully and saddle of Cape Rosa are now closed due to reports of erosion and possible trampling of seabird burrows. Landing is still permitted on Cape Rosa beach as are visits to the cave.

New IAATO Site Guidelines:

i. Elephant Point, Livingston Island

Maximum two ships a day, of which no more than one may be Category 2.

ii. IAATO Elephant Seal Guidelines – to be trialed during the 2019-20 season

All new and revised guidelines are included in the IAATO FOM - Section 7, and the IAATO: Polar Guide App.

J. Utilising multiple sites during a single booking slot when they are not Peer Sites

It is possible to use more than one landing site even if they are not peer sites. However, there may be no more than 100 guests ashore at any one landing site. For instance, using Cuverville Island for a standard landing and Orne Harbour for a mountaineering excursion. Note using non-peer sites simultaneously is only by opportunity. If another vessel needs to utilize one of the landings, the two vessels involved should discuss which landing each vessel will use.

The peer sites are as follows:

- Goudier Island & Jougla Point
- Skontorp Cove & Brown Station
- Prospect Point & Fish Islands
- South Bay & South Bay/Johnsons Dock
- Hannah Point & Walker Bay
- Port Charcot & Pleneau Island
- Georges Point & Orne Island
- Enterprise Island & Foyen Harbour
- Half Moon Island - Camara Station (Arg) & Half Moon Island – Chinstrap Colony

K. Port Lockroy (Goudier Island)

The rise in the number of visitors to the Antarctic Peninsula has led to management challenges at Port Lockroy. To maintain the visitor experience and to mitigate any potential pressures on staff, heritage and wildlife, a number of changes will be trialed ahead of a review of the site guidelines.



Planning a visit:

- All new bookings and cancellations will need to be confirmed with an email to the Base Leader prior to being announced to/booked with the fleet (lockroy@ukaht.org).
- Please note and respect the new shorter visiting time periods, 09:01 to 13:00 and 14:01 to 18:00.
- Please be aware with an increase in the number of Category 1 ships with higher passenger capacities, there are potentials to be days when the number of visitors cumulatively exceeds 350 a day. Operators should review their Port Lockroy booked visits now to see if there is a possible clash. Operator's with clashes should liaise with each other to find a solution.
- The Boatshed landing site will be closed to visitor landings throughout the season.
- The UKAHT strongly encourages operators to make time for one of the Lockroy team to come onboard and give a pre-landing briefing to your guests. Please communicate if you would prefer a shorter or longer briefing, focus on heritage etc.
- To allow your guests to make the most of their time at Port Lockroy guests are encouraged to write postcards prior to or after their visit, and if applicable, operators should highlight their ability to deliver their mail on your next visit.

Starting a visit:

- Please allow 15 mins for expedition staff to come ashore prior to the arrival of the guests. This is to allow the expedition team and the Port Lockroy team to meet and discuss the layout for the landing, the restrictions in place and where expedition staff will be positioned etc.
- When applicable and possible, have 5-6 expedition members onshore at Port Lockroy: 2-3 positioned at the chains landing site and the start of the path to Bransfield House, 1 at the door of Bransfield House monitoring the numbers of people inside the building, 1 inside the building and 1 on the path outside Bransfield House.

During a visit:

- Using data collected regarding the main penguin and human pathways, the UKAHT is going to concentrate visitor activities to defined pathways. Specifically:
 1. the pathway from the Chains landing site to Bransfield House and
 2. the area in front of Bransfield House, including the wooden decking and ramp.

These paths will be monitored closely for the coming season, particularly with regards to potential congestion on the path leading up to Bransfield House. This may, in time, necessitate a review of the total number of visitors ashore.

- This season all shop prices and credit card transactions will be in £ sterling. Visitors are strongly encouraged to use credit cards. USD and Euro's cash will be accepted at a fixed exchange rate, but please note change will be very limited.
- Bags will no longer be provided in the shop, although reusable bags will be sold.
- Last season on a number of occasions, museum visitors were seen touching, holding and moving artefacts. Please remind your guests to not touch the museum artefacts.

Finishing a visit:

- Please finish morning landings by 13:00 and afternoon landings by 18:00.

The UKAHT team will be on site around November 10th. They will need a couple days to get situated and set up the museum, and will email the fleet Port Lockroy (Goudier Island) will continue to periodically block out a full day for a rest period and occasional half-days for any maintenance and artefact survey/management requirements.

Please see below for Port Lockroy's full and half day closed dates for the 2019/20 season.

Tues 26 Nov 2019	– closed	PM
Wed 27 Nov 2019	– closed	ALL DAY
Tues 10 Dec 2019	– closed	PM
Wed 11 Dec 2019	– closed	ALL DAY
Tues 24 Dec 2019	– closed	PM
Wed 25 Dec 2019	– closed	ALL DAY
Tues 7 Jan 2020	– closed	PM
Wed 8 Jan 2020	– closed	ALL DAY
Tues 21 Jan 2020	– closed	PM
Wed 22 Jan 2020	– closed	ALL DAY
Tues 4 Feb 2020	– closed	PM
Wed 5 Feb 2020	– closed	ALL DAY
Tues 18 Feb 2020	– closed	PM
Wed 19 Feb 2020	– closed	ALL DAY
Tues 3 Mar 2020	– closed	PM
Wed 4 Mar 2020	– closed	ALL DAY

L. Post-Visit Reports (PVRs)

ALL Falkland Islands (Malvinas), South Georgia Island and Antarctic visit data can be entered into one PVR.

1. ALL Falkland Islands (Malvinas), South Georgia Island and Antarctic PVRs can be exported separately on the PVR homepage by clicking on the flag to the right of the desired PVR.
2. We have modified the required cells to be a darker grey color on the excel sheet for easier viewing. Please do not forget to complete all dark grey required cells before submittal. If ANY fields are missing in the PVR, the system will not allow it to be uploaded until all fields are filled in.
3. There are now drop downs for both Organization name and Vessel name.
4. Nationality Records do not have to be in alphabetical order.
5. Be careful of entering country names vs nationalities as this can cause problems when submitting your PVR.
6. Please use the drop-down menu in Part 1, Section C.
7. Dates in PVR Part 2 do not need to be in chronological order – they will be sorted when submitted.
8. All time slots in coastal waters (Antarctica and/or South Georgia) must be recorded on PVR Part 2. **For example:** When transiting between Ushuaia and the Peninsula on Day 1 and 2, please enter At Sea in PVR Part 2. Or when looking for whales in the Gerlache Strait, please enter Ship Cruising.

Please submit your PVRs within two weeks of the completion of your voyage.



Photos and Reports of Non-IAATO Vessels

Each year IAATO collects additional information on encounters with non-IAATO visitors. This is to allow us to better gauge the extent of non-IAATO visitation for monitoring and management purposes and to ensure that we are targeting any outreach efforts correctly.

In the FOM there is a form entitled *IAATO / Non-IAATO Visitor Encounters* <https://iaato.org/fom-reports>. Please send any photos and/or information of non-IAATO vessel to operations@iaato.org.

Logins for the Field Staff Section of IAATO's Website and the IAATO Online Assessment

The Field Operations section of the IAATO website (<https://iaato.org/field-staff>) is a good source of the latest information where you can read news and get updates related to Antarctic tourism. To access the field staff section, a login is required, which will give you access to the Field Operations Manual, the Online Assessment, and other useful information. To gain access to the Field Staff section of the website, Operators must register their field staff with the IAATO Secretariat.

There are two logins:

1. The login for the field staff section of the IAATO website: <https://iaato.org/field-staff>

You must have a user name and password to access this site. See below and attached documents (*2019-20 Helpful Hints for the Online Assessment, IAATO Assessment Excel Sheet*) for further information.

2. Once access is given to the Field Staff Section of the website, access is available for the IAATO Online Assessments: <https://iaato.org/online-assessments>

The Online Assessments can be accessed through the field staff section of the website, where you should self-register.

New office staff / crew member / field staff member:

1. Double check you have been registered with your Employer;
2. Once registered, a welcome email will be sent from IAATO. Often this email ends up in the spam folder, please check, and do not disregard.

Returning office staff / crew member / field staff member:

1. Double check you have been registered by your Employer;
2. Once registered your previous log-in will be reinstated.

The IAATO Online Assessment

IAATO encourages all field staff to take the online assessment before each season. The intent behind this service is to provide a free-to-the-user training mechanism for new field staff to test their knowledge of matters relevant to Antarctic guiding. The online assessment also serves as a mechanism for established field staff to refresh their knowledge and become familiar with new information prior to the season commencing. The FOM changes annually with new questions added to reflect this.

The South Georgia Government have made it mandatory for all field staff going to South Georgia to pass the relevant season's online assessment, and include the completion certificate as part of the South Georgia clearance procedures.

There are different assessments to choose from depending on your role and where you are working. The current assessments are:

- Peninsula - for Expedition Leaders
- Peninsula - for Expedition Guides
- Peninsula & South Georgia - for Expedition Leaders
- Peninsula & South Georgia - for Expedition Guides
- Ross Sea - for Expedition Leaders & Staff
- Cruise only - for field staff
- Vessel Crew and Office Staff
- Potential Staff
- IAATO Observers

The new online assessments can be accessed in the Field Operations Section at iaato.org or this login site: <https://candidate.speedexam.net/signin.aspx?site=iaato>

FAQs about the Online Assessment:

1. What happens if I have forgotten my password (applies to either the Field Staff Website and/or Online Assessment)?

Please press the Forgot Password Button:

The screenshot shows a login interface with a vertical grey bar on the left. At the top right, there is a checkbox labeled 'Remember Me'. Below it is a blue 'Sign In' button. At the bottom, there is a blue link with a circular arrow icon labeled 'Forgot Password'.

A link will be provided by email to reset your password. Please check your SPAM for the email.

2. Which Assessment should I take?

Please ask your employer which Online Assessment is the correct one for you.

3. When do I have to take the Assessment?

Crew and Field Staff should take the assessment before departing for the field.

Other staff categories may take the assessment at their leisure, preferably prior to the start of the season.



4. How do I know I have passed the Assessment?

After finishing the assessment, you can review the results. A 'Certificate of Achievement' will be immediately available to download upon passing the assessment. You can review your results under 'Exam History'; click on 'Exam Name' and 'Review'

To Download your certificate:

- i. Click Exam History (in the left hand column)
- ii. Find the Assessment.
- iii. Next to the name of the exam taken and passed will be a certificate symbol.
- iv. Click on the certificate symbol and print.

For further assistance please contact the following:

For Field Staff Logins: edelaney@iaato.org

For Online Assessment Assistance: survey_test@iaato.org

Electronic FOM

The Field Operations Manual is now a completely electronic living manual. The Field Operations Manual is available for download via the FOM Sync App (v4) or can be found on the flash drives which have been sent to the vessels. Sync files often to ensure users have the most up to date documents.

To Sync onboard, Vessels will need to add the following URLs to the IT system Whitelist:

apps.iaato.org/iaato

apps.iaato.org/fomsync/token

apps.iaato.org/fomsync/token_mobile

iaato.app.box.com

South Georgia Permit Holder Assessment

The GSGSSI has launched a new Permit Holder Briefing & Assessment.

The new briefing applies to all Visit Permit Holders, and after successful completion, grants dispensation to make first landing outside of Grytviken (replacing the traditional briefings which took place at King Edward Point every 3 years).

The seasonal briefing can be completed online and provides essential information pertinent to the visit and seasonal updates to ensure the Permit Holder has the latest information and is aware of their important responsibilities. This learning is consolidated by taking an online assessment and evidenced by a Permit Holder Briefing Certificate. The pass mark is 80%.

Permit Holders are invited to take the briefing and assessment by following the instructions in the Permit Holder Briefing document found in the FOM – Section 13. Section 13 of the FOM.

2019-20 IAATO Flash Drives

Each vessel will receive one set of three (3) flash drives. These flash drives will be sent from the Operator's home office.

The Flash Drive Set will consist of:

- i. IAATO Field Operations Manual (FOM) and FOM Sync App v4
- ii. IAATO Briefings and Animations
- iii. IAATO Education and Outreach

Should the vessels come across any non-IAATO vessels during the season, IAATO staff or crew are recommended to reach out and share the information on the Outreach flash drive.

To Sync the Flash Drives:

1. Plug in the Field Operations Manual Flash Drive (this is the drive with the regular USB and USB-C connections)
2. Double Click on the FOM Sync App Icon
3. The sync process will then start automatically and update the information on the Flash Drive.

Guidelines and Posters

The IAATO mandatory briefing, wildlife watching, general guidelines and bio- security documents have been updated in all languages (English, Chinese, Dutch, French, German, Japanese, Korean, Portuguese, Russian, Spanish and Tagalog)

The IAATO and ATCM Posters are only available in English, and have been updated/reformatted this season. Following feedback from the Operators, posters have been shrunk to A3 size and are available in Electronic Forms.

IAATO: Polar Guide App

The App has been designed to enable users to stay apprised with the latest Antarctic Treaty, International Maritime Organisation (IMO) and IAATO vessel information for effective yacht and ship operations. It facilitates support of Antarctic science and conservation; and aims to enhance visitors' experience in Antarctica by highlighting selected citizen science projects.

Users can quickly refer to essential information in order to meet all IAATO and Antarctic Treaty System requirements for safe and principled operations on and around the white continent.

We hope the app is both valuable for IAATO expedition staff in the field and a helpful resource for anyone keen to learn more about Antarctica, the Antarctic Treaty and the work being done to preserve the continent's extraordinary landscape and wildlife.

Constructive feedback on the App is appreciated: please email operations@iaato.org



The FOM is a living document and relies on your feedback and input. The IAATO Secretariat is here to assist you with any queries or issues. Please do not hesitate to get in touch; we are here to help and support you. For feedback on the FOM please contact IAATO Operations operations@iaato.org

Have a safe and successful Antarctic season, with very best wishes, The Secretariat Team

Terry	<i>Acting Executive Director</i>	tshaller@iaato.org
Amanda	<i>Head of Communications and Environment</i>	alyness@iaato.org
Cody	<i>Data and Membership Manager</i>	cochs@iaato.org
Colleen	<i>Bookkeeper</i>	csweeney@iaato.org
Erin	<i>Operations Assistant</i>	edelaney@iaato.org
Hayley	<i>Communications and Engagement Officer</i>	hcollings@iaato.org
Janeen	<i>Director of Governance and Administration</i>	jhaase@iaato.org
Lisa	<i>Head of Operations</i>	lkelly@iaato.org