



Green Award for River Cruise Terminals

Reader's Guide Programme of Requirements 2025

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GREEN AWARD



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1. Introduction

Green Award Foundation (1994) is an independent and autonomous organisation with a clear course and a keen eye for (legal) developments and European ambitions. As a co-signatory of the Green Deal for Shipping, Inland Navigation and Ports, Green Award has been actively committed to reducing emissions in shipping since 2019. In 2011, Green Award introduced a programme of requirements for inland navigation, followed by a specific programme for river cruise ships in 2023. These ships meet increasingly high safety and quality requirements, which has a direct impact on the infrastructure and services of river cruise terminals. The growth of the river cruise sector led to a clear need for its own programme of requirements for terminals, aligned with (inter)national and regional safety, environmental and quality objectives. In response, Green Award developed a programme that supports terminals in increasing sustainability and safety.

The key elements of our programme of requirements are:

- Pollution prevention, waste plan
- Emission reduction and CO2 performance
- Quality system
- Safety
- Education and training
- Media response
- Reporting of incidents, hazardous situations and complaints

Green Award works continuously to improve its programmes of requirements. In close cooperation with barge operators, cruise lines, terminals, governments, industry, ports and other experts, we gather input to keep the programme up-to-date and practical. Based on these insights, a Programme of Requirements has been compiled that is not only up-to-date, but also inspires to apply sustainability - sometimes in surprisingly simple ways.

The programme works on the basis of a points system: points can be earned for various achievements and voluntary measures. The assessment is done by an on-site inspector, supplemented by an administrative check by a Green Award employee. Depending on the score achieved, a Green Award certificate is awarded at the bronze, silver or gold level. The certificate is valid for three years from the inspection date.

This reading guide is intended as a practical guide for using the Programme of Requirements 2025. It explains the structure of the programme, how points can be earned, and how the inspection and certification process works. The reading guide supports terminals in proper preparation and contributes to a clear, efficient and fair assessment.



2. Explanatory programme of requirements

A. Environment - pollution prevention

A10a-g	Terminal waste management plan
<i>Notes</i>	A terminal waste management plan describes how waste is managed at a terminal to minimise its environmental impact. The plan covers all waste types and includes procedures for collecting, separating, storing, treating and disposing of waste. In addition, it provides insight into the equipment and resources available at the terminal. The plan also defines employees' obligations regarding compliance with procedures. Regular updating and revision are essential to ensure the effectiveness and relevance of the plan.
<i>Proof</i>	Waste management plan included in manual and records available.
A10h-j	Are results of waste management plan assessment shared and discussed with all terminal users and is an action plan developed?
<i>Notes</i>	It is important to systematically record the amount of waste and associated costs and communicate them transparently to all terminal users. An annual review serves as a basis for taking measures to reduce waste flows. Involving all relevant stakeholders in the review process creates support for the waste management plan. The agreements made are laid down in a concrete action plan.
<i>Proof</i>	Assessment Waste management plan included in the quality manual, registrations, evaluations, action plans and internal audits.
A10k-l	Is a closed grey and black water/ bilge water system or storage tank operational at the terminal, including a fixed intake connection point?
<i>Notes</i>	<p>The terminal should have a fixed intake point for receiving greywater and blackwater from river cruise ships. This intake point is part of a closed system designed to completely prevent discharge of untreated wastewater to surface water.</p> <p><i>Functional requirements</i></p> <ul style="list-style-type: none"> - The intake point must be suitable for connection of standard drainage hoses. - The system should be sealed and fitted with non-return protection to prevent leakage or backflow. - Connection to the municipal sewage system or a certified storage tank is mandatory.




	<p><i>Performance requirements</i></p> <ul style="list-style-type: none"> - The system must comply with applicable environmental legislation and local permit requirements. - Capacity matched to peak load when receiving multiple ships simultaneously. - Registration of disposed volume for monitoring and reporting purposes. <p><i>Management and maintenance</i></p> <ul style="list-style-type: none"> - Periodic inspection and cleaning according to established maintenance schedule. - Emergency procedure available in case of malfunctions or leakage. <p>This facility is essential for responsible wastewater treatment and is an integral part of the terminal's wider waste management plan.</p>
<i>Proof</i>	Separate piping system running from/to sewer/storage tank, plus intake point allowing bilge/grey and black water to be delivered to shore. Easily accessible location and provided with recognisable labels or pictograms.
A20a-d	Is the waste plan regularly reviewed, updated as needed and provided with new techniques for waste separation and storage?
<i>Notes</i>	Regularly reviewing and updating the waste management plan is essential to ensure effectiveness and keep in line with current needs, laws and regulations and technological innovations. New technologies such as sensors and robots make it possible to separate and process waste streams more efficiently. Modern storage methods, such as compacted waste containers and smart bins that record and transmit volume data, also contribute to more efficient management and help prevent pollution. It is therefore recommended to actively explore such applications and integrate them into operational practices wherever possible.
<i>Proof</i>	Latest version of waste plan, documentation of supply and demand. Renewed or improved separation or storage of waste.
A20e -f	Is use of a safety checklist for bunkering ships' fuel a requirement at the terminal and is this demonstrably monitored?
<i>Notes</i>	Oil spills and leaks during bunkering operations are a primary source of oil pollution. Experience has shown that many of the spills during bunkering and oil spills can be attributed to human error. The use of a bunker safety checklist contributes to safe operations.
<i>Proof</i>	Port regulations/documented inspection lists
<i>Information</i>	Example bunker safety checklist http://isgintt.org/
A20g-h	Are battery and Small Shipboard Hazardous Waste collection bins available at the terminal and are proper drip trays provided under all waste containers?
<i>Notes</i>	The presence of collection bins for batteries and Small Shipboard Hazardous Waste is an important step in promoting safe and environmentally friendly waste disposal. Drip bins catch any leakage, preventing environmental pollution. Drip bins help in the responsible disposal of environmentally polluting waste and contaminated water.
<i>Proof</i>	Collection bins in central, easily accessible location and provided with recognisable labels or pictograms.


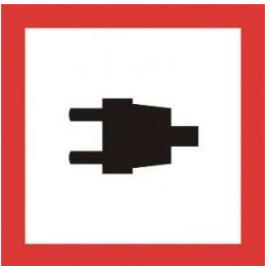


A20i	Port dues with specification of the part earmarked for waste intake management?
	<p>The part of port fees spent on waste management can be specified in the budget of the port/terminal authority and on the mooring fee invoice. If an amount is allocated for waste management, it generally means that there is budget for:</p> <ul style="list-style-type: none"> - Construction and maintenance of waste reception facilities. This includes construction and maintenance of waste stations and depots. - Waste treatment and recycling: costs for transporting and treating waste, including recycling and safe disposal of hazardous materials. - Monitoring and enforcement: costs of monitoring compliance with waste regulations and carrying out inspections. - Education and awareness: campaigns to inform ship owners and crews about proper waste collection procedures. <p>This transparency promotes efficient and sustainable waste management.</p>
<i>Proof</i>	Port regulations/environmental policy plan/terminal waste management plan



B. Environment - air quality	
B10a	Energy-efficient indoor and outdoor lighting (office, workplaces and berths)?
<i>Notes</i>	LED lighting uses less energy, requires less maintenance, is more reliable and less prone to failure.
<i>Proof</i>	Working lights.
B10b-e	Are Powerlock connections present of at least 250 amps at the berth(s) that can provide sufficient (green) power for all vessels?
<i>Notes</i>	<p>If a ship can use shore power, generators need to be used less. This means less noise pollution and better air quality for the port. If Powerlock connections are used, all functions of the hotel and nautical system should be available for use on ships. No generator should be used on board during the use of shore power, even to cover peak moments.</p> <p>Points rating : 250 amps will grant 5 points, 400 amps 10 points.</p>
<i>Proof</i>	Presence of minimum connection in accordance with NEN-EN 16840:2017 > 250 A (ESTRIN) / invoices
	



B10f	Are fixed drinking water supply including connection for supplying river cruise ships present?
<i>Notes</i>	With a fixed drinking water connection to supply ships, no external suppliers of drinking water are needed, thus avoiding transport movements of tankers and discouraging the use of plastic water bottles.
<i>Proof</i>	In easily accessible location and provided with clearly identifiable labels or pictograms.
	
B10g	Is the use of shore power mandatory?
<i>Notes</i>	If a ship is required to use shore power, generators need to be used less. This means less noise pollution and better air quality for the port.
<i>Proof</i>	Port regulations and presence of pictograms.
	



B20a-b	CO ₂ -performance
<p><i>Notes</i></p>	<p>A CO₂ registration system for port-related activities (scope 1, 2 and 3) monitors and records greenhouse gas emissions, in particular CO₂, from activities in and around ports. The system addresses both direct emissions (scope 1) and indirect emissions (scope 2) according to the Greenhouse Gas (GHG) protocol standard, and can also include scope 3 emissions.</p> <p><i>Scope 1</i> This includes direct emissions arising from sources owned or controlled by the port or the companies operating there. Examples include:</p> <ul style="list-style-type: none"> - Emissions from ships docking at the port. - Emissions from port vehicles such as cranes, trucks and forklifts. - Emissions from storage tanks and other port infrastructure. <p><i>Scope 2</i> This includes indirect emissions resulting from the generation of electricity, steam, heating and cooling consumed by the port or its companies. These are emissions that arise from the production of energy generated elsewhere but used by the port.</p> <p><i>Scope 3</i> Indirect Emissions (Value Chain). Emissions arising from third-party activities involved in port operations but not directly under the port's control. Examples:</p> <ul style="list-style-type: none"> - Emissions from ships during their journey to and from the port (i.e. outside the port). - Emissions from trucks, trains or other means of transport carrying goods to and from the port. <p><i>Purpose of the CO₂ registration system</i></p> <ol style="list-style-type: none"> 1. Transparency: it provides insight into CO₂ emissions from port operations, which helps identify key sources of emissions. 2. Accountability: it enables ports and companies to be accountable for their environmental performance. 3. Decision-making: the data collected can be used to develop policies and strategies to reduce CO₂ emissions. 4. Compliance: it helps ports and companies comply with national and international climate change regulations and targets.



	<p><i>Benefits</i></p> <p>Sustainability: it promotes sustainable practices at the port and helps reduce the carbon footprint.</p> <p>A carbon registration system is an important tool for ports to improve their environmental performance and contribute to global efforts to combat climate change.</p>
<i>Proof</i>	<p>Presence of recording system collecting data on fuel consumption, energy consumption and other relevant parameters.</p> <p>Monitoring: tools and software are used to continuously monitor emissions.</p>



C. Safety and quality	
C10a	Is a Safety Quality Management System (SQMS, safety and quality management system) documented?
Notes	<p>A Safety Quality Management System (SQMS) is an integrated system that encompasses an organisation's safety and quality processes and procedures. It aims to ensure the safety of employees and passengers, as well as improve and maintain the quality of products and services. An SQMS covers all aspects of safety and quality, from identifying risks and developing preventive measures to monitoring and improving processes. An SQEMS has an additional focus on the environment.</p> <p>The SQMS/SQEMS may include the following components:</p> <p><i>A safety management plan (Safety):</i> aimed at identifying and controlling safety risks in the organisation. It includes a description of the safety procedures and protocols to be followed, as well as the safety responsibilities of employees.</p> <p><i>A quality management system (Quality):</i> focuses on monitoring and improving processes to ensure the quality of products and services. It includes procedures for measuring quality, managing complaints and identifying areas for improvement.</p> <p><i>An environmental management system (Environment):</i> designed to manage and minimise the environmental impact of a company or organisation by implementing processes and practices that reduce harmful emissions, minimise waste, conserve natural resources and promote the use of renewable energy sources.</p> <p><i>Integrated management system (Management):</i> a system that combines and integrates the safety and quality aspects of the organisation into a single entity. It includes procedures and protocols aimed at ensuring the safety and quality of products and services.</p> <p>An SQ(E)MS can help improve and maintain the safety and quality of products and services, as well as contribute to improved organisational performance and efficiency.</p>
Proof	A physical or digital quality manual is in place.



C10b	Are all S&Q documents part of a controlled system?
<i>Notes</i>	<p>Documents should be part of a controlled system because they are an important part of business processes and contain information essential to an organisation's day-to-day operations.</p> <p>There are several reasons why documents should be included in a controlled system, including:</p> <p><i>Minimising errors:</i> by ensuring that documents are controlled, errors and inconsistencies can be minimised, increasing the accuracy and reliability of information.</p> <p><i>Ensuring compliance with laws and regulations:</i> by including documents in a controlled system, the organisation can ensure that these documents comply with relevant laws and regulations and that there is no breach of the law.</p> <p><i>Reducing risks:</i> a controlled document management system can help reduce risks associated with outdated or inaccurate information.</p> <p><i>Promoting efficiency:</i> by including documents in a controlled system, they can be easily found and shared, contributing to organisational efficiency.</p> <p>Overall, a controlled document management system ensures accurate, reliable and consistent information needed for an organisation's day-to-day operations.</p>
<i>Proof</i>	Inspection of the audited system, digital or physical. Check for e.g. person responsible for document, version, revision date, availability in right place.
C20a-b	Are access facilities to ships (quays and jetties) free of obstacles, easily walkable and accessible for people with disabilities?
<i>Notes</i>	<p>Ship access facilities (quays and jetties) should be free of obstacles and easily passable for users. This requires a combination of good design, regular maintenance and specific facilities such as ramps, and clear signage. Paths to and on quays and jetties should be flat, stable and slip-resistant to be easily passable, even in wet or slippery conditions. Good lighting is important, especially at night or in poor visibility, to ensure safety. Railings, fences and other safety features should be in place to prevent falls, especially on jetties that protrude above water.</p> <p>Quays and jetties should be wheelchair-friendly, with wide paths, ramps instead of stairs and enough space to manoeuvre.</p> <p>Thresholds or height differences should be minimised or provided with ramps.</p>
<i>Proof</i>	Visually in good condition as described above including presence of pictograms.



C20c-f	Are all fire-fighting facilities, drowning hooks and lifebuoys, rescue ladders and AEDs in good condition and accessible?
<i>Notes</i>	<p>All fire-fighting equipment, drowning rescue hooks, lifebuoys with lifelines and rescue ladders must be in good condition and accessible to ensure safety in ports. This requires regular inspections, maintenance and staff training. By ensuring these resources are reliable and effective, ports and ships can be better prepared for emergencies and save lives.</p> <p>Drowning hooks and rescue buoys at the quay/pier are available every (maximum) 100 metres.</p> <p>Rescue stairs are available at the quay/pier every (maximum) 200 metres.</p> <p>AED must be located within 100 metres of the mooring(s) and its location must be clearly marked.</p>
<i>Proof</i>	Visually in good condition as described above including attendance, pictograms and certificates.
C20g-i	Is there an up-to-date company emergency plan with safety instructions, guidelines on the use of personal protective equipment and emergency contact details?
<i>Notes</i>	<p>Having an up-to-date company emergency plan with safety instructions is essential for ensuring safety and preparedness in ports. These plans and instructions are crucial to effectively respond to emergencies, such as fires, accidents or other crisis situations.</p> <p>Components of a company emergency plan:</p> <p><i>Risk inventory</i></p> <p>An overview of potential risks and emergencies that may occur at the port, such as fire, chemical leaks, accidents, extreme weather conditions or terrorist threats.</p> <p><i>Responsibilities</i></p> <p>Clear agreements on who performs what tasks during an emergency (e.g. emergency coordinator, communications manager, first aid teams).</p> <p><i>Communication plan</i></p> <p>How is communication during an emergency? This includes internal communication (between personnel) and external communication (with emergency services, authorities and the public).</p> <p>Contact details of emergency services, local authorities and other relevant parties should be up-to-date.</p> <p><i>Evacuation plan</i></p> <p>Clear instructions on evacuation routes, assembly points and procedures for evacuating staff, visitors and any passengers. Evacuation routes should be clearly marked and free of obstacles.</p>



	<p><i>Cooperation with external parties</i> Agreements with emergency services (fire, police, ambulance) and other relevant organisations on how they will be engaged and supported.</p> <p><i>General safety rules</i> Basic rules for safe behaviour in the port, such as wearing personal protective equipment (PPE), avoiding hazardous areas and following procedures.</p>
<i>Proof</i>	Presence of an up-to-date company emergency plan. Safety instructions, pictograms and contact details for emergency notifications, communication visibly present at each berth. Availability in at least the following languages, NL, EN, DE and FR.

D. Education and training

D10a	Do all employees receive safety and environmental training upon employment and is it recorded?
<i>Notes</i>	A safety and environment training course is an educational course that trains employees in safety and environmental guidelines relevant to their work. The training focuses on various aspects of safety and environment, such as personal protective equipment, safety and emergency procedures, laws and regulations, hazardous materials, fire safety and environmental awareness. The aim of the training is to reduce accidents, improve safety culture and reduce an organisation's environmental impact. It is therefore important to invest in high-quality safety and environmental training for employees.
<i>Proof</i>	Description in handbook, registration of participation including signatures of participants.
D10b	Are all staff instructed on the drug and alcohol policy?
<i>Notes</i>	A drug and alcohol policy is a set of rules and procedures established by an organisation to regulate and manage the use of drugs and alcohol in the workplace. The policy defines the acceptable level of use or prohibition of the use of drugs and alcohol at work, as well as the procedures for testing for drug and alcohol use and sanctions for violating the policy. The purpose of a drug and alcohol policy is to create a safe and healthy work environment, reduce risks of accidents and harm, and promote employee productivity and efficiency. Organisations that implement a drug and alcohol policy can increase their employees' awareness and understanding of the risks of drugs and alcohol in the workplace and promote a culture of responsibility and safety.
<i>Proof</i>	Description in quality manual and employee signatures indicating that they have received, read and understood the policy.



D10c	Are fire drills held every six months?
<i>Notes</i>	A fire-fighting drill is designed to ensure rapid and targeted action during a fire. Practice teaches automatisms so that no time is lost in an emergency. The exercise may include the following items: limiting and fighting incipient fires, extinguishing, extinguishing agents and extinguishers, hazardous substances, electrical cabinets.
<i>Proof</i>	Description of most recent exercise, attendance list with date of exercise and signatures participants.
D10d	Is a drill conducted at least every six months simulating a person falling into the water?
<i>Notes</i>	A "person falling into the water" situation is applied to rescue a person who has fallen into the water quickly, efficiently and safely. It is important to cultivate automatisms so that everything is done with a minimum of orders. Here, different scenarios are discussed and simulated.
<i>Proof</i>	Description of most recent exercise, attendance list with date of exercise and signatures participants.
D10e	3-yearly exercise with emergency services
<i>Notes</i>	Organising a 3-yearly exercise with emergency services is an important part of being prepared for emergencies in ports and port-related businesses. These exercises help improve cooperation between the port, companies and emergency services, identify any shortcomings in the emergency plan and increase overall preparedness.
<i>Proof</i>	Reporting and evaluation of the most recent exercise based on the company emergency plan, including the method of evacuation e.g. via walkways or jetties.
D10f	Hold regular training sessions on the use of AEDs
<i>Notes</i>	Training staff in the use of AEDs and CPR can save lives and promote a culture of safety and preparedness. Regular training, clear procedures and accessible AEDs are key factors for effective emergency response. It is recommended to organise AED training at least annually to ensure staff keep skills up-to-date.
<i>Proof</i>	Records of most recent training, attendance and signatures.



D30a+d	Mediaresponse
<i>Notes</i>	<p>A media response plan is a plan prepared by an organisation to prepare for possible media coverage in the event of a crisis or unexpected event. The plan describes how the organisation will respond to media enquiries and how they will communicate the situation to the public. A media response plan usually contains a number of key elements, such as:</p> <ul style="list-style-type: none"> - A list of key people responsible for communicating with the media and the public, including their contact details. - A description of the procedures for gathering information about the event, such as identifying the cause and determining the extent of the damage. - An overview of the communication channels that will be used to get the message across, such as press releases, social media, press conferences and media interviews. - A description of the message that will be communicated and how it will be presented, including how the organisation will deal with misinformation or rumours. - A timeline for implementing the plan, including deadlines for sending out press releases, organising press conferences and answering media enquiries. <p>The purpose of a media response plan is to ensure that the organisation can respond quickly and effectively to potential media requests and manage the situation to protect the organisation's reputation.</p>
<i>Proof</i>	Presence of Media Response Plan.



D20b+c	Has a media spokesperson been appointed and is the media spokesperson known to the relevant operational staff?
<p><i>Notes</i></p>	<p>Appointing a press spokesperson is important for several reasons:</p> <ol style="list-style-type: none"> <i>1. Communication with the media:</i> a press spokesperson is responsible for managing communication between an organisation and the media. It is important that the organisation has a clear message that can be communicated to the media and that this message is conveyed consistently and accurately. <i>2. Protecting reputation:</i> a press spokesperson can also help protect an organisation's reputation. For example, if a crisis or negative news about the organisation arises, a press spokesperson can help manage the organisation's message and ensure it is communicated appropriately. <i>3. Building trust:</i> a press spokesperson can also help build trust with the public and the media. By being open and honest about the organisation's activities and performance, the press spokesperson can help improve the organisation's reputation and gain the trust of the public and the media. <i>4. Effective communication:</i> a press spokesperson can help improve an organisation's communication and ensure that the organisation's message is conveyed in the right way. This may include, for example, the press spokesperson ensuring that the message is formulated in understandable language and that it is appropriately tailored to the audience. <p>In short, a press spokesperson is important because this person can help manage an organisation's communication with the media and the public. This allows the organisation to protect its reputation, build trust and communicate effectively with its target audiences.</p>
<p><i>Proof</i></p>	<p>Instructions on press spokesperson included in instructions/ manual and spokesperson known to staff.</p>
D20e	Is there training on responding appropriately to the media at least once a year?
<p><i>Notes</i></p>	<p>Regular training is good for maintaining and improving the skills needed to communicate effectively with the media and the public. Reasons why regular training is important: new developments, improving skills, better preparation for crisis communication.</p>
<p><i>Proof</i></p>	<p>Registration of training, attendance and signatures.</p>



E. Notification procedures	
E10a	Does the SQ(E)MS define "near miss", "incident" and "accident"?
<i>Notes</i>	<p>A "near accident" is an event that could have resulted in an accident or injury but ultimately did not. It is an opportunity for organisations to identify and correct potential safety risks before an actual accident occurs.</p> <p>An "incident" is an event that causes damage or injury but does not result in a serious injury or accident. For example, a minor slip or fall that does not require medical attention is considered an incident.</p> <p>An "accident", on the other hand, is an event that results in injury, damage or loss. It is a serious event that requires investigation and corrective action to prevent future incidents.</p> <p>In short, "near accident" and "incident" are events that can lead to an accident, while an "accident" is an event that actually results in damage or injury.</p>
<i>Proof</i>	Described in SQMS
E10b-d	Has a formal reporting system for E10a and external complaints been documented and implemented? And are reports analysed and reviewed by both management and relevant operational staff?
<i>Notes</i>	<p>A reporting system for near misses, incidents and accidents is important to improve workplace safety and health. Below are some reasons why such a system can be useful:</p> <p><i>Prevention</i></p> <p>A reporting system for near misses, incidents and accidents can help identify the causes and circumstances that led to an incident. Based on this, preventive measures can be taken to avoid similar incidents in the future.</p> <p><i>Risk management</i></p> <p>By systematically collecting and analysing information on near misses, incidents and accidents, workplace risks and hazards can be better understood and managed. This can help improve worker safety and reduce the likelihood of incidents and accidents.</p> <p><i>Compliance</i></p> <p>A reporting system for near misses, incidents and accidents can help comply with legal obligations on occupational health and safety. It can also help comply with internal organisational standards and guidelines.</p>



	<p><i>Improving corporate culture</i> A reporting system for near misses, incidents and accidents can contribute to an open and transparent corporate culture. It can encourage employees to report incidents and near misses without fear of punitive action. This allows employees to work together to improve workplace safety and prevent accidents.</p> <p><i>Training and awareness</i> By reporting and analysing near misses, incidents and accidents, training needs and training programmes can be better understood. It can help make workers aware of workplace risks and hazards and train them on how to perform their jobs safely. In short, a reporting system for near misses, incidents and accidents is an important tool for improving workplace safety and health, managing risks and preventing accidents.</p>
<i>Proof</i>	Described in SQ(E)MS and report viewable by inspector.
E10e-f	Are preventive measures identified, documented and implemented and included in annual training programmes?
<i>Notes</i>	Preventive measures are important to identify and manage risks before they cause problems. They help ensure safety and quality and can prevent costs and reputational damage that may result from incidents or problems.
<i>Proof</i>	Described in SQ(E)MS and report viewable by inspector.

F. Internal and external audits

F10a-f	Audits, reports, action points, follow-up and reporting
<i>Notes</i>	<p>Internal and external audits are both forms of independent assessments of an organisation's processes, procedures and systems to ensure quality and compliance with relevant standards and laws.</p> <p><i>Internal audits</i> are conducted by employees of the organisation itself to check whether internal processes and procedures are being followed correctly. This can help identify problems or deviations before they lead to bigger problems and can help improve the efficiency and effectiveness of the organisation. Internal audits are usually conducted by trained internal auditors who are independent of the departments or processes being audited.</p>



	<p><i>External audits</i> are conducted by independent and objective auditors who are not directly associated with the organisation. These audits are often used to assess the organisation's performance in accordance with external standards, regulations or legal requirements. For example, external audits can be used to assess an organisation's compliance with the requirements for a particular certification or accreditation, or to check the organisation's compliance with legal requirements on safety, health and the environment. It is important that internal audits are conducted annually and external audits 3-yearly, that all reports are reviewed by the onboard management team, that action points are recorded and that there is follow-up.</p>
<i>Proof</i>	Described in SQ(E)MS, audit schedule, report, action points and follow-up steps including schedule available and understandable to Green Award inspector and demonstrably shared with shore-based organisation(s).

G. General certification

G10 a-b	General certification
<i>Notes</i>	<p>A quality system according to ISO complies with the standards set by the International Organisation for Standardisation (ISO). These standards, such as ISO 9001, provide guidelines for establishing, implementing, maintaining and improving an effective quality management system in an organisation. Companies and organisations can obtain ISO certification by meeting the requirements of the ISO standards and having their quality management system certified by an accredited certification body. The following is an explanation of the standards included in our programme of requirements:</p> <ul style="list-style-type: none"> - ISO 9001: This standard provides guidelines for establishing, implementing, maintaining and continuously improving a quality management system. Its aim is to help organisations ensure that their products and services consistently meet the requirements of customers and regulatory standards. - ISO 14001: This standard provides guidelines for establishing, implementing, maintaining and continuously improving an environmental management system. The aim is to help organisations reduce their environmental impact and comply with regulatory and other environmental requirements.
<i>Proof</i>	Valid certificate(s) present.



H. Labour conditions	
H10a-b	External confident
<i>Notes</i>	<p>An external confident has several important functions and benefits. Below are some key reasons why a company should have an external confident:</p> <ul style="list-style-type: none"> - It provides a safe environment: a confident is there to help employees address problems and concerns they have. These can range from bullying, harassment, discrimination, industrial disputes, stress and so on. The presence of a confident makes employees feel safer and more supported to address these issues. - It improves communication: a confident can serve as an important intermediary between employees and management. This can help address communication issues within the company, improving the overall working atmosphere and increasing productivity. - It helps with prevention: the presence of a confident can help employees become more aware of the procedures and policies the company has in place for dealing with problems. This can help prevent problems before they occur, and improve the work culture. - It improves employee satisfaction: employees want to feel valued and know they are heard. A confident can help support employees in solving problems and can also act as an important source of feedback for management to improve the working environment. This can increase employee satisfaction and help retain valuable employees. <p>In short, having a confident within a company can help create a safer and healthier working environment, improve communication, prevent problems and increase employee satisfaction.</p>
<i>Proof</i>	The availability and purpose of a confident is described in quality manual. And is known to all employees. Contact details of the external confidential advisor are available.



H10c	Annual report of the confidant
Notes	<p>Green Award considers it important for the trustee to produce an annual report. This has several purposes:</p> <ul style="list-style-type: none"> - To account for the work the confidant has done. It can be important to show what issues were discussed, what actions were taken and what the results were. This can help build trust in the confidant and promote transparency. Cases are described anonymously, unless the employee concerned requests otherwise. - Identify trends and patterns in the complaints and concerns submitted to the confidant. This can help identify and name problems so that targeted action can be taken to address them. - Recommend improvements based on the confidant's experiences. These recommendations can help improve policies and procedures within an organisation to promote employee safety and well-being. <p>In short, a confidant's annual report can help promote transparency, accountability and improvement within an organisation.</p>
Proof	Recent annual report available.



3. Level of certification and certification procedure

3.1 Bronze-silver-gold

There are three levels of certification: 'bronze', 'silver' and 'gold'. The level depends on the number of points achieved and is specified in the programme of requirements.

Terminals do not have to meet all the requirements. The degree of scoring on the additional requirements affects the level of the certificate.

3.2 Certification procedure

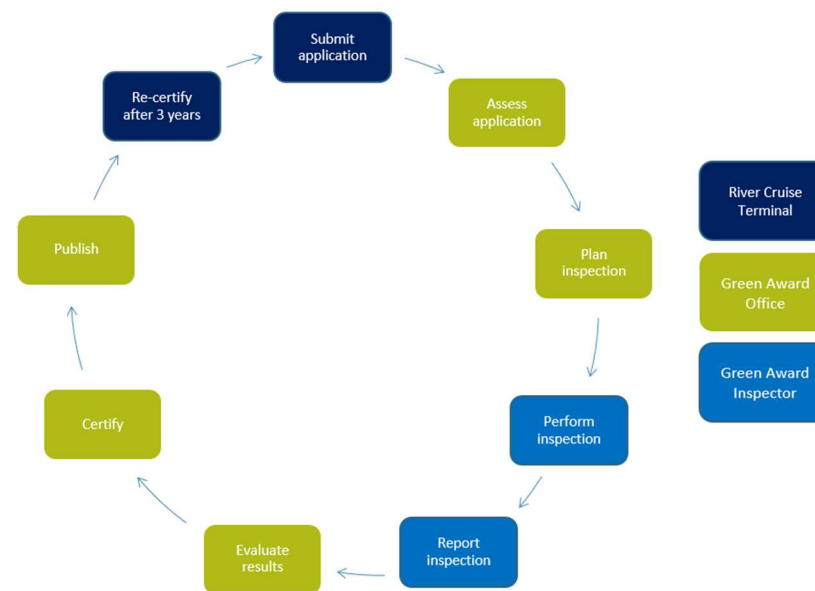


Figure 1



3.3 Procedure for developing Programme of Requirements

Times change, techniques change and requirements change. We therefore regularly update the Programme of Requirements (PoR), as a rule every three years. We evaluate the functioning of the existing programme and modify and supplement it where necessary and relevant. We closely monitor developments and work in close consultation with and input from barge operators, cruise lines, industry associations, ports, terminals and many others. To ensure the quality and relevance of our programme of requirements, we work as follows:

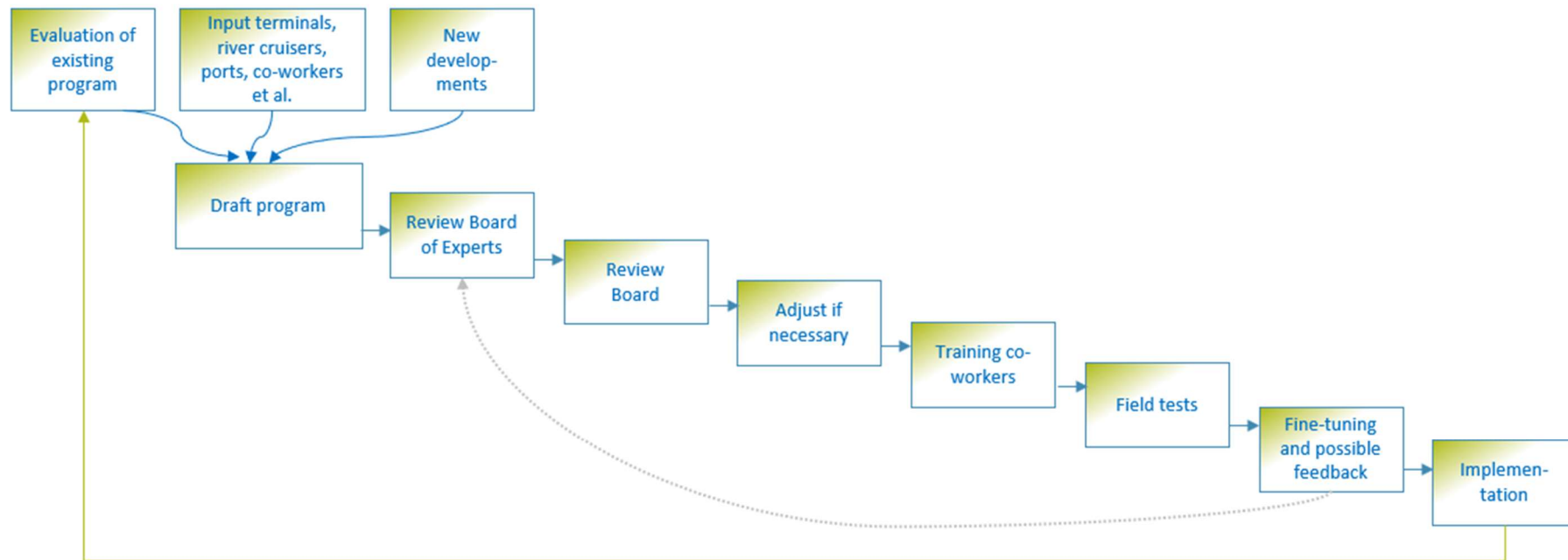


Figure 2



4. In conclusion

Green Award aims to adopt a challenging but achievable programme of requirements that will help move the sustainability of the maritime sector forward. Questions, comments and suggestions for improvement are always welcome via inlandshipping@greenaward.org. An expert team of people with experience in inland navigation will be happy to assist you.

Green Award Foundation
Westerkade 7b
3016 CL ROTTERDAM
The Netherlands
+31 10 2170 200
www.greenaward.org



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