

**Stena Line** is a major operator of freight and passenger vessels with UK port and terminal facilities in several locations, including Holyhead, Fishguard and Loch Ryan. It operates 22 routes in Northern Europe.

Stena Line must organise its ports and operations in such a way that they are both efficient and very safe – a complex yet essential matrix which has to combine centralised policies with the needs and challenges of specific sites. For more than 10 years, it has commissioned FTA to audit each of the Stena sites, and to identify problem areas and potential solutions in line with HSE guidance on safety for vehicles, sites and drivers.

The FTA audits collate large amounts of data, drawn from disparate sources, including customer, passenger and freight data, maps, plans, footage, interviews and observation. However, ports safety and environmental superintendent Kevin Riley says this is not what makes the FTA service so powerful.

“Once FTA has completed its report, it hosts a workshop for all the managers and staff



responsible for procurement, maintenance and operations,” says Riley. “This is something no other consultant has ever offered.

“It gives us a chance to discuss whether the alleged problems are real, argue about interpretation, brainstorm solutions and ultimately come up with an action plan which identifies how we will move forward, when, and who is responsible.”

Riley says this workshopping element turns the consultation report from a paper exercise into a living document destined to create change. The audits are repeated whenever operations move site, or an incident prompts investigation. “We invite FTA in to work alongside us, or in addition to us, because not only are they well versed in legal requirements but they offer us a new perspective, and potentially new answers,” he says.

### Key benefits

- FTA audits are based on HSE standards and recommendations
- The consultant’s recommendations are clear, practical and deliverable. Workshops turn the reports into working practice with staff buy-in
- Dedicated and knowledgeable staff who understand road transport legislation in theory and practice



“ The workshops transform the report into working practice and allow us to allocate responsibility for the solutions. A report alone is no good unless it prompts action ”

Kevin Riley, ports safety and environmental superintendent, Stena Line