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# SOUTHGATE TERMINAL

## ## Port Operations Security Documentation

### Workforce Safety Communication Protocol

#### Document Information

**Document Type:** Safety Communication Framework **Intended Users:** Operations Team, Safety Personnel, All Team Leads **Usage Context:** During incidents requiring workforce safety coordination and communication **Related Scenarios:** CCTV blackouts, manual operations, safety emergencies, system failures affecting personnel safety

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#### Purpose

This protocol establishes clear communication procedures for maintaining workforce safety during operational incidents, ensuring all personnel receive timely safety information and safety concerns are promptly escalated and addressed.

#### When to Use This Protocol

- CCTV blackouts reducing visual monitoring of work areas
  - Manual operations creating increased safety risks
  - Equipment malfunctions affecting personnel safety
  - Multiple system failures impacting safety monitoring
  - Emergency situations requiring coordinated personnel response
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#### Safety Communication Hierarchy

##### Immediate Safety Communications (0-5 minutes)

**Authority:** Any team member who identifies immediate danger **Method:** Radio on emergency channel + physical presence if possible **Format:** "SAFETY ALERT - [Location] - [Specific danger] - [Action required]" **Response:** All personnel in area acknowledge and take action immediately

##### Safety Status Updates (Every 15 minutes during incidents)

**Authority:** Operations Team Lead or Safety Officer **Method:** Radio broadcast on all operational channels **Format:** "SAFETY UPDATE - [Time] - [Current status] - [Ongoing precautions]" **Response:** Team leads acknowledge for their areas

## **Safety Decision Communications (As required)**

**Authority:** Incident Coordinator or Executive Team **Method:** Direct communication to all team leads + written follow-up **Format:** "SAFETY DECISION - [Decision] - [Rationale] - [Implementation timeline]" **Response:** Team leads confirm understanding and implementation

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## **Communication Channels for Safety**

### **Primary Safety Communications**

**Emergency Radio Channel:** Dedicated frequency for immediate safety communications - Reserved for urgent safety alerts only - All personnel monitor continuously during incidents - Clear, concise messaging required - Acknowledge all transmissions immediately

**Team Radio Channels:** Regular operational frequencies - Safety updates integrated into normal communications - Team-specific safety instructions - Coordination of safety measures - Status reporting on safety implementations

**Physical Communication:** Direct person-to-person - When radio communications may not be heard - In high-noise environments - For complex safety instructions - During equipment shutdown procedures

### **Backup Safety Communications**

**Mobile Phones:** When radio systems compromised - Emergency contact list maintained by all team leads - Text messaging for non-urgent safety updates - Conference calls for safety briefings - Backup to radio communications

**Visual Signals:** When audio communication not possible - Hand signals for crane operations - Light signals for area status - Flag systems for hazard identification - Written signs for ongoing safety information

**Public Address System:** For facility-wide safety communications - Emergency announcements - Evacuation instructions - All-clear notifications - Safety briefing broadcasts

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## **Safety Information Types and Protocols**

### **Hazard Alerts**

**Immediate Hazards (0-2 minutes response required):** - Moving equipment without visual monitoring - Electrical hazards from system malfunctions - Structural concerns from equipment failures - Weather-related safety threats

**Communication Protocol:** 1. **Alert:** Immediate radio alert on safety channel 2. **Confirmation:** Personnel acknowledge receipt 3. **Action:** Implement protective measures immediately 4. **Follow-up:** Status update within 15 minutes

**Template:** "HAZARD ALERT - [Specific hazard] at [precise location] - [Required action] - Acknowledge receipt"

### **Safety Procedure Changes**

**Enhanced Safety Measures:** - Reduced operational speeds - Additional personnel assignments - Modified work procedures - Increased monitoring frequency

**Communication Protocol:** 1. **Notification:** Advance notice when possible (minimum 5 minutes) 2. **Briefing:** Detailed explanation of changes 3. **Confirmation:** Personnel confirm understanding 4. **Implementation:** Coordinated start time 5. **Monitoring:** Ongoing compliance verification

**Template:** "SAFETY PROCEDURE UPDATE - [Change description] - Effective [time] - [Rationale] - Confirm understanding"

### **Personnel Accountability**

**Personnel Location Tracking:** - Regular check-ins during reduced visibility - Buddy system implementation - Designated safety zones - Emergency assembly points

**Communication Protocol:** 1. **Check-in:** Every 30 minutes during CCTV blackouts 2. **Location Update:** When moving between areas 3. **Status Report:** Any safety concerns or incidents 4. **Emergency Response:** Immediate notification of personnel issues

**Template:** "PERSONNEL CHECK - [Name/Position] - [Current location] - [Status] - [Next planned location]"

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## **Specific Scenario Communications**

### **CCTV Blackout Safety Communications**

**Immediate Actions (First 5 minutes):** - [ ] "CCTV BLACKOUT - All personnel report current location and status" - [ ] "ENHANCED SAFETY - Reduce speeds, increase communication, buddy system active" - [ ] "SPOTTER DEPLOYMENT - Visual observers to [specific locations]"

**Ongoing Communications (Every 15 minutes):** - [ ] Personnel location verification - [ ] Safety status updates from all areas - [ ] Coordination of manual visual monitoring - [ ] Updates on CCTV restoration progress

## Manual Override Operations

**Pre-Operation Communications:** - [ ] “MANUAL OPERATION PREP - [Equipment] at [location] - [Personnel assigned]” - [ ] “SAFETY BRIEFING - [Specific procedures] - [Risk factors] - [Safety measures]” - [ ] “AREA PREPARATION - [Safety setup] - [Personnel positioning] - [Communication methods]”

**During Operations:** - [ ] Continuous communication between operator and spotter - [ ] Regular status updates to operations coordinator - [ ] Immediate alert for any anomalies or concerns - [ ] Clear confirmation before each operational step

## Multi-System Failure Safety Communications

**Coordinated Safety Response:** - [ ] “MULTI-SYSTEM FAILURE - Safety assessment in progress - Standby for instructions” - [ ] “SAFETY ZONES - Personnel to report to [designated areas] pending assessment” - [ ] “ENHANCED MONITORING - All personnel maintain radio contact - Report any concerns” - [ ] “OPERATIONS STATUS - [Continue/Modify/Suspend] with [specific safety measures]”

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## Safety Escalation Procedures

### Level 1: Team-Level Safety Issues

**Triggers:** Minor safety concerns, procedure clarifications, equipment anomalies **Communication:** Team lead to team members and incident coordinator **Timeline:** Address within 15 minutes **Format:** “SAFETY ISSUE - [Description] - [Action taken] - [Status]”

### Level 2: Cross-Team Safety Coordination

**Triggers:** Safety issues affecting multiple teams, resource conflicts, coordination needs **Communication:** Incident coordinator to all team leads and safety officer **Timeline:** Coordinate within 30 minutes **Format:** “SAFETY COORDINATION - [Issue] - [Teams affected] - [Coordination required]”

### Level 3: Executive Safety Decisions

**Triggers:** Operations shutdown considerations, major safety concerns, regulatory notification needs **Communication:** Safety officer to executive team with immediate follow-up to all teams **Timeline:** Decision within 1 hour, implementation immediate **Format:** “EXECUTIVE SAFETY DECISION - [Decision] - [Effective immediately] - [Compliance required]”

## Level 4: Emergency Services Involvement

**Triggers:** Injuries, imminent danger, environmental hazards, criminal activity **Communication:** Any team member to emergency services with immediate notification to all levels **Timeline:** Immediate action, coordinated response **Format:** "EMERGENCY SERVICES - [Called] - [Reason] - [Location] - [Personnel status]"

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## Communication Templates

### Daily Safety Briefing Template

**TO:** All Personnel **FROM:** [Operations Lead/Safety Officer] **TIME:** [Start of shift/incident response]  
**SAFETY STATUS:** [Current safety level - Normal/Enhanced/Restricted] **KEY SAFETY CONCERNS:** [Specific hazards or issues for the day/incident] **SAFETY PROCEDURES:** [Current procedures in effect] **COMMUNICATION REQUIREMENTS:** [Check-in frequency, reporting requirements] **EMERGENCY PROCEDURES:** [Current emergency response information] **QUESTIONS:** [Opportunity for safety questions or concerns]

### Incident Safety Update Template

**TO:** All Teams **FROM:** [Incident Coordinator/Safety Officer] **SUBJECT:** Safety Update - [Timestamp]  
**INCIDENT STATUS:** [Current operational status] **SAFETY CHANGES:** [Any changes to safety procedures] **PERSONNEL REQUIREMENTS:** [Specific safety assignments or requirements] **MONITORING STATUS:** [Current safety monitoring capabilities] **CONCERNS:** [Any ongoing safety concerns or observations] **NEXT UPDATE:** [When next safety update will be provided]

### Safety Concern Reporting Template

**TO:** [Team Lead/Safety Officer] **FROM:** [Reporting person] **URGENT:** [If immediate attention required]  
**CONCERN DESCRIPTION:** [Specific safety concern observed] **LOCATION:** [Precise location of concern] **PERSONNEL AFFECTED:** [Who could be impacted] **IMMEDIATE ACTION TAKEN:** [Any protective measures already implemented] **RECOMMENDATION:** [Suggested corrective action] **URGENCY:** [Timeline for action needed]

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## Documentation Requirements

### Safety Communication Log

**Required Information:** - Time and date of communication - Type of safety communication (alert, update, decision) - Personnel involved (sender and recipients) - Content summary - Actions taken - Follow-up required

### Safety Decision Documentation

**For all safety decisions affecting operations:** - Decision maker and authority level - Safety concern or trigger - Options considered - Decision rationale - Implementation timeline - Personnel affected - Monitoring requirements

### Post-Incident Safety Review

**Communication Effectiveness Assessment:** - Timeliness of safety communications - Clarity and understanding of messages - Personnel response and compliance - Communication gaps or failures - Improvements needed for future incidents

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### Success Criteria

- Timely and effective safety communication to all personnel
  - Clear understanding of safety requirements and procedures
  - Prompt reporting and escalation of safety concerns
  - Coordinated safety response across all teams
  - Maintained personnel safety throughout incident response
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### Related Documents

- Safety Risk Assessment Template
- Crisis Decision Authority Matrix
- CCTV Blackout Response SOP
- Manual Override Authorization Process
- Emergency Response Procedures