SOUTHGATE TERMINAL

Port Operations Security Documentation

ADDITION TO: Manual Ops SOP.docx

INSERT LOCATION: Add as new section after existing manual operations procedures

SECTION TITLE: Manual Override Authorization Process

Manual Override Authorization Process

Purpose

This procedure establishes clear authorisation workflow for manual overrides during system failures, ensuring safety while maintaining operational continuity. Use when automated systems are unreliable or compromised.

When to Use

- CCTV blackout affecting crane operations
- AIS signal loss requiring manual navigation
- Automated crane synchronisation failures
- System anomalies creating unsafe conditions
- Crew refusing to work with automated systems

Authorisation Levels

LEVEL 1: Immediate Safety Override (No approval required)

- Imminent danger to personnel
- Equipment malfunction creating immediate hazard
- Environmental emergency requiring immediate response

LEVEL 2: Operational Override (Supervisor approval)

- CCTV blackout affecting single crane
- Minor AIS discrepancies
- Single-system automation failure
- Crew comfort/confidence issues

LEVEL 3: Multi-System Override (Operations Manager approval)

- Multiple crane manual operation
- AIS system-wide manual operation
- Berth shutdown for safety

- Extended manual operations (>2 hours)

LEVEL 4: Terminal Override (Executive approval)

- Terminal-wide automation shutdown
- Multi-berth operations halt
- Extended operations suspension
- Media/regulatory visibility operations

Authorisation Workflow

Step 1: Situation Assessment (2 minutes)

1. **Safety Evaluation**
   - ☐ Immediate danger present? → LEVEL 1 (proceed immediately)
   - ☐ Equipment functioning but crew uncomfortable? → LEVEL 2
   - ☐ Multiple systems affected? → LEVEL 3
   - ☐ Terminal-wide impact? → LEVEL 4
2. **Impact Assessment**
   - ☐ Document specific systems requiring manual override
   - ☐ Estimate operational capacity under manual mode
   - ☐ Calculate expected timeline for resolution

Step 2: Authorisation Request **For Level 2-4:** Use standard authorisation format:

TO: [Supervisor/Operations Manager/Executive]
SUBJECT: Manual Override Authorisation Request - [System]
PRIORITY: [URGENT/HIGH/MEDIUM]

SITUATION: [Brief description of technical issue]
SAFETY IMPACT: [Risk if continuing automated vs. manual]
OPERATIONAL IMPACT: [Capacity reduction, timeline effects]
RECOMMENDED ACTION: [Specific override request]
DURATION: [Expected time in manual mode]
APPROVAL REQUESTED BY: [Deadline for decision]

Step 3: Implementation Verification

1. **Pre-Override Checklist**
   - ☐ Authorisation received and documented
   - ☐ Crew briefed on manual procedures
   - ☐ Safety equipment verified operational
   - ☐ Communication channels confirmed working
2. **Override Activation**
   - ☐ Systems switched to manual mode
   - ☐ Automated safety systems remain active where possible
   - ☐ Manual operation commenced with continuous monitoring

3. **Status Communication**
   - ☐ Technical Team: "Manual override implemented for [system]. Estimated duration: [time]"
   - ☐ Incident Coordinator: "Operations status: Manual mode - [capacity]% capacity"
   - ☐ Executive (Level 3-4): "Manual operations authorised - safety verified"

Special Circumstances

CCTV Blackout Response

- **Immediate:** Station manual spotters at affected zones
- **Short-term:** Implement buddy system for crane operations
- **Extended:** Consider operations suspension if safety compromised

AIS Signal Loss

- **Immediate:** Switch to radar/visual navigation
- **Short-term:** Coordinate with harbour master for traffic management
- **Extended:** Reduce vessel movement to essential only

Crew Safety Concerns

- **Listen:** Take crew concerns seriously - they know equipment best
- **Assess:** Evaluate technical safety vs. crew confidence
- **Decide:** Err on side of caution if crew expertise suggests risk

Quality Assurance During Manual Operations

Continuous Monitoring Requirements

- ☐ Double-check all manual operations
- ☐ Maintain communication every 15 minutes
- ☐ Document all decisions and actions
- ☐ Watch for crew fatigue or stress

Safety Verification Steps

- ☐ Verify each manual action before execution
- ☐ Maintain clear communication channels
- ☐ Have abort procedures ready
- ☐ Monitor crew stress and competence levels

Communication Templates

To Technical Team: "Manual override authorised for [system]. Please prioritise [system] restoration. Operations continuing at [X]% capacity."

To Executive Team: "Manual operations implemented safely. Impact: [description]. Restoration timeline: [estimate]. Continuous monitoring in place."

To All Teams: "OPERATIONS UPDATE: [System] in manual mode. Safety verified. Expected capacity: [X]%. Updates every 30 minutes."

Return to Automated Operations

Pre-Restoration Checklist

- ☐ Technical issue resolved and verified
- ☐ Systems tested in non-operational mode
- ☐ Crew briefed on return to automation
- ☐ Manual override authorisation formally closed

Restoration Process

1. **Gradual Transition:** Return one system at a time where possible
2. **Verification:** Confirm each system functioning before full automation
3. **Monitoring:** Increased monitoring for first 30 minutes after restoration
4. **Documentation:** Record lessons learned and process improvements

Success Criteria

- Manual operations implemented safely without delay
- Clear authorisation trail documented
- Operational capacity maintained at acceptable level
- Crew confidence and safety maintained
- Smooth transition back to automated operations

Related Procedures

- Use with: CCTV Blackout Response SOP
- Coordinate with: Safety Risk Assessment Template
- Reference: Technical Containment Guide (if technical cause suspected)
- Escalate to: Crisis Decision Authority Matrix (for complex authorisation)