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SOUTHGATE TERMINAL

Port Operations Security Documentation

Emergency Response Procedures

Document Information

Document Type: Emergency Response Framework **Intended Users:** All Teams, Safety Personnel, Incident Coordinators **Usage Context:** During emergency situations requiring immediate response **Related Scenarios:** Safety emergencies, system failures, security incidents, environmental emergencies

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Purpose

This procedure provides immediate response framework for emergency situations, ensuring rapid, coordinated, and effective emergency response to protect personnel and minimise operational impact.

When to Use These Procedures

- Personnel injury or medical emergency
- Fire or explosion incident
- Security threat or criminal activity
- Environmental emergency or hazardous material release
- Structural damage or equipment failure creating immediate danger

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Emergency Classification System

Class 1: Medical Emergency

Definition: Personnel injury, illness, or medical distress requiring immediate attention **Examples:** Injury from equipment, heart attack, allergic reaction, unconscious personnel **Response Time:** Immediate (0-2 minutes) **Authority:** Any person can initiate response

Class 2: Fire Emergency

Definition: Fire, explosion, or immediate fire hazard **Examples:** Equipment fire, chemical fire, electrical fire, explosion risk **Response Time:** Immediate (0-2 minutes) **Authority:** Any person can initiate response

Class 3: Security Emergency

Definition: Security threat, criminal activity, or personnel safety threat **Examples:** Unauthorised access, threats, violence, suspicious activity **Response Time:** Immediate (0-5 minutes) **Authority:** Security personnel or any person observing threat

Class 4: Environmental Emergency

Definition: Hazardous material release, environmental contamination, or pollution incident **Examples:** Chemical spill, oil release, toxic gas, water contamination **Response Time:** Immediate assessment (0-5 minutes) **Authority:** Operations or Environmental personnel

Class 5: Structural Emergency

Definition: Structural damage, equipment failure, or infrastructure emergency **Examples:** Crane failure, building damage, utility failure, infrastructure collapse **Response Time:** Immediate evacuation if required (0-5 minutes) **Authority:** Operations or Safety personnel

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Universal Emergency Response Protocol

Step 1: Immediate Safety Actions (0-2 minutes)

For ANY Emergency: 1. **ENSURE PERSONAL SAFETY:** Do not become a victim yourself 2. **ALERT OTHERS:** Warn others in immediate danger 3. **CALL FOR HELP:** Use emergency communication methods 4. **PROVIDE ASSISTANCE:** Only if safe to do so 5. **EVACUATE IF NECESSARY:** Move to safe area if required

Step 2: Emergency Notification (0-5 minutes)

Internal Notification (Immediate): - [ ] **Radio Alert:** Emergency channel broadcast - [ ] **Control Room:** Notify operations control immediately - [ ] **Emergency Team:** Alert emergency response team - [ ] **Management:** Notify appropriate management levels

External Notification (As Required): - [ ] **911/Emergency Services:** For medical, fire, or police needs - [ ] **Harbour Master:** For marine or port-wide emergencies - [ ] **Regulatory Agencies:** For reportable incidents - [ ] **Emergency Contacts:** For notifications to families/next of kin

Step 3: Emergency Response Team Activation (2-10 minutes)

Emergency Response Team Roles: - **Incident Commander:** Overall emergency response coordination - **Safety Officer:** Personnel safety and emergency safety procedures - **Operations Leader:** Operational shutdown and coordination - **Medical Responder:** First aid and medical coordination - **Communications Leader:** Internal and external communications

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Class-Specific Emergency Procedures

Class 1: Medical Emergency Response

Immediate Actions (0-2 minutes)

- ☐ **Scene Safety:** Ensure scene is safe before approaching
- ☐ **Assess Victim:** Check consciousness and breathing
- ☐ **Call 911:** If serious injury or unconscious
- ☐ **Provide First Aid:** Within scope of training only
- ☐ **Alert Medical Responder:** Call designated first aid personnel

Medical Response Protocol

1. **Primary Assessment:**

- Consciousness level
- Breathing status
- Bleeding or obvious injuries
- Need for immediate life support

2. **Emergency Medical Services:**

- Call 911 for serious injuries
- Provide clear location and access instructions
- Describe nature of injury and current condition
- Assign person to meet EMS at entrance

3. **First Aid Response:**

- Control bleeding if present
- Maintain airway if trained
- Treat for shock if appropriate
- DO NOT move victim unless in immediate danger
- Monitor and reassure victim until help arrives

4. **Coordination with EMS:**

- Provide victim information and medical history if available
- Clear access routes for emergency vehicles
- Designate liaison person to accompany victim
- Document incident details for follow-up

Class 2: Fire Emergency Response

Immediate Actions (0-2 minutes)

☐ **Sound Alarm:** Activate fire alarm system
☐ **Call Fire Department:** Dial 911 immediately
☐ **Evacuate Area:** Remove personnel from immediate danger
☐ **Attempt Suppression:** Only if small fire and safe to do so
☐ **Shut Down Equipment:** If safe and possible

Fire Response Protocol

1. **Fire Assessment:**

- Size and type of fire
- Materials involved
- Spread potential
- Personnel evacuation needs
- Access for fire department

2. **Suppression Decision:**

- **SMALL FIRE:** Use appropriate extinguisher if trained
- **LARGE FIRE:** Evacuate and wait for fire department
- **CHEMICAL FIRE:** Use appropriate suppression method
- **ELECTRICAL FIRE:** Shut off power if possible, use CO_2 extinguisher

3. **Evacuation Procedures:**

- Sound general alarm
- Direct personnel to assembly areas
- Check areas for trapped personnel
- Account for all personnel
- Prevent re-entry until all-clear given

4. **Fire Department Coordination:**

- Meet fire department at entrance
- Provide building layout and hazard information
- Identify location of utilities and shutoffs
- Coordinate with incident commander

Class 3: Security Emergency Response

Immediate Actions (0-2 minutes)

☐ **Personal Safety:** Ensure own safety first
☐ **Alert Security:** Notify security personnel immediately
☐ **Call Police:** Dial 911 if criminal activity or threats
☐ **Secure Area:** Lock down area if possible
☐ **Evacuate if Necessary:** Move personnel to safe area

Security Response Protocol

1. **Threat Assessment:**

  • Type of security threat
  • Number of people involved
  • Weapons or violence potential
  • Area affected
  • Immediate danger level

2. **Response Actions:**

  • **ACTIVE THREAT:** Evacuate, hide, or defend as appropriate
  • **SUSPICIOUS ACTIVITY:** Observe and report, do not confront
  • **UNAUTHORISED ACCESS:** Challenge if safe, alert security
  • **CRIMINAL ACTIVITY:** Do not intervene, call police immediately

3. **Law Enforcement Coordination:**

  • Provide clear location and situation description
  • Keep phone line open if instructed
  • Designate person to meet police at entrance
  • Provide any relevant information about individuals involved
  • Follow law enforcement instructions

4. **Personnel Protection:**

  • Account for all personnel
  • Establish secure communication
  • Provide support for affected personnel
  • Coordinate with employee assistance programs

Class 4: Environmental Emergency Response

Immediate Actions (0-5 minutes)

  ☐ **Stop Source:** Stop release at source if safe to do so
  ☐ **Alert Personnel:** Warn others in affected area
  ☐ **Evacuate if Necessary:** Remove personnel from contaminated area
  ☐ **Contain Spill:** Use spill kits if available and safe
  ☐ **Notify Authorities:** Call appropriate agencies

Environmental Response Protocol

1. **Spill Assessment:**

  • Type and quantity of material released
  • Environmental impact potential

- Personnel exposure risk
- Containment possibilities
- Cleanup requirements

2. **Containment Actions:**

- **SMALL SPILL:** Use spill kit if trained and safe
- **LARGE SPILL:** Contain spread, prevent drain entry
- **CHEMICAL SPILL:** Check SDS for specific procedures
- **OIL SPILL:** Deploy booms and absorbent materials

3. **Personnel Protection:**

- Evacuate affected area
- Provide personal protective equipment
- Establish decontamination procedures
- Monitor for exposure symptoms
- Arrange medical attention if needed

4. **Agency Notification:**

- Environmental Protection Agency (if required)
- Coast Guard (for marine spills)
- Local environmental authorities
- Regulatory compliance notifications

Class 5: Structural Emergency Response

Immediate Actions (0-5 minutes)

- ☐ **Evacuate Area:** Remove personnel from unsafe area
- ☐ **Isolate Hazard:** Prevent access to damaged area
- ☐ **Stop Operations:** Shut down affected equipment
- ☐ **Alert Engineering:** Notify maintenance/engineering personnel
- ☐ **Call Experts:** Contact structural engineers if major damage

Structural Response Protocol

1. **Damage Assessment:**

- Extent of structural damage
- Immediate collapse risk
- Personnel evacuation needs
- Equipment shutdown requirements
- Access restrictions needed

2. **Area Control:**

- Establish safety perimeter
- Post warning signs
- Control access to affected area
- Shut down affected equipment
- Isolate utilities if necessary

3. **Expert Consultation:**

- Contact structural engineers
- Arrange professional inspection
- Coordinate with insurance companies
- Plan for temporary repairs
- Develop restoration timeline

4. **Operations Coordination:**

- Assess operational impact
- Develop workaround procedures
- Coordinate with customer notifications
- Plan for alternative operations

Emergency Communication Procedures

Emergency Communication Hierarchy

Priority 1: Immediate Danger Communication - Method: Radio emergency channel, air horn, emergency alarm - Purpose: Immediate warning of danger to personnel - Authority: Any person observing immediate danger - Response: All personnel take immediate protective action

Priority 2: Emergency Response Coordination - Method: Radio operational channels, telephone, emergency phone tree - Purpose: Coordinate emergency response efforts - Authority: Emergency Response Team members - Response: Emergency response teams activate and respond

Priority 3: Management Notification - Method: Direct phone call, emergency notification system - Purpose: Notify management and executive team - Authority: Incident Commander or Emergency Response Team - Response: Management provides support and strategic direction

Priority 4: External Agency Notification - Method: 911, direct agency phone calls, regulatory reporting - Purpose: Request external emergency assistance and comply with reporting - Authority: Incident Commander or designated personnel - Response: External agencies provide assistance and oversight

Emergency Communication Templates

Emergency Alert Message   ALL STATIONS - EMERGENCY ALERT "This is [Name]. We have a [Type] emergency at [Location]. All personnel [specific action required - evacuate/avoid area/shut down operations]. Emergency response team report immediately. Updates to follow."

External Emergency Notification   TO: [External Agency] **FROM:** [Incident Commander] **RE:** Emergency Assistance Request

EMERGENCY TYPE: [Description of emergency] **LOCATION:** [Specific location with directions] **PERSONNEL STATUS:** [Number of people involved/injured] **IMMEDIATE NEEDS:** [Specific assistance required] **CONTACT:** [On-scene contact person and phone] **ACCESS:** [How to access location]

Post-Emergency Procedures

Immediate Post-Emergency Actions (First 30 minutes)

- ☐ **Personnel Accountability:** Verify all personnel safe and accounted for
- ☐ **Medical Follow-up:** Arrange medical attention for any injuries
- ☐ **Scene Security:** Secure emergency scene for investigation
- ☐ **Damage Assessment:** Initial assessment of damage and impact
- ☐ **Communication:** Notify families and stakeholders as appropriate

Short-term Recovery (First 24 hours)

- ☐ **Investigation:** Begin formal incident investigation
- ☐ **Documentation:** Document all emergency response actions
- ☐ **Notifications:** Complete all required regulatory notifications
- ☐ **Support Services:** Activate employee assistance programs
- ☐ **Operations Planning:** Plan for restoration of operations

Long-term Recovery (Ongoing)

- ☐ **Lessons Learned:** Conduct lessons learned assessment
- ☐ **Procedure Updates:** Update emergency procedures based on experience
- ☐ **Training Review:** Review and update emergency training programs
- ☐ **Equipment Assessment:** Assess emergency equipment effectiveness
- ☐ **Preparedness Improvement:** Enhance emergency preparedness capabilities

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Emergency Equipment and Resources

Emergency Equipment Locations

First Aid Stations: Located at main office, crane operator buildings, maintenance shop **Fire Extinguishers:** Throughout facility, types appropriate for specific hazards **Emergency Eye Wash/Shower:** Located near chemical storage and handling areas **Spill Kits:** Located at fuel storage, chemical storage, and maintenance areas **Emergency Communication:** Radio system, emergency phones, alarm system

Emergency Contact Information

Internal Emergency Contacts: - Incident Commander: [Phone number] - Safety Officer: [Phone number] - Operations Manager: [Phone number] - Maintenance Manager: [Phone number] - Security: [Phone number]

External Emergency Contacts: - Emergency Services: 911 - Fire Department: [Local number] - Police: [Local number] - Harbour Master: [Phone number] - Coast Guard: [Phone number] - Poison Control: 1-800-222-1222

Medical Emergency Information

On-Site Medical Personnel: [Names and contact information] **Nearest Hospital:** [Name, address, phone, directions] **Medical Emergency Services:** [Local EMS contact information] **Occupational Health Clinic:** [Name, address, phone, hours]

Training and Preparedness

Emergency Response Training Requirements

All Personnel: - Basic emergency response procedures - Evacuation routes and assembly areas - Emergency communication procedures - First aid and CPR (recommended)

Emergency Response Team: - Advanced emergency response procedures - Incident command system - Emergency equipment operation - Coordination with external agencies

Specialized Personnel: - Hazardous material response (for chemical handlers) - Fire suppression systems (for maintenance staff) - First aid/CPR certification (for designated responders) - Emergency communication systems (for radio operators)

Emergency Drills and Exercises

Monthly Drills: - Fire evacuation drill - Emergency communication test - Equipment inspection

Quarterly Exercises: - Tabletop emergency scenarios - Multi-agency coordination exercises - Equipment training and familiarisation

Annual Activities: - Comprehensive emergency exercise - Emergency plan review and update - Training program assessment - Equipment replacement and upgrade

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Success Criteria

- Rapid and effective response to emergency situations
- Protection of personnel safety and minimisation of injuries
- Successful coordination with external emergency services
- Effective communication during emergency response
- Minimal operational impact through efficient emergency management

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Related Documents

- Safety Risk Assessment Template
- Workforce Safety Communication Protocol
- Crisis Communications SOP
- Legal Risk Escalation Flowchart
- Multi-Berth Emergency Shutdown Procedures