

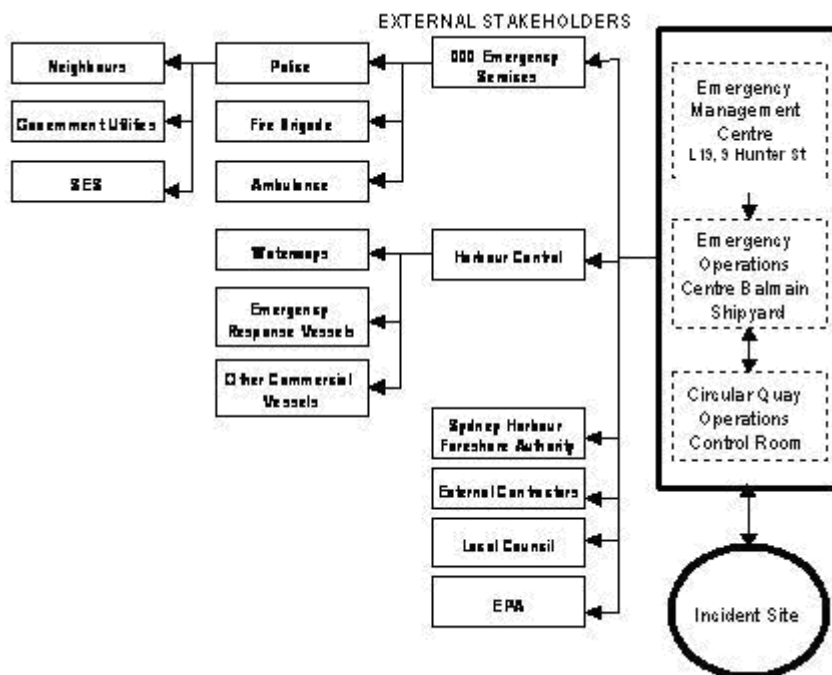
### Incident Response

In the event of a significant incident at the Balmain Shipyard, the following Communication Plan will be followed to ensure prompt notification of external stakeholders including emergency response services, relevant authorities, nearby residents and other neighbours.

### Communication Plan

The communications plan will be implemented during every significant and major incident. The extent to which external stakeholders will be notified of an incident will be contingent on the incident category, type and location. Communication is integral to the success of any incident response; therefore all affected stakeholders must be contacted at the earliest possible opportunity. In the event of an incident that may affect nearby residents or other neighbours, Harbour City Ferries will request that the Emergency Services (Fire, Police and Ambulance) manage the notification of these stakeholders.

The Diagram below illustrates the process for notifying stakeholders in the event of an Incident. The focal point of this process is the Emergency Operations Centre (EOC) at the Balmain Shipyard (or the alternate Emergency Operations Centres located at the Circular Quay Operations Control Room or Harbour City Ferries head office in Hunter Street).



### Balmain Shipyard Emergency Operations Centre

The Emergency Operations Centre (EOC) is designed to serve as a control, coordination and communications room for incidents, allowing the separation of normal operations from incident management.

The EOC is designed to centralise the receiving and dispatching of information in relation to an incident, including incoming and outgoing messages and details of instructions given and the decisions made during the incident.

The EOC also serves as the venue to conduct briefings for other responding staff as well as other supporting agencies and it represents the focal point for all activities and control of resources during an incident.

### **Primary Location**

The Primary location for the EOC is the Balmain Shipyard Safety Office

### **Alternate Location**

The first alternate location for the EOC is Balmain Shipyard meeting Room.

The second alternate location for the EOC is the Circular Quay Boardroom, Wharf 3.

### **Emergency Operations Centre contact details:**

- Primary number 9246 9636
- Alternate number 1 9246 9638
- Alternate number 2 9246 9635
- Fax Number 9246 9648

### **Emergency Response Phone Directory**

In the event of an Incident the following Relevant Authorities will be contacted, as per the Communication Plan:

Firstly, the Emergency Services will be called on 000 if the incident presents an immediate threat to human health or property.

If the incident does not require an initial combat agency, or once the 000 call has been made, the following relevant authorities will be notified:

NSW Environment Protection Authority Environment Line	131 555
Local Public Health Unit – (Royal Prince Alfred Hospital)	02 9515 6111 ask for Public Health Officer on call
WorkCover NSW	13 10 50
Fire and Rescue NSW – phone 000	000
Leichhardt Council	9367 9222
Harbour Control	9296 4000
Sydney Harbour Foreshore Authority	9240 8500

### **Incidents**

An Incident is an event that:

- Endangers or threatens to endanger the safety or health of Harbour City Ferries' staff, passengers or members of the public; or
- Destroys or damages, or threatens to destroy or damage, any Harbour City Ferries' property; or
- Causes or threatens to cause pollution or harm to the environment.