



# Emergency Management Plan: Gladstone Marina

## Brief description

This Plan details the emergency preparedness, response, testing and review arrangements and procedures to be established and maintained for the Gladstone Marina facility. The Plan also contains instructions to guide and support the coordination of emergency response efforts for the most foreseeable emergencies at the Gladstone Marina facility.

### Document information

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### Document accountability

Role	Position
Owner	People Community and Sustainability
Custodian	Marina Superintendent

Endorsed by **People Community and Sustainability GM on 15/12/2020**

If you require any further information, please contact the Custodian.

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The current version of this Plan is available on GPC's Intranet.

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# 1 Terms and definitions

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In this Plan:

**Emergency Planning Group**” means representatives from each GPC Department (minimum two per Department - one of which will represent Management) responsible for the development and maintenance of the Department's emergency response plan and related training to ensure response awareness and capabilities.

**“Emergency Event”** means an incident or event that has caused or may imminently cause significant harm to people or major harm to the environment, property or infrastructure. Triggers for an emergency are:

- **Safety:** Reversible disability or impairment; &/or medical treatment injuries requiring hospital admission.
- **Environment:** Large uncontrolled event requiring additional resources. Residual onsite harm; or medium term remediation / Recovery offsite.
- **Security:** Intentional breach of restricted access - major damage / business disruption; or poses threat to workers, customers or public.

**“Emergency Response Coordinator”** means Managers and Supervisors or people appointed by a General Manager who will coordinate implementation of internal emergency incident response.

**“Emergency Services”** means an external agency with expertise and specialised resources to respond to and manage an Emergency Event response. When on site these agencies will assume emergency response control authority until handover back to GPC Emergency Coordinators.

**“Fire Wardens”** means nominated workers who have received training regarding fire safety and are capable of assisting in facility evacuation in the event of a fire alarm or other Emergency Event.

**“First Aid Officers”** means nominated workers who have current first aid certification.

**“Investigation”** means the formal review of an incident or event to identify causal factors and make recommendations to mitigate future likelihood of occurrence or impact of consequences. Regulatory authorities may also conduct investigations or request GPC investigation reports.

**“Notifiable Incident”** means an incident that must be notified to a regulatory authority.

**“Recovery”** means actions taken following incident response to return GPC workers, the environment, property and infrastructure to routine management.

**“Reporting”** means recording of incident, event, hazard (or near miss) in SAI360.

Terms that are capitalised and not otherwise defined in this Plan are defined in the GPC Corporate Glossary Instruction (as listed in Appendix 1 – Related documents).

## 2 Introduction

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### 2.1 Purpose

This Plan details arrangements and procedures for establishing and maintaining an efficient and effective emergency response capability at the Gladstone Marina facility. It reflects obligations and elements of good practice drawn from:

- WHS legislation (to provide a safe workplace);
- AS 3745 - 2010 *Planning for emergencies in facilities*;
- AS/NZS 4801:2001 *Occupational health and safety management systems - Specification with guidance for use*; and
- AS/NZS ISO 14001:2004 *Environmental management systems - Requirements with guidance for use*.

This Plan identifies the most foreseeable Emergency Events for the Gladstone Marina facility i.e. an event that has caused, or may imminently cause, significant harm to people, or major harm to the environment, or GPC property, systems and infrastructure.

Key elements of this Plan are:

- emergency preparedness arrangements with clearly defined roles and responsibilities;
- emergency response arrangements tailored for the Gladstone Marina facility;
- identification of the most foreseeable Emergency Events, with attending emergency response instructions; and
- requirements for testing emergency response capability, and reviewing the Plan to ensure its currency.

## 2.2 Scope

The Plan applies to the preparation for, and management of, an Emergency Event:

- at the Gladstone Marina facility; or
- impacting GPC Employees travelling to or from the facility.

## 2.3 Objectives

Measures of performance related to this Plan include:

- emergency preparedness roles are defined;
- emergency alert and response arrangements are detailed;
- most foreseeable Emergency Events are nominated;
- instructions are included for each nominated Emergency Event;
- plan review arrangements are detailed.

# 3 Gladstone Marina Emergency Plan

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## 3.1 Emergency response preparedness

- Emergency Planning Group representatives:**

Name	Position	Contact (ph.)

David Osmond	Marina Superintendent	49 761 398 / 0403 001 482
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**(b) Emergency Response Coordinators**

Name	Position	Contact (ph.)
David Osmond	Marina Superintendent	49 761 398 / 0403 001 482

**(c) Fire Wardens**

Site / facility	Name	Position	Contact (ph.)
Marina	Matthew Post	Marina Officer	49 761 397
Marina	David Osmond	Marina Superintendent	0403 001 482

**(d) First Aid Officers**

Name / Position
<i>All Staff</i>

**(e) First Strike Oil Respondents**

Name / Position	Contact (ph.)
David Osmond – Marina Superintendent	49 761 398 / 0403 001 482
All Staff	

**(f) Emergency Alert Arrangements**

**Alarm** An Emergency Event may be alerted by an **Employee, marina tenant or member of the public** in person, or via radio / phone alert. General vicinity alert raising is through verbal advice.

<b>Emergency Services</b>	<b>000</b> (dial '0') to get an outside line. 112 via mobile phone.
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<b>Emergency Radio</b>	On-site radios (site VHF Channel <b>82</b> ) - state ' <b>Emergency, Emergency, Emergency</b> ' to raise alert.
<b>Site Access</b>	N/A

**(g) Emergency Response Coordinator activation**

In any emergency or potential Emergency Event the Supervisor or Manager who is 'first on scene' (or most capable in the context of the event) will assume the role of Emergency Response Coordinator.

**(h) Emergency Management Plan / supporting document availability**

Document	Ref #	Availability
Gladstone Marina Emergency Management Plan	# 998555	Office - Marina Superintendent Office - Services Officer On line

**(i) Internal communications:**

The Emergency Response Coordinator will advise the Port Strategy & Development General Manager who will:

- verify that Emergency Service notification and arrangements to escort Emergency Services to scene have been completed;
- advise the Port Strategy & Development General Manager (and other relevant members of the Executive) of event details and initial response arrangements;
- notify relevant subject matter experts to support the response, and brief Emergency Services as required (refer Appendix 15 - key contacts); and
- assist coordination of resources to support response efforts.

**(j) Evacuation**

The Emergency Response Coordinator will alert the Fire Warden of any potential evacuation or partial evacuation requirements.

The Fire Warden will nominate relevant assembly points and evacuation routes and facilitate the evacuation process (refer Appendix 2 - map / instructions).

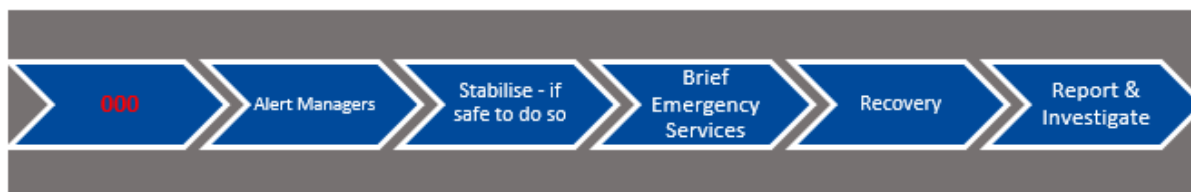
(k) **Foreseeable Emergency Events (Gladstone Marina):**

Safety Emergency Events:	Event Preparation Ref:	Event Response Instruction Ref
Fire	Evacuation Plans+ Appendix #2	Appendix # 3
Fire on board a vessel	N/A	Appendix # 4
Bomb threat	Bomb Threat Checklist (#5.1)	Appendix # 5
Traffic accident	N/A	Appendix # 6
Health event	N/A	Appendix # 7
Hazardous material release / spill	N/A	Appendix # 8
Cyclone / severe weather event	Cyclone / severe weather checklist (#9.1) Customer Checklist example #1665011	Appendix # 9
Person overboard	Person overboard procedure / training	Appendix # 10
Marine incident (collision)	Vessel SMS	Appendix # 11
Snake bite	Snake Training & Awareness Information: doc #403371	Appendix # 12

Environment Emergency Events:	Event Preparation Ref:	Event Response Instruction Ref
Oil / chemical spill	First Strike Response training	Appendix # 13

Security Emergency Events:	Event Preparation Ref:	Event Response Instruction Ref
Threat of physical harm	Duress alarms installed	Appendix # 14

## 3.2 Emergency response arrangements



Refer to relevant Emergency Response Instructions

**Step 1: RING 000** (or if alerting via Radio - state “Emergency, Emergency, Emergency”) to advise the event.

Immediately after an incident has occurred:

- advise which Emergency Service / Services is required (Fire & Rescue, Police, Ambulance - more than one may be required);
- location and type of incident (state e.g. Gladstone Marina, Bryan Jordan Drive, Gladstone 4680 Qld and you will be most likely transferred to the Rockhampton Call Centre); then
- provide details of the exact location of the emergency (site / nearest landmark or street) - indicate whether an escort will be provided to direct emergency service personnel to the event site;
- provide a description of the type emergency (e.g. a fire in building containing chemicals) and any injuries or medical situations (e.g. unconscious, entrapment); and
- advise arrangements available for medical evacuation (if relevant).

**DO NOT HANG UP UNTIL TOLD TO DO SO BY OPERATOR.**

**Step 2: ALERT INTERNAL STAKEHOLDERS**

Once Emergency Services have been alerted:

- alert Stakeholders if there is potential for full or partial evacuation or a requirement for management of people;
- advise Port Strategy & Development General Manager &:
  - confirm that Emergency Services (000) have been notified and that access arrangements are in place;
  - request they alert and gather relevant internal subject matter experts to brief emergency service personnel and support response efforts (e.g. safety, health, environment, security, communications);
  - request they gather relevant resources (people, equipment) to support response efforts if necessary;
  - request they alert relevant Executive Management.
- alert onsite security if required - traffic management / personal protection etc.



**Step 3: STABILISE SITUATION UNTIL EMERGENCY SERVICES ARRIVAL**

- Coordinate response and event stabilisation efforts (within training and capability levels and where safe to do so) - prioritising safety of people until Emergency Services arrive on site; and
- Coordinate first aid equipment and personnel as required.
- Secure incident site (if notifiable under WHS Act, ensure scene is not disturbed unless permitted by law).

**Step 4: BRIEF & SUPPORT EMERGENCY SERVICES**

Coordinate witnesses and relevant subject matter experts to brief Emergency Service personnel on:

- the event;
- known and potential impacts;
- evacuation status;
- known and potential hazards; and
- onsite resource availability.

**Step 5: MANAGE RECOVERY**

Following formal handover from emergency service personnel:

- work with management to develop a plan to transition to business as usual;
- brief employees and contractors;
- coordinate assessments by relevant subject matter experts (building, systems) then develop & submit Recovery plan (Recovery approach; estimated Recovery time, cost, & resources) to Executive Team / CEO; and
- implement Recovery plan and report Recovery progress as requested.

**Step 6: REPORT & INVESTIGATE EVENT**

- Report the event in SAI360;
- Liaise with 'subject matter experts' to meet regulatory Reporting requirements ('notifiable events' under the WHS Act and or notifiable incidents in the Environmental Protection Act);.);
- Work with Management to identify causal factors and make relevant recommendations;
- Task and monitor implementation of remediation actions; and
- Review and update the Emergency Management Plan.

### 3.3 Testing emergency response capability

The review process will include evacuation drills and desktop or live exercises reflecting foreseeable safety, environment and/or security scenarios.

Records are to be kept of all testing, inspection and maintenance activities.

Minimum frequency of testing, drills and exercises is as follows:

Testing Requirements	Frequency
Testing of alarms:	Annual
Evacuation drills:	Annual
Safety:	As per schedule #1060112
Environment:	As per schedule #1060112
Security:	As per Maritime Security Plan

## 4 Plan monitoring and review

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### 4.1 Review of emergency response arrangements

Currency of these emergency response arrangements will be assured through:

- feedback from GPC Emergency Planning Group meetings;
- findings and recommendations following Investigation of an event; and
- testing and review findings and recommendations.

Findings and recommendations are to be tabled to the Port Strategy & Development General Manager (or as delegated) for consideration in updating this Plan.

Any amendments are to be implemented with a minimum of delay with action completion progress monitored, recorded and available for audits.

## 5 Appendices

### 5.1 Appendix 1 – Related documents

#### (a) Legislation and regulation

Key relevant legislation and regulation, as amended from time to time, includes but is not limited to:

Type	Legislation/regulation
Federal Acts	<i>Environment Protection and Biodiversity Conservation Act 1999 (Cth)</i>
State Acts	<i>Work Health and Safety Act 2011 (Qld)</i> <i>Work Health and Safety Regulation 2011 (Qld)</i> <i>Electrical Safety Act 2002 (Qld)</i> <i>Environmental Protection Act 1994 (Qld)</i> <i>Environmental Protection Regulation 1998 (Qld)</i>
Other	<i>AS/NZS 4801:2001 Occupational health and safety management systems - Specification with guidance for use</i> <i>AS/NZS ISO 14001:2004 Environmental management systems - Requirements with guidance for use</i> <i>AS 3745 - 2010 Planning for emergencies in facilities</i>

#### (b) Gladstone Ports Corporation documents

The following documents relate to this Standard:

Type	Document number and title
<b>Tier 1:</b> Policy	#1412364 Enterprise Risk and Resilience Policy
<b>Tier 2:</b> Standard/Strategy	#852778 Business Continuity Management Standard #829152 Enterprise Risk Management Standard
<b>Tier 3:</b> Specification/ Procedure/Plan	#936233 Enterprise Risk Management Procedure
<b>Tier 4:</b> Instruction/Form/ Template/Checklist	#1621179 GPC Corporate Glossary Instruction

Type	Document number and title
Other	N/A

## 5.2 Appendix 2 - Marina Evacuation Plans

**EVACUATION PROTOCOL**

ON RAISING THE ALARM:-

1. EXIT THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT.
2. PROCEED IN AN ORDERLY MANNER TO THE DESIGNATED ASSEMBLY POINT.
3. ADVISE A WARDEN IF YOU ARE AWARE OF PEOPLE THAT HAVE NOT ARRIVED AT THE ASSEMBLY POINT.
4. REMAIN AT THE ASSEMBLY POINT UNTIL THE ALL-CLEAR IS GIVEN.

**IN CASE OF FIRE REMEMBER R.A.C.E.**

**R**EMOVE PEOPLE FROM IMMEDIATE DANGER.

**A**LERT NEARBY PEOPLE AND CALL 000.

**C**ONTAIN FIRE AND SMOKE. CLOSE WINDOWS AND DOORS IF SAFE TO DO SO. KEEP LOW AROUND SMOKE.

**E**XTINGUISH AND CONTROL THE FIRE IF TRAINED AND SAFE TO DO SO. OTHERWISE EVACUATE.

**FIRE EXTINGUISHER OPERATION INSTRUCTIONS**

**P**ULL THE PIN.

**A**IM THE NOZZLE.

**S**QUEEZE THE TRIGGER.

**S**WEEP THE BASE OF THE FIRE.

REMEMBER TO USE CORRECT EXTINGUISHER

**LEGEND**

- FIRST AID STATION
- FIRE EXTINGUISHERS
- AED DEFIBRILLATOR
- PRIMARY EXIT PATH
- EMERGENCY EXITS
- ASSEMBLY AREA

**BUILDING WARDENS**

GPC:  
CHIEF WARDEN: MATTHEW POST  
FLOOR WARDEN: IAN PLATH

**EVACUATION DIAGRAM**

DATE: 06.03.18  
DR NO: 201-00296 RV: 5

REV	DATE	DESCRIPTION	DESIGN	DESIGN APPROV	ENG. NO.	REFERENCE DRAWING TITLE
0	15.02.08	GENERAL ISSUE	S.L.C.		201-0012	WATER BUILDING SERVICE PLAN
1	15.02.08	GENERAL UPDATE, NEW BORDER AND LOGO ADDED	S.L.C.		025	
2	15.08.10	GENERAL UPDATE	S.L.C.		025	
3	15.03.15	FLOORPLAN UPDATE, NEW BORDER AND LEGEND ADDED	S.L.C.		025	
4	04.01.16	UPDATED WORKING FOR ALARM	S.L.C.		025	
5	06.03.18	UPDATED EVACUATION PLAN	S.L.C.		025	

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WORKING: 10002-00004

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CHECKED: B.CLAUGHTON  
DESIGN: [Signature]  
APPROVE: [Signature]

**MARINA BUILDINGS (INCL. TENANTS)  
EVACUATION DIAGRAM  
FIRST FLOOR**

DATE: 06.03.18  
DR NO: 201-00296 RV: 5

Rev. No.	Issue Date	Issue Description
A1	06/03/18	UPDATED WORKING FOR ALARM
5	06/03/18	UPDATED EVACUATION PLAN

**EVACUATION PROTOCOL**

ON HEARING THE ALARM:-

1. EXIT THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT.
2. PROCEED IN AN ORDERLY MANNER TO THE DESIGNATED ASSEMBLY POINT.
3. ADVISE A WARDEN IF YOU ARE AWARE OF PEOPLE THAT HAVE NOT ARRIVED AT THE ASSEMBLY POINT.
4. REMAIN AT THE ASSEMBLY POINT UNTIL THE ALL-CLEAR IS GIVEN.






**IN CASE OF FIRE REMEMBER R.A.C.E.**

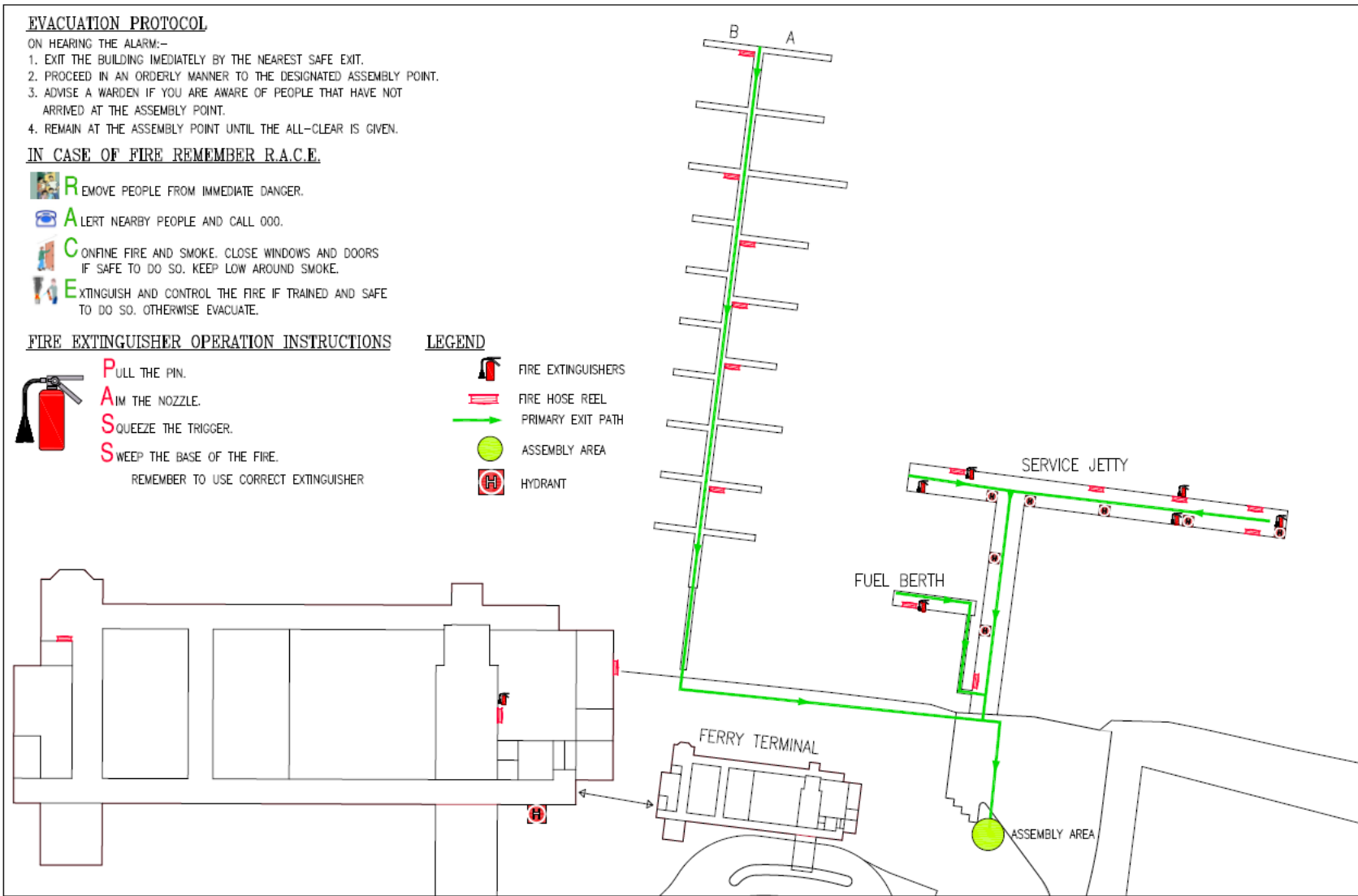
- R** REMOVE PEOPLE FROM IMMEDIATE DANGER.
- A** ALERT NEARBY PEOPLE AND CALL 000.
- C** ONFINE FIRE AND SMOKE. CLOSE WINDOWS AND DOORS IF SAFE TO DO SO. KEEP LOW AROUND SMOKE.
- E** XTINGUISH AND CONTROL THE FIRE IF TRAINED AND SAFE TO DO SO. OTHERWISE EVACUATE.

**FIRE EXTINGUISHER OPERATION INSTRUCTIONS**

- P**ULL THE PIN.
  - A**IM THE NOZZLE.
  - S**QUEEZE THE TRIGGER.
  - S**WEEP THE BASE OF THE FIRE.
- REMEMBER TO USE CORRECT EXTINGUISHER

**LEGEND**

-  FIRE EXTINGUISHERS
-  FIRE HOSE REEL
-  PRIMARY EXIT PATH
-  ASSEMBLY AREA
-  HYDRANT



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A	17.08.20	PROPOSED (MAMM)	D.G.				
1	11.12.20	ISSUED FOR OPERATIONAL USE	D.G.	S.B.			

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**EVACUATION PROTOCOL**


ON HEARING THE ALARM:-

1. EXIT THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT.
2. PROCEED IN AN ORDERLY MANNER TO THE DESIGNATED ASSEMBLY POINT.
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**IN CASE OF FIRE REMEMBER R.A.C.E.**

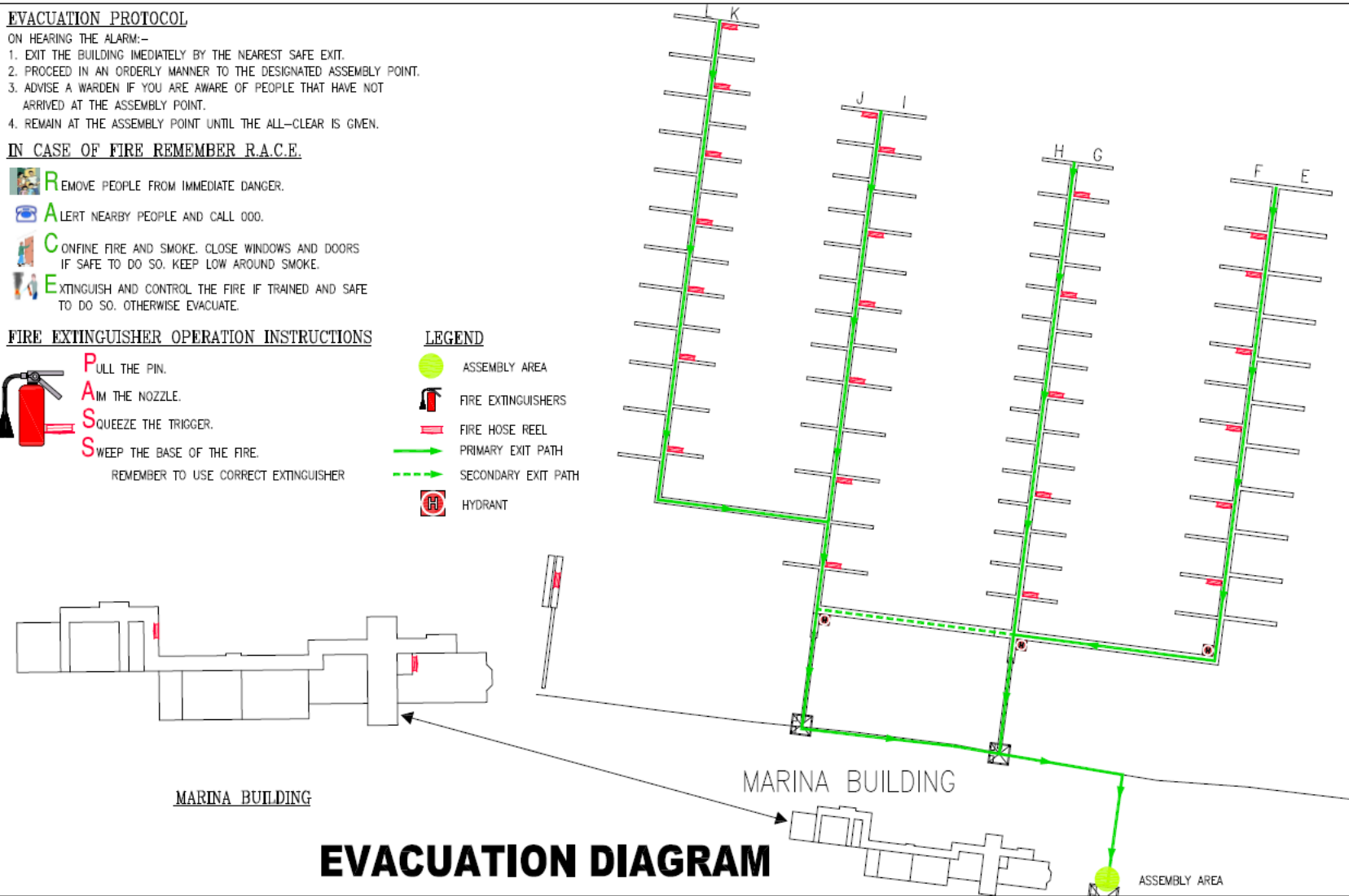
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  - A**IM THE NOZZLE.
  - S**QUEEZE THE TRIGGER.
  - S**WEEP THE BASE OF THE FIRE.
- REMEMBER TO USE CORRECT EXTINGUISHER

**LEGEND**

-  ASSEMBLY AREA
-  FIRE EXTINGUISHERS
-  FIRE HOSE REEL
-  PRIMARY EXIT PATH
-  SECONDARY EXIT PATH
-  HYDRANT



**EVACUATION DIAGRAM**

REV.	DATE	REVISION DESCRIPTION	ORIG.	DESIGN	APPR.	ORIG. NO.	REFERENCE DRAWING TITLE
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	DESIGN		
	APPROVE	O. BARTON	14.12.20

MARINA  
EMERGENCY EVACUATION PLAN  
SECTION 2  
PRIVATE MOORING  
GATE HOUSE

Est Ref No.	
EPC DRAWING No.	274-00033
Sheet/Part No.	A3
REV. DATE/Rev/Issued No.	1

**EVACUATION PROTOCOL**

ON HEARING THE ALARM:-

1. EXIT THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT.
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  - S**WEEP THE BASE OF THE FIRE.
- REMEMBER TO USE CORRECT EXTINGUISHER

**LEGEND**

-  FIRE EXTINGUISHERS
-  FIRE HOSE REEL
-  PRIMARY EXIT PATH
-  ASSEMBLY AREA
-  HYDRANT



REV	DATE	REVISION DESCRIPTION	ENG	DESIGN	APPR	ISS. NO.	REFERENCE DRAWING TITLE
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DESIGN		
APPROVE	G.BARTON	14.12.20

MARINA  
EMERGENCY EVACUATION PLANS  
SECTION 1  
FISHERMANS PONTOON AND JETTY

Doc Ref No.  
GPC DRAWING No.  
**274-00032**

A3  
REV: 1  
REV: 1



## 5.3 Appendix 3 - Fire

### FIRE

#### EMERGENCY RESPONSE COORDINATOR:

- 1. Assess** – scope and severity (actual / potential) of the emergency. ENSURE 000 ALERTED
- 2. Communicate** – coordinate receipt & dissemination of incident status from/to:  
Stakeholders: regarding evacuation orders & status; fire isolation / containment progress + (if known) fire source; potential fire hazards (chemicals, vehicles, BBQs – gas bottles)  
Onsite Security (as available): fire location / emergency service access arrangements  
Management: incident / status. Request management to alert relevant subject matter experts & Executive Management  
Adjoining Work Areas / Neighbours: advise of incident - if necessary and possible
- 3. If safe to do so: coordinate containment** (& until emergency response agencies arrive on site)  
Ensure workers are safe (at evacuation points) & receiving first aid where necessary  
Isolate or contain fire or remove potential external hazards (vehicles, property, bins etc.)
- 4. Brief emergency service agencies** upon arrival and support as requested.  
Possible briefing topics include:
  - Evacuation status
  - Staff medical issues (e.g. asthma, heart conditions) – if known
  - Known / potential hazards on premises
  - Fire source if known & location
  - Building entry & exit points / layout
- 5. Communicate** – convey periodic feedback of incident impacts & response progress / status to:  
Management; workers; Health & Well Being Specialist; Safety Specialist.

#### MANAGEMENT with assistance from EMERGENCY RESPONSE COORDINATOR to:

- Assess & report worker injuries + property & systems damage (initial status report). (\*Note: depending on severity this may be a 'notifiable incident', so confirm with relevant subject matter experts)
- Debrief workers (incident impacts, status of affected staff, work arrangements, future steps)
- Coordinate assessments by relevant subject matter experts then develop & submit recovery plan
- Implement recovery plan (including 'return to work' process) until business as usual
- Report incident via SAI360 and instigate Investigation process - review Emergency Management Plan

### FIRE

## 5.4 Appendix 4 - Fire Onboard a Vessel

### FIRE ONBOARD A VESSEL

#### EMERGENCY RESPONSE COORDINATOR:

1. **Assess** – scope and severity (actual / potential) of the emergency. ENSURE 000 ALERTED
2. **Coordinate response:**  
Ensure the immediate safety of anyone in the vicinity: advise of incident / gather information on whether anyone likely to be on board vessel: **do not board or enter vessel unless safe to do so.**  
Ensure people are safe (at evacuation points) & receiving first aid where necessary.  
Switch off power.
3. **Communicate:**  
Stakeholders: regarding evacuation orders & status; fire isolation / containment progress + (if known) fire source; potential fire hazards.
4. If safe to do so: **Coordinate containment** (until emergency response agencies arrive on site)  
Consider towing of vessel to marina basin if safe to do so to reduce property damage to other vessels / marina (only if fire not likely to be contained prior to the arrival of Emergency Services).  
Isolate or contain fire or remove potential external hazards (vessels).
5. **Communicate:**  
Onsite Security (as available): fire location / emergency service access arrangements.  
Management: incident / status. Request management to alert relevant subject matter experts & Management.
6. **Brief emergency service agencies** upon arrival and support as requested.  
Possible briefing topics include:
  - Evacuation status;
  - Medical issues (e.g. asthma, heart conditions) – if known;
  - Known / potential hazards on premises; and
  - Fire source if known & location.

#### MANAGEMENT with assistance from EMERGENCY RESPONSE COORDINATOR to:

- Assess & report injuries + vessel &/ or property damage.
- Debrief workers (incident impacts, status of affected staff, work arrangements, future steps).
- Notify vessel owners.
- Coordinate assessments by relevant subject matter experts then develop & submit recovery plan.
- Implement recovery plan (including berthing arrangements).
- Report incident via SAI360 and instigate Investigation process - review Emergency Management Plan.

### FIRE ONBOARD A VESSEL

## 5.5 Appendix 5 - Bomb Threat

### BOMB THREAT


#### EMERGENCY RESPONSE COORDINATOR:

1. **Support person who receives call to follow instructions of Bomb Threat Checklist** / additional person to monitor call and take notes - engage caller in conversation for as long as possible **DO NOT HANG UP** phone - even if caller does. **Refer AFP checklist near phone / attached.**
2. **Alert / ensure 000 (QPS) alerted**
3. **Alert security:** Security Superintendent (0438 165 374) + (on site security if available) or 4976 1222 (RGT security).
4. **Alert workers / relevant stakeholders** to prepare to evacuate.
5. **Check exit routes and assembly area to ensure clear of any suspicious items (DO NOT TOUCH ANY ITEM)** prior to evacuation - pay particular attention to exit /stairways.
6. **Instruct workers to evacuate via a safe route** - workers may take personal items with them (lunchboxes, bags etc.) to assist Emergency Services to more easily identify suspect items.
7. **Brief QPS** - situation / evacuation status & information gathered through Bomb Threat Checklist.
8. **Alert Management** – Marina Superintendent.
9. **Communicate** (status / progress) to Management, Employees, Subject Matter Experts,
10. **Do not allow re-occupation of building until given 'all clear' by QPS.**

**\*\* Following all clear by QPS - reporting and Investigation processes\*\***

### BOMB THREAT

(a) Appendix 5.1: Bomb Threat Checklist

 <p><b>AFP</b> AUSTRALIAN FEDERAL POLICE AUSTRALIAN BOMB DATA CENTRE</p>	<b>PHONE BOMB-THREAT CHECKLIST</b> Remember to keep calm
<b>PHONE BOMB-THREAT CHECKLIST</b> Remember to keep calm	<b>Other questions to ask</b>
<b>Important questions to ask</b>	What is your name? _____ Where are you? _____ What is your address? _____ _____
Where did you put it? _____ _____	<b>Notes for after the call</b>
When is the bomb going to explode? _____ _____	<b>CALLER'S VOICE</b>
What does it look like? _____ _____ _____	Accent (specify): _____ Any impediment (specify): _____ Voice (loud, soft, etc): _____ Speech (fast, slow, etc): _____ Dictation (clear, muffled): _____ Manner (calm, emotional, etc): _____ Did you recognise the caller? _____ If so, who do you think it was? _____ Was the caller familiar with the area? _____
<b>Exact wording of threat</b>	<b>THREAT LANGUAGE</b>
Threat: _____ _____ _____	Well spoken: _____ Incoherent: _____ Irrational: _____ Taped: _____ Message read by caller: _____ Abusive: _____ Other: _____
<b>General questions to ask</b>	<b>BACKGROUND NOISES</b>
How will the bomb explode? _____ or How will the substance be released? _____ Did you put it there? _____ Why did you put it there? _____ _____	Street noises: _____ House noises _____ Aircraft: _____ Voices: _____ Music: _____ Machinery: _____ Local call noise: _____ STD: _____
<b>Bomb threat questions</b>	<b>OTHER</b>
What type of bomb is it? _____ What is in the bomb? _____ What will make the bomb explode? _____ _____	Sex of the caller: _____ Estimated age: _____
<b>Chemical/biological threat questions</b>	<b>CALL TAKEN</b>
What kind of substance is in it? _____ How much of the substance is there? _____ How will the substance be released? _____ Is the substance a liquid, powder or gas? _____	Duration of call: _____ Number called: _____
For immediate or emergency advice please contact your local police service.	<b>ACTION</b> (Obtain details from supervisor) Report call immediately to: _____ Phone number: _____
	<b>Who received the call</b>
	Name (print): _____ Telephone number: _____ Date call received: _____ Time received: _____ Signature: _____

## 5.6 Appendix 6 - Traffic Accident

### TRAFFIC ACCIDENT

#### EMERGENCY RESPONSE COORDINATOR:

1. **Assess** – scope and severity (actual / potential) & if an emergency:

ENSURE **000** ALERTED & accident location clearly defined (may require medical evacuation)

Note: if involving a vehicle containing hazardous materials refer to related instructions for evacuation arrangements.

2. **TRAFFIC MANAGEMENT - A KEY CONSIDERATION ENSURE PERSONAL SAFETY IF POSSIBLE DIRECT / REMOVE PEOPLE FROM ROAD NETWORK**

3. **IF SAFE TO DO SO: Isolate incident (turn off motor, traffic control, fuel spill)**

4. Coordinate response by First Aid Officer

5. **Communicate**– coordinate receipt & dissemination of incident status from/to:

Workers / Public: Road & site access restrictions

Management: incident / status. Request Marina Superintendent to alert relevant subject matter experts & Management.

Adjoining Work Areas / Neighbours: advise of incident / road restrictions if relevant.

6. **Brief emergency service agencies** upon arrival and support as requested.

Possible briefing topics include:

- Medical issues – if known.
- Known / potential hazards on vehicle or accident site; and
- Medical evacuation capacity.

7. **Communicate** – convey periodic feedback of incident impacts & response progress / status to: Management; workers; Health & Well Being Specialist; Safety Specialist.

**\*\* Following all clear by Ambulance / QFRS - reporting & Investigation process \*\***

### TRAFFIC ACCIDENT

## 5.7 Appendix 7 - Health Event

### HEALTH EVENT (heart attack / seizure, snake bite etc.)

#### EMERGENCY RESPONSE COORDINATOR:

1. **Assess** – scope and severity (actual / potential) & if an emergency:  
ENSURE **000** ALERTED & health event location clearly defined (may require medical evacuation)
2. **IF SAFE TO DO SO: Isolate incident / CHECK FOR POTENTIAL HAZARDS (electrical, chemical or other) that may have caused the event and pose a threat to patient or others.**
3. **Coordinate response** by First Aid Officer
4. **Communicate**– coordinate receipt & dissemination of incident status from/to:  
Management: incident / status. Request Marine Superintendent to alert relevant subject matter experts & Management.
5. **Brief emergency service agencies** upon arrival and support as requested.  
Possible briefing topics include:
  - Medical issues – if known;
  - Known / potential hazards in vicinity - suspected or known causes; and
  - Facility entry & exit points / layout - medical evacuation capacity.
6. **Communicate** – convey periodic feedback of incident impacts & response progress / status to: Management; tenants; workers; Health & Well Being Specialist; Safety Specialist.

**\*\* Following all clear by Ambulance - reporting & Investigation process \*\***

### HEALTH EVENT

## 5.8 Appendix 8 - Hazardous Material Release / Spill

### FLAMMABLE / TOXIC SUBSTANCES

#### EMERGENCY RESPONSE COORDINATOR:

- 1. Assess** – scope and severity (actual / potential) & if an emergency:  
ENSURE **000** ALERTED
- 2. Communicate** – coordinate receipt & dissemination of incident status from/to:  
Workers / Tenants / Public: alert all in vicinity / direct not to enter vicinity.  
Adjoining Work Areas / Neighbours: advise of incident & hazards and potential evacuation (if necessary and possible).  
Onsite Security (as available): incident location, evacuation and emergency service access arrangements - block non-essential vehicles from entering site.  
Management: incident / status. Request Marina Superintendent to alert relevant subject matter experts & Management.
- 3. If safe to do so: Coordinate containment** (& until emergency response agencies arrive on site)  
Switch off power and any ignition sources.  
Isolate / contain area or remove potential hazards - if unknown evacuate until area tested.  
Ensure people are safe (at evacuation points) & receiving best first aid available.
- 4. Brief emergency service agencies** upon arrival and support as requested.  
Possible briefing topics include:
  - Evacuation status;
  - Worker medical issues (e.g. asthma, heart conditions) – if known;
  - Known / potential hazards on premises;
  - Source (if known) & location; and
  - Site / building entry & exit points / layout.
- 5. Communicate** – convey periodic feedback of incident impacts & response progress / status to: Management; workers; Health & Well Being Specialist; Safety Specialist; Environment Specialist.
- 6. Manage Recovery** –liaise with relevant stakeholders; plan and implement recovery; report and investigate event; review Emergency Response Plan.

### FLAMMABLE / TOXIC SUBSTANCES

## 5.9 Appendix 9 - Cyclone / Severe Weather Event

### CYCLONE / SEVERE WEATHER EVENT

Pre-Cyclone Season (by October):

Supervisor or their delegate, must complete the **Pre-season section of the Cyclone Checklist (attached)** note:

1. Marina & Parks and Recreation Supervisors are responsible for the security of buildings, gates, equipment and vehicles as well as ensuring that housekeeping is maintained and any loose material is secure and/or stored undercover.
2. Supervisors are to ensure the appropriate pre-season checklist is completed.
3. Supervisors are to ensure all workers are aware and understand the procedure i.e. at pre-start/tool box talks
4. All vessels owners are to be contacted regarding preparations and obligations for the 'cyclone season' (November 1 to April 1). Refer Gladstone Marina - Cyclone Management Procedure (#100125)

On advice of **POTENTIAL SEVERE WEATHER EVENT** Emergency Response Coordinators are to:

1. Ensure that all actions have been taken to ensure the safety of vessels moored within the Marina / Auckland Creek. Refer to Cyclone Management Checklist.  
- **update the cyclone condition status on all marina notice boards**  
- **conduct site audits and issue directives for securing any loose materials / equipment.**
2. Complete or nominate a person to complete the Watch/Warning section of the Marina Cyclone Checklist (attached).
3. Brief People, Community and Sustainability Manager on preparation status.
4. Brief staff on potential work arrangements and how messages will be communicated to staff.
5. Ensure currency of staff contact details.

On APPROACH OF THE SEVERE WEATHER EVENT, and in a timely manner, Emergency Response Coordinators are to secure GPC vessels (those able to be removed consult with Marina Superintendent to consider a directive to all workers to leave site and return home until notified of an 'all clear' situation; if so:

1. Refer to Cyclone Management Checklist (Cyclone warning elements - blue / red):

**BLUE:**

- **update the cyclone condition status on all marina notice boards**
- **attempt to notify vessel owners to prompt readiness**
- **prepare to shut down facilities & secure buildings**

**RED:**

- **issue a directive for all persons to evacuate the marina**
- **shut down power to all sites**
- **secure the marina facility.**

2. Completing the Shutdown section of the Marina Cyclone Checklist
3. Issue a directive to all workers to leave site and return home until notified of an 'all clear' situation
4. Conduct a final site inspection and ensure that all equipment is secure and required areas/service are shutdown and/or isolated and all workers have left site if required
5. Report final inspection to the Marina Superintendent and return home as directed.



6. Enact communication protocols to validate that staff have arrived home safely.

**DURING THE SEVERE WEATHER EVENT** the Emergency Response Coordinators are to:

1. Monitor weather and news reports to keep abreast of the event and reports of impacts (flooding, property, services and utilities).
2. Collate advice disseminated by QPS and Emergency Services
3. Maintain communication channels (mobile phone)
4. Liaise with Marina Superintendent / Port Strategy and Development General Manager to provide information and for guidance and direction
5. Disseminate updates to Marina staff

**FOLLOWING THE EVENT** the Emergency Response Coordinators are to:

- Assess & report facility & systems damage (initial status report) to Management
- Advise staff of status and advice of working arrangements (if safe to do / in context of potential damage to their own properties etc.)
- Advise contractors of status and advice of site arrangements
- Coordinate assessments by relevant subject matter experts (building, systems) then develop & submit recovery plan (recovery approach; estimated recovery time, cost, & resources) to Executive Management Team / CEO
- Report incident via SAI360 and instigate investigation process (review Facility Emergency Response Procedures and amend as required.)
- Implement recovery plan until business as usual
- Implement Oil Response Plans as Required

**SITE 'CLEAN UP'**

- Following an 'all clear' decision by the Marina Superintendent (with advice from the Bureau of Meteorology and the Harbour Master), nominated workers will be informed to return to site
- Initial inspection teams (minimum 2 person per team, should include electricians) will inspect the site and advise the Marina Superintendent of all damage/defects and potential risks - No clean up or operation of equipment shall occur until the Incident Manager or his nominee has considered the assessment and approved the action plan
- Cyclone Checklist to be used when re-instating plant and equipment

**CYCLONE / SEVERE WEATHER EVENT**

## (a) Appendix 9.1: Cyclone / severe weather event checklist

<b>MARINA CYCLONE / SEVERE WEATHER EVENT - CHECKLIST</b>					
<b>Equipment/ Plant</b>	<b>Isolated</b>	<b>Secure/ Complete</b>	<b>Released</b>	<b>Reinstated</b>	<b>Comment</b>
<b>Cyclone Pre-Season Checklist</b>					
Check integrity & readiness of buildings e.g. gutters / down pipes					
Test security of waste oil pits					
Conduct customer awareness program - send checklist					
Conduct routine audits to check readiness					
Manning / contact list up to date and distributed					
<b>Blue Alert – Warning – Prepare to Remove/Secure your vessel – 48/72 hours</b>					
Post cyclone status reports on notice boards					
Customer Communication – advice to double up lines and enact vessel cyclone plan – eg supplied checklist					
Conduct site audits - issue directives for securing loose materials					
Fuel all vehicles / mobile plant					
Secure non required vehicles / mobile plant					
Secure all non required buildings					
<b>Yellow Alert – Action Remove your vessel to a safe location – 24 hours</b>					
Post cyclone status reports on notice boards					
Double Up lines and fenders on all vessels if not done by customer.					
Disseminate any RHM advice re Port Closure					
Clear All Vessels from fixed wharves (Not Fishbase Wharve due to pile securing).					
Conduct audits and attempt to notify vessel owners as required					
Tape external windows were required					
Secure any loose materials / equipment in Yard and marina.					
Disconnect and unplug all non required electrical equipment from wall sockets.					
Secure all mobile plant / vehicles					
<b>Red Alert – Preserve Life- Stay Safe – Take no risks on the water - 6 Hours</b>					
Post cyclone status reports / RHM directives on notice boards					
Notify all <u>persons</u> to evacuate from vessels					
Final inspection					
Disconnect power to berth structure					

Secure all windows / doors / buildings					
Send staff home - activate communication protocols					
Advise Business Manager of completed shutdown / status					

## 5.10 Appendix 10 - Person Overboard

PERSON OVERBOARD	
<b>EMERGENCY RESPONSE COORDINATOR:</b>	
1.	<b>Assess threat – Ensure 000 alerted if actual or potential major / critical safety impacts.</b>
2.	<b>Coordinate response:</b> Ensure the immediate safety of anyone in the vicinity - <b>DO NOT LOSE VISUAL CONTACT OF PERSONS IN WATER.</b> If person overboard ( <b>POB</b> ) is conscious throw PFD's to assist them swim to shore or access ladder / if injured to assist with buoyancy until on water recovery vessel attends. Contact site stakeholders with on water response capability in vicinity of incident If POB injured, rescue vessel to take them nearest boat ramp – advise 000 of intent + location details.
3.	<b>Communicate – coordinate receipt &amp; dissemination of incident status from/to:</b> <u>Port Strategy &amp; Development Manager:</u> incident / status. Marina Superintendent to alert Management & relevant subject matter experts. <u>Site Stakeholders:</u> incident status; activity restrictions.
4.	<b>Brief &amp; Support emergency service agencies</b>
5.	<b>Communicate – convey periodic feedback of response progress / status to:</b> Facility Manager; Staff; Health & Well Being Manager; Safety Specialist; site stakeholders.
6.	<b>Report to Executive Management (initial status report).</b> (*Note: this may be a 'notifiable incident', so confirm with relevant subject matter experts) - Debrief workers (status of affected staff, work arrangements, future steps)  - Report incident via SAI360 and instigate Investigation process (review Facility Emergency Response Procedures and amend as required.)  - Implement recovery plan (including 'return to work' processes) until business as usual.  - Complete Marine Incident Report and submit to MSQ (within 48 hours).
PERSON OVERBOARD	

## 5.11 Appendix 11 - Marine Incident (collision)

### MARINE INCIDENT (Collision - vessel / vessel or vessel / wharf)

#### EMERGENCY RESPONSE COORDINATOR:

1. **Assess threat – Ensure 000 alerted if actual or potential major / critical safety impacts.**
2. **Coordinate response:**

Ensure the immediate safety of anyone in the vicinity - **DO NOT LOSE VISUAL CONTACT OF PERSONS IN WATER.**

If persons overboard and in vicinity of wharf throw PFD's to assist them swim to shore or access ladder / if injured to assist with buoyancy until on water recovery vessels attend.

Contact site stakeholders with on water response capability in vicinity of incident

If POB injured, rescue vessel to take them nearest boat ramp – advise 000 of intent + location details.

Cease operations in near vicinity if there is any potential to impact on response efforts.
3. **Communicate – coordinate receipt & dissemination of incident status from/to:**

Harbour Master: incident / response and restriction of shipping operations

Port Strategy & Development Manager: incident / status. Marina Superintendent to alert Management & relevant subject matter experts.

Site Stakeholders: incident status; activity restrictions.
4. **Brief & Support emergency service agencies**
7. **Communicate – convey periodic feedback of response progress / status to: Facility Manager; Staff; Health & Well Being Manager; Safety Specialist; site stakeholders.**
8. **Report to Executive Management (initial status report). (\*Note: this may be a 'notifiable incident', so confirm with relevant subject matter experts)**
  - Debrief workers (status of affected staff, work arrangements, future steps)
  - Report incident via SAI360 and instigate Investigation process (review Facility Emergency Response Procedures and amend as required.)
  - Implement recovery plan (including 'return to work' processes) until business as usual.

### MARINE INCIDENT (Collision - vessel / vessel or vessel / wharf)

## 5.12 Appendix 12 - Snake Bite

### SNAKE BITE

#### EMERGENCY RESPONSE COORDINATOR:

1. **Assess threat – All snake bites should be treated as venomous especially in the absence of reliable identification and first aid action should be applied immediately. \* Ensure 000 alerted**
2. **Coordinate response - First Aid Officer:**  
**DO NOT**
  - Do not wash or clean the bite site. Venom residue left on the skin may be used by medical professionals to potentially identify the species of snake involved and administer the correct anti-venom.
  - Do not cut the bite site. This can aid in venom progressing to the bloodstream and cause further symptomatic response.
  - Do not apply an arterial tourniquet or elevate the bitten site. This may cause tissue damage and affect blood flow to other parts of the body.
  - Do not attempt to catch or kill the snake. Attempting to catch or kill the animal can lead to further bites and injuries. If possible take a digital photo.

Above all, **DO NOT PANIC**. Calm the patient, immobilize the affected area and seek medical help immediately call 000 and ask for ambulance.

#### **Treatment of Snake Bite:**

**Apply a pressure immobilisation bandage.**

**Brief emergency service agencies upon arrival and support as requested.**

Possible briefing topics include:

- Medical issues – if known
- Known / potential hazards in vicinity - suspected or known causes
- Facility entry & exit points / layout - medical evacuation capacity

3. **Communicate** – convey periodic feedback of incident impacts & response progress / status to: Management; tenants; workers; Health & Well Being Specialist; Safety Specialist.

#### **\*\* Following all clear by Ambulance - reporting & Investigation process \*\***

- Report incident via SAI360 and instigate Investigation process (review Facility Emergency Response Procedures and amend as required.)
- Implement recovery plan (including 'return to work' processes) until business as usual.
- **Contact snake catcher for removal of the snake (49793865 / 0438793865)**

### SNAKE BITE

## 5.13 Appendix 13 - Oil / Chemical Spill

OIL / CHEMICAL SPILL - ENVIRONMENTAL HARM	
<b>EMERGENCY RESPONSE COORDINATOR:</b>	
<p>1. <b>Assess</b> – scope and severity (actual / potential) &amp; if an emergency:</p>	
<p>2. Coordinate response:</p>	
<p><b><u>If a ship sourced spill:</u></b> ENSURE <b>HARBOUR MASTER'S OFFICE</b> ALERTED</p>	
<ul style="list-style-type: none"><li>• Instruct ship to implement their Oil Spill Response Plan</li><li>• Instruct activation of First Strike Oil Spill Response Plan. <a href="#">Port of Gladstone First Strike Response Plan (MSQ)</a></li><li>• Isolate and contain site.</li></ul>	
<p><b><u>If a land sourced spill:</u></b> ENSURE <b>000 (Fire Brigade)</b> ALERTED</p>	
<p>IF SAFE TO DO SO turn off or block the source of the spill Bund/dam spill with dirt or absorbent saudades/pads (found in spill response kits) to contain the spill and stop it from contaminating more land and/or entering drains and waterways</p>	
<p>Contact the Environmental Manager or Safety Specialist immediately after containing the spill</p>	
<p>3. <b>Communicate</b>– coordinate receipt &amp; dissemination of incident status from/to: <u>Management:</u> incident / status. Request Marina Superintendent to alert relevant subject matter experts &amp; Executive Management. <u>Onsite stakeholders:</u> Event and response approach.</p>	
<p>4. <b>Brief &amp; Support</b> QFRS or MSQ and First Strike Response team</p>	
<p>5. <b>Communicate</b> – convey periodic feedback of incident impacts &amp; response progress / status to: Management; workers; Environment Manager; Health &amp; Well Being Specialist; Safety Specialist.</p>	
OIL CHEMICAL SPILL - ENVIRONMENTAL HARM	

## 5.14 Appendix 14 - Security Incident - Threat to Personal Safety

### SECURITY INCIDENT - THREAT TO PERSONAL SAFETY

#### EMERGENCY RESPONSE COORDINATOR:

1. **Assess** – scope and severity (actual / potential) & if an emergency:  
**ACTIVATE DURESS ALARM** + ENSURE **000 /222** ALERTED
2. **Communicate** – coordinate receipt & dissemination of incident status from/to:  
Workers: alert all in vicinity  
Site Stakeholders: regarding evacuation order & status; evacuation routes; and potential hazards  
Security Superintendent: incident location, evacuation and emergency service access arrangements  
Management: incident / status. Request Marina Superintendent to alert relevant subject matter experts & Management  
Adjoining Work Areas / Neighbours: advise of incident if relevant and possible
3. **Coordinate containment** (if safe to do so & until emergency response agencies on site)  
Ensure workers are safe (in buildings or at evacuation points) & receiving best first aid available
4. **Brief Emergency Services upon arrival** and support as requested.  
Possible briefing topics include:
  - Evacuation status
  - Worker medical issues (e.g. asthma, heart conditions) – if known
  - Known / potential hazards on premises
  - Security threat (if known) & location
  - Site / building entry & exit points / layout
5. **Communicate** – convey periodic feedback of incident impacts & response progress / status to:  
Management; Fire Warden; workers; Security Superintendent; Health & Well Being Specialist, Safety Specialist.
6. **Manage Recovery** –liaise with relevant stakeholders; plan and implement recovery; report and investigate event; review Emergency Response Plan.

### SECURITY INCIDENT



## 5.15 Appendix 15 - Key Contacts - Gladstone Marina

### Department Contacts

Contact	Phone 469761...	Mobile:
People Community and Sustainability General Manager	x 161	0447 667 298
Marina Superintendent	x 398	0403 001 482

### Corporate Subject Matter Experts

Contact	Phone 469761...	Mobile:
Safety Manager	x 261	0437 012 460
Health & Wellbeing Specialist	x 121	0417 561 388
Security Superintendent	x 279	0438 165 374
Environment Superintendent	x 634	0407 683 697
Corporate & Community Relations Specialist	x 318	0438 825 067
Building Services Superintendent	x 588	0407 757 828
Marine Pilots	4976 8202	0427127493
Information Systems – Helpdesk / Manager	x 478/ 353	0417 556 540
First Strike Respondents	x 398	0403 001 482

### Key Contacts - External (Regulatory & Services)

Contacts	Phone ...	Notes....
VTS - Maritime Safety Queensland	4971 5208/ 4971 5226	RHM 0459 827 398 Halt vessel entry/prepare departure
Volunteer Marine Rescue (Gladstone)	0408 864 317/4972 3333	Inshore & offshore rescue vessels

Department Environment & Heritage Protection	1300 130 372	
Workplace Health & Safety Qld.	1300 369 915	
Poison Hotline	131126	
Snake catcher	0439 666 102	
GPC Hotline	(07) 49761617	

### Key Contacts - Industry

Contacts	Phone ...	Notes....
Gladstone Water Police	4971 2560	(M:0429 062 355)
Baileys (Marina fuel)	0437 666 021	
Heron Island Gladstone Office	4972 5166	
Fodico	0417 717 232	
Ship & Sail	4972 7111	
Sealink Ferries	4979 7000	(M:0400 333 859)
G.A.P.D.L	4972 9000	
MIPEC	4972 1648 / 4972 6199	
Compleat Angler	4972 7283	

## 5.16 Appendix 16 – Revision history

Revision date	Revision description	Author	Endorsed by	Approved by
09/12/2020]	Cyclone Management review and changes in line with MSQ – Extreme Weather Event Contingency Plan Gladstone Region – 2020/2021	David Osmond – Marina Superintendent	David Osmond – Marina Superintendent	Rowen Winsor – People Community and Sustainability General Manager

Revision date	Revision description	Author	Endorsed by	Approved by
	Insertion of Evacuation Diagrams			
	Contact Detail Update			