

Cruise Operation Safety Protocols

Introduction

Port of Auckland Limited (POAL) encompasses a diverse range of activities, in particular, this document focusses on the Cruise Operation area which has many different port users operating within one area simultaneously.

As a Person Conducting a Business or Undertaking (PCBU), each of these port users has a duty of care in line with their level of control within the workplace. They must ensure, so far as is reasonably practicable, that their area of operation, the means of entering and exiting the area of operation and anything arising from the area of operation are without risks to the health and safety (H&S) of any person.

This duty of care extends to Common User (CU) areas.

Similarly, persons working and moving within the operational area of a port user and within CU areas must take reasonable care for their own H&S as well as taking reasonable care that any acts or omissions do not adversely impact on other persons. They must also comply with any reasonable instruction given by the stakeholder, in order to allow the port user to meet their responsibilities outlined in the legislation.

The Cruise Operation Safety Protocols (COSP) aim to increase port users' awareness of the potential dangers and legal duty of care whilst operating in a CU area such as POAL Cruise Operation to help ensure the safety of all port users and visitors.

Scope

The COSP covers all operators, contractors, staff and visitors within the common user area of POAL's Cruise Operation area. These areas include Queens and Princes Wharves (or any wharf a cruise ship is being handled).

The COSP encompasses all activities and operations being undertaken within the boundaries of the POAL operating area as described above.

COSP provides common agreement on methodology for the better prevention of accidents and incidents on or in the vicinity of the operational areas. This methodology will be adopted and acknowledged by all port users as a means of 'ensuring, so far as is reasonably practicable, the health & safety of workers' operating within common user areas.

In addition to complying with these agreed protocols, all port users must have their own Health & Safety Management System which complies with relevant Health & Safety Acts and Regulations.

Critical rules

- > All port users must abide by the POAL H&S policies and procedures
- > All parties must abide by the standards set out in this document
- > All parties must report all significant incidents, accidents and spills to a POAL representative immediately
- > All parties must report all incidents, hazards, accidents and near misses to the appropriate supervisor
- > All parties must report unauthorised personnel or people who do not appear to know the area or do not appear to have a reason to be in an area
- > All parties must abide by the posted speed limits, at all times
- > No unauthorised entry into any operational area without the consent of the designated person in control of that area
- > If any significant operational change occurs during planned operations, all parties involved must be made aware of the change, taking into account any risks and modifying the operations if appropriate
- > Under no circumstances should a machine operator make assumptions as to the whereabouts of other persons within a common user area
- > Verbal or physical abuse is viewed as unacceptable behaviour
- > It is the responsibility of each company or individual to ensure members are inducted. This should outline the operational areas, expected behaviours, significant hazards present, the use of appropriate Personal Protective Equipment (PPE) and general terms of entry.

Drugs and alcohol (D&A)

POAL is committed to establishing and maintaining a safe working environment for its workers and for casual workers, contractors, visitors and others working at, or using, POAL's premises or other areas where POAL personnel are working. This commitment includes providing a workplace that is free from the risks associated with D&A and other substances likely to impair performance. In order to achieve this, POAL has a zero tolerance D&A Policy.

All workers, contractors, visitors and others working at, or using, POAL's premises may be subject to post incident, reasonable cause or random drug and/or alcohol testing at any time.

All port users must have in place their own company D&A Policy that includes requirements on contractors and service agents.



Specific rules

<p>PEDESTRIANS, VEHICLES & MACHINERY</p> <ul style="list-style-type: none"> > All non-operational roadways are managed by a specific Traffic Management (P4G) team. > P4G will deploy necessary safety barriers & cones to ensure it is safe for all pedestrians. > P4G will safely control flow of pedestrians & vehicles as required and aligned to the defined Traffic Management Plan. > Pedestrians are to make every effort to keep to footpaths or the side of roadways to permit vehicles & machinery to pass safely. > All vehicles must adhere to the wharf speed limit 5kph. > All vehicles & machinery to have lights illuminated during hours of darkness. <p>OPERATIONAL AREAS</p> <ul style="list-style-type: none"> > Only essential personnel are to be permitted access to operational areas. > NO visiting friends or sightseeing. > All operational personnel to wear Hi-Viz vests or jacket when inside operational areas. White overalls are not acceptable Hi-Viz. > No open toed footwear is permitted – no jandals/sandals! Only closed /covered footwear is permitted. > Where practical, all operations on the wharf are to cease whilst the ship is arriving or departing and there are linesmen operating on the wharf aprons. > Keep clear of stevedoring activities. > Keep clear of stores, garbage, gangway and K-9 operations. > Stay away from wharf edge unnecessarily to prevent falling into the water > Advice stevedores of your presence if you need to complete any function within the operational areas. 	<ul style="list-style-type: none"> > If there is a need to move operational equipment to/from storage areas/terminal, ensure you are visible and that the stevedores are aware of your movements. > Security guards operating within the operational areas must remain at their position and not wander unnecessarily through the operational areas. > When walking through operational areas, remain close to buildings &/or fence lines. > GIVE MOVING MACHINERY RIGHT OF WAY! > Vehicle & Machinery speed limits must be kept to a minimum. > Report any unsafe activities & remain vigilant for ALL users' safety in operational areas. <p>INSIDE CRUISE TERMINALS</p> <ul style="list-style-type: none"> > Use handrails when using the stairs, lifts and escalators. > Ensure all electrical cables are either securely taped to the floor or overhead to remove any tripping hazards. > Minor changes in floor levels will be demarked with (adhesive) safety warning tape. > Appropriate way-finding, informational and hazard identification signs will be deployed. > Any wet floors, floor defects & obstructions and all other faults with the terminals are to be reported to PoAL cruise staff immediately. <p>PASSENGER GANGWAYS</p> <ul style="list-style-type: none"> > Gangways are only to be operated by authorised personnel. > No climbing on the gangway structure, services ladders must be used. > ANY FAULT WITH ANY GANGWAY MUST BE REPORTED TO POAL CRUISE STAFF IMMEDIATELY
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Acknowledgement

These procedures are not exhaustive and it is accepted that new hazards & risks may present themselves. Should this occur, the necessary reviews & document revisions will be completed and disseminated.

These procedures are to be used in conjunction with the Cruise Risk Assessment (CRA) matrix as supplied.

In the event of an emergency and/or a requirement to evacuate the cruise terminal & wharf, the cruise security contractor (First Security) will assume control of the evacuation and commence the evacuation in accordance with the defined evacuation plans.

Should you have a requirement to undertake any work associated to cruise ship visits in Auckland (in addition to adhering to the procedures set out in this document), it is expected that you are both aware of & conducting your tasks in accordance with the Health and Safety at Work Act (HSWA) 2015.

To confirm your understanding and agreement to this, please complete the below fields and return a scanned copy by email to OpsC@poal.co.nz.

To streamline this, it will be acceptable that only one form per company is signed and returned. The expectation is that these documents will be made available to all of your staff attending cruise ship visits. By signing you confirm that your staff has reviewed and understand both the COSP and CRA.

If you have any questions please do not hesitate to email, OpsC@poal.co.nz.

NAME: _____

COMPANY: _____

POSITION: _____

PHONE: _____

EMAIL: _____

SIGNATURE: _____

DATE: _____

Risk Assessment Report on *Shipping Operations* for Ports of Auckland for Shipping Operations

Process	Hazard	Task Roles	Cons	Inherent Risk	Existing/Additional	Control	Hierarchy of Control	Control Status	Control Owner	Residual Risk	Action Category	Action	Responsible	Due Date	Target Risk	
All Areas - Queens & Princes Wharf	Confusion during Emergency Evacuation of terminal facilities	Marine - Cruise Co-ordinator	AK Personal Safety	MP 10 M	Existing	Follow instructions from First Security	Administration	Effective		MU 6 L					MU 6 L	
	Electrocution when plugging/unplugging devices and cables from power supply points	Marine - Cruise Co-ordinator	AK Personal Safety	MU 14 M	Existing	Ensure power supply is turned OFF first before connecting/disconnecting devices & cables	Elimination	Effective		MR 8 L					MR 8 L	
	Failure of allowing access to Emergency Vehicles	Marine - Cruise Co-ordinator	AK Personal Safety	ML 21 H	Existing	All vehicles must remain attended at all times in case it is required to make space for emergency vehicles.	Administration	Effective		MP 18 H					MP 18 H	
	General hygiene and cleanliness to eliminate risk of passing colds, virus' etc	Marine - Cruise Co-ordinator	AK Personal Safety	MP 10 M	Existing	Cover mouth and nose when coughing and sneezing; Wash and dry hands thoroughly after using the toilets, coughing and sneezing	Administration	Effective			MU 6 L					MU 6 L
	Hit by heaving line within Linesmen working area whilst making ship fast	Marine - Cruise Co-ordinator	AK Personal Safety	MP 16 H	Existing	Do not enter linesmen working area at anytime - area coned off as necessary	Isolation	Effective			MU 13 M					MU 13 M
	Lifting heavy operational items causing injury - cuts, sprains, strains, crushing limbs		Marine - Cruise Co-ordinator	AK Personal Safety	MP 10 M	Existing	All staff to be educated about correct lifting techniques, and to follow them accordingly	Administration	Effective		MU 6 L					MU 6 L
						Existing	If lifting item from a trolley, ensure trolley wheel brakes are engaged to prevent trolley moving	Engineering	Effective							
						Existing	Lift only 1 heavy item at a time i.e. only 1 disney queue, only 1 table	Administration	Effective							
						Existing	Use 2 persons wherever practical to assist	Administration	Effective							
					Existing	Use trolleys to move heavy items to desired location, do not carry heavy items long distances	Engineering	Effective								

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All Areas - Queens & Princes Wharf	Lifting heavy operational items causing injury - cuts, sprains, strains, crushing limbs	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	Wear protective gloves/footwear as necessary	PPE	Effective		M U 6 L					M U 6 L
	Moving heavy wheeled/mobile equipment trolleys causing injury - cuts, sprains, strains, crushing limbs	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	Ensure trolley is 100% operational and safe to manouvre	Administration	Effective		M U 6 L					M U 6 L
					Existing	Use 2 persons wherever practical to assist	Administration	Effective							
					Existing	Wear protective gloves/footwear as necessary	PPE	Effective							
					Existing	Where feasible, utilise forkhoist to assist (operated by Stevedore)	Elimination	Effective							
	Obstruction of emergency exits by equipment and/or luggage	Marine - Cruise Co-ordinator	AK Personal Safety	M L 21 H	Existing	Keep emergency exits and fire curtains clear at all times	Elimination	Effective		M U 14 M					M U 14 M
	Pedestrian struck by vehicle/ mobile machinery	Marine - Cruise Co-ordinator	AK Personal Safety	M P 18 H	Existing	All vehicles to illuminate necessary lights (headlights, flashing lights etc) during darkness	Administration	Effective		M U 14 M					M U 14 M
					Existing	Common sense must be exercised by all, where pedestrians and vehicles share the same space	Administration	Effective							
					Existing	Hi-Viz vests to be worn within operational areas	PPE	Effective							
					Existing	Pedestrian control barriers & cones to be deployed to delineate areas	Isolation	Effective							
Existing					Pedestrians to enter operational areas only as required - no purpose, do not enter	Administration	Effective								
Existing					TMP to be administered and managed by traffic management team	Administration	Effective								
Existing					Wharf speed limits to be adhered to	Administration	Effective								

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All Areas - Queens & Princes Wharf	Pedestrians struck by construction vehicles attending to ferry terminal extension.	Marine - Cruise Co-ordinator	AK Personal Safety	M P 16 H	Existing	Raised awareness of heavy vehicle movements on the wharf during construction time. Traffic Management to stop passenger and vehicle flow where required.	Isolation	Effective		M U 13 M					M U 13 M
	Struck by Lines vehicle within Linesmen working area whilst making ship fast	Marine - Cruise Co-ordinator	AK Personal Safety	M P 16 H	Existing	Keep wharf apron clear whilst ship is making fast	Isolation	Effective		M R 7 L					M R 7 L
	Struck by snapping ships line within Linesmen working area whilst making ship fast	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Stay out of snap back zone of lines (around a 10° cone around the line).	Isolation	Effective		C U 19 H					C U 19 H
	Trip or fall due to poor lighting	Marine - Cruise Co-ordinator	AK Personal Safety	I P 3 L	Existing	Additional mobile lighting units to be used as necessary	Elimination	Effective		I U 2 L					I U 2 L
					Existing	Ensure facility lighting is illuminated to maximum capacity	Elimination	Effective							
	Trip or fall on uneven floor & ground surfaces &/or cables on the ground surface	Marine - Cruise Co-ordinator	AK Personal Safety	I P 3 L	Existing	Cone off (permanently) affected area	Isolation	Effective		I R 1 L					I R 1 L
					Existing	Deploy appropriate warning signs	Administration	Effective							
					Existing	Deploy large floor mats to cover cables, or specifically designed cable mats	Elimination	Effective							
					Existing	Install permanent reflective warning strips	Administration	Effective							
	Terminal - Queens	Slip or fall on escalator	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	Mobility scooters and wheelchairs to use elevator	Elimination	Effective		M R 5 L				
Existing						Only one small bag on the escalator per person.	Administration	Effective							
Existing						Utilise elevator if physically unable to walk up/down escalator or too many bags to carry.	Elimination	Effective							
Existing						Utilise handrails / face forward / children supervised at all times	Administration	Effective							
Vehicle impacted by Centre road access bollard		Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	Seatbelts to be worn.	Administration	Effective		M U 6 L					M U 6 L
					Existing	Speed limit 5 km/hr.	Administration	Effective							
Terminal - Queens & Princes Wharf	Fall down stairwell when climbing onto chairs along railing	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Children supervised at all times	Administration	Effective		C U 19 H					C U 19 H

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Terminal - Queens & Princes Wharf	Slip or fall on stairs	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	Utilise elevator if physical unable to walk up/down stairs or carrying bags.	Elimination	Effective		M R 5 L					M R 5 L
					Existing	Utilise handrails, maintain three points of contact at all times	Administration	Effective							
Gangway - Queens Wharf	Drown when falling from wharf edge plugging in/unplugging shore power cable	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Lifejackets to be worn when plugging in/unplugging shore power on the wharf edge.	Elimination	Effective		C R 15 M					C R 15 M
	Fall from wharf edge plugging in/unplugging shore power cable	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	2 person job with one holding the person working over the wharf edge	Elimination	Effective		C U 19 H					C U 19 H
	Person/object fall from open doors at Shed 10 Queens Wharf when setting up/packing down g/way connection point (upper level)	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	From the terminal side, push metal fence across connection point, then from behind the fence open all three layers of roller gates. Cordon off connection point with disney queuing leaving 2 m distance from terminal edge. Then pull metal fence aside from behind the queuing.	Elimination	Effective		C U 19 H					C U 19 H
					Existing	Put down track guards and floor mats, then lower finger plate completely.	Elimination	Effective							
					Existing	Set up and pack down of gangway connection point to terminal is only to be worked on while the gangway is in position.	Elimination	Effective							
					Existing	When finger plate is down, close auto-gates until touching the finger plate sides, then draw disney queuing from gangway to terminal on both sides.	Elimination	Effective							

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Gangway - Queens Wharf	Person/object fall from open doors at Shed 10 Queens Wharf when setting up/packing down g/way connection point (upper level)	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	When packing up the gangway, person 1 to raise the finger plate by 20cm, then remove the track guards, mats and queuing and store inside g/way. Shut the glass door from inside the gangway. Person 2 to shut the metal fence. Person 1 to raise finger plate completely. Person 2 to shut roller gates.	Elimination	Effective		C U 19 H					C U 19 H
					Existing	When preparing the connection point from g/way side, Leave glass doors shut while lowering the finger plate until floating 20cm above terminal floor. Then open glass doors.	Elimination	Effective							
					Existing	While working on the connection point for set up or pack down, ensure the area underneath is cordoned off using yellow/black scissor gates and warning signs 'people working above'. Remove same once work above is completed.	Elimination	Effective							
	Trip over finger plate raised by 20 cm	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	Install permanent reflective warning strips	Administration	In Progress		M U 6 L					M U 6 L
Gangway - Princes Wharf	Falling from ladder plugging in/unplugging electrical extension cable/shore power cable (Princes)	Marine - Cruise Co-ordinator	AK Personal Safety	M P 16 H	Existing	Use platform ladder. Ensure it is set up on an even surface and breaks engaged; Climb up using handrails with three points of contact at all times; Close access gate behind you once standing safely on the platform	Administration	Effective		M U 13 M					M U 13 M
	Manual handling of white gates on Princes balcony	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	Gates to be handled with 2 persons	Elimination	Effective		M U 6 L					M U 6 L
	Person/object fall from balcony Princes Wharf when setting up/packing down g/way connection point	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Before removing panels from the balcony, set up horizontal lifeline, wear harness and connect lanyard to lifeline. Do not adjust preset length of lanyard.	Elimination	In Progress		C R 15 M					C R 15 M

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Gangway - Princes Wharf	Person/object fall from balcony Princes Wharf when setting up/packing down g/way connection point	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Person 1 use panel remover to take the weight off each panels, then unstrew and tip panel backwards to store aside. Once connection point is fully opened, Person 2 to lower finger plate. Person 1 to close gabs between finger plate and balcony handrails with metal gates and tie them up along the handrails.	Elimination	In Progress		C R 15 M					C R 15 M
					Existing	Person 2 to walk handrails out until they 'click' into position.	Elimination	In Progress							
					Existing	To pack up, 1 person to release and walk back handrails into 90 degree angle, then raise finger plate. Person 2 and 3 to move large metal fence across opening and tie it up along balcony handrails.	Elimination	In Progress							
					Existing	While working on the connection point for set up or pack down, ensure the area underneath is cordoned off using yellow/black scissor gates and warning signs 'people working above'. Remove same once work above is completed.	Elimination	In Progress							
	Projectile from parting towing chain - Princes Wharf Gangway Pusher	Marine - Cruise Co-ordinator	AK Personal Safety	M P 18 H	Existing	Chain certified and tested annually	Engineering	Effective		M U 14 M					M U 14 M
					Existing	PUSH gangway wherever possible, instead of pulling	Administration	Effective							
	Strain due to manual handling of gates	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	2 people to lift gates to share load	Elimination	In Progress		C R 15 M					C R 15 M
Gangway - Queens & Princes Wharf	Crushing of gangway cab whilst deploying brow to ship/retracting from ship	Marine - Cruise Co-ordinator	AK Personal Safety	M L 21 H	Existing	Always turn off auto height adjust before working on the brow.	Administration	Effective		M R 8 L					M R 8 L
	Fall due to loss of gangway connection caused by vessel rolling or strong winds	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Drive gangway cab out toward ship to reduce risk of brow being pulled out of cab.	Engineering	Effective		C U 19 H					C U 19 H

Process	Hazard	Task Roles	Cons	Inherent Risk	Existing/Additional	Control	Hierarchy of Control	Control Status	Control Owner	Residual Risk	Action Category	Action	Responsible	Due Date	Target Risk	
Gangway - Queens & Princes Wharf	Fall due to loss of gangway connection caused by vessel rolling or strong winds	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Make ship aware if brow is being pulled towards red line and offer tug assistance.	Engineering	Effective		C U 19 H					C U 19 H	
	Fall due to loss of gangway connection caused by vessel rolling or strong winds.	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	At 20 knots and above from Westerly direction, gangway connection to be manned and passenger flow to be discontinued when brow approaching red mark on the floor.	Elimination	Effective		C R 15 M					C R 15 M	
	Fall from gangway cab (seawardside) once the brow has been deployed	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Ensure side wall doors either side of the brow are closed and covering openings aside the brow. In absence of gates use scissor fence and signage to close the cabs.	Administration	Effective		C R 15 M					C R 15 M	
	Fall from gangway cab (seawardside) opening when ship is coming alongside (brow not deployed)	Marine - Cruise Co-ordinator	AK Personal Safety	C P 22 H	Existing	Do not proceed past safety chain in gangway passageway	Isolation	Effective		C R 15 M					C R 15 M	
					Existing	Open cab gate from rear of the cab.	Administration	In Progress								
	Fall from gangway cab (shoreside) opening	Marine - Cruise Co-ordinator	AK Personal Safety	C U 19 H	Existing	Parapet ramp must be lowered to cross from the gangway to the shed / balcony	Administration	Effective		C R 15 M					C R 15 M	
	Fall from gangway service ladders to wharf deck	Marine - Cruise Co-ordinator	AK Personal Safety	M P 18 H	Existing	Permanent steel safety cage around ladder	Engineering	Effective		M U 14 M					M U 14 M	
	Pedestrian or vehicle struck by moving gangway	Marine - Cruise Co-ordinator	AK Personal Safety	M P 18 H	Existing	2 persons (minimum) required to move gangways at any time	Administration	Effective								
					Existing	Audible and visual alarms when gangway is traveling.	Engineering	Effective								
					Existing	Hi-Viz vests to be worn within operational areas	PPE	Effective		M R 8 L						
					Existing	Movement controlled from ground level, full visibility of wharf operations	Administration	Effective								
					Existing	Visually ensure immediate wharf area is clear and free of unnecessary obstructions	Administration	Effective								
Pedestrian/Vehicle struck/crushed by gangway structure falling with the ebb tide	Marine - Cruise Co-ordinator	AK Personal Safety	M P 16 H	Existing	No unauthorized personnel and/or equipment past the safety chain.	Isolation	Effective		M R 7 L					M R 7 L		

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Gangway - Queens & Princes Wharf	Pedestrian/Vehicle struck/crushed by gangway structure falling with the ebb tide	Marine - Cruise Co-ordinator	AK Personal Safety	M P 16 H	Existing	Safety chain secured across gangway towers to prevent access under gangway	Isolation	Effective		M R 7 L					M R 7 L
	Strain whilst deploying brow to ship/retracting from ship	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	2 persons (minimum) required to deploy/retract the brow at any time.	Administration	Effective		M U 6 L					M U 6 L
					Existing	Drive out cab as far as possible; Drive cab up slightly above the ships deck floor.	Administration	Effective							
Strain whilst deploying brow to ship/retracting from ship	Marine - Cruise Co-ordinator	AK Personal Safety	M P 10 M	Existing	Monorail to be used at all times to deploy/retract the brow gangway	Administration	Effective		M U 6 L					M U 6 L	