



Emergency Response Plan - Seaview Marina



MANIFEST & EMERGENCY RESPONSE PLAN

Seaview Marina - 100 Port Road, Seaview, Lower Hutt, 5010
Tel 04 568 3736



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Seaview Marina Ltd

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Plan – Seaview Marina

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Emergency Response Plan - Seaview Marina

Message to the Chief Warden

You are not alone.

Give yourself time to think and to **consult**.

- **Management** of the Company will help you in your decisions and their implementations any time in the day or the night.
- **Emergency Services** are specialists: They will have the equipment, the training and the experience to deal with situations that are foreign to us.

Subject to the urgency to act, ensure the Senior Management of the Company is informed early about severe situations.

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Emergency Response Plan - Seaview Marina

1.0 Who is the Chief Warden?

The Chief Warden is:

1 Prashanth Hannikeri

If not on site, the duty comes to

2 Hayley Albers

If not on site, the duty comes to

3 Paula Barrington

The above allocation of the duty should guarantee that there is always a person on site acting as Chief Warden during office hours (Mon 8 am - Fri 5 pm).

2.0 Calling the Emergency Services

PRIORITY ONE - KEEP ALL PEOPLE SAFE

Dial 111 for: FIRE, POLICE & AMBULANCE

Do NOT use a cell phone if a bomb is suspected

1. Greeting:

My name is

2. Locate:

*The emergency is at 100 Port Road [spell P-O-R-T-R-O-A-D],
[Papa, Oscar, Romeo, Tango, Romeo, Oscar, Alpha, Delta,] Seaview, Lower
Hutt, 5010*

3. Context:

This is Seaview Marina. We are a marina.

4. Describe the emergency:

*The emergency is a [fire, explosion, leak, collapsed building,
person injured, heart attack, feeling faint...].*

There is xxx victim(s).

The person is a [Male/Female], around xxx year old.

The access to the victim will be difficult because...

DO NOT hang up until you are told to by Emergency Services.

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Immediately after calling 111 notify the site manager

Refer to reporting procedures & where required contact the Health, Safety & Wellbeing Supervisor or Operations Manager

Health, Safety & Wellbeing Supervisor	022 021 9074
Operations Manager	027 410 2196

3.0 Raising the Alarm

The siren can be activated manually at the entry/exit door of the Main Ablution Block. Additionally, the alarm can be triggered via the security panel situated at the office entry/exit. Each pier is equipped with an emergency switch located halfway along its length.

The Wellington Marina Centre is equipped with its own alarm system, which can be manually activated at the entry and exit points of each building. Additionally, smoke detectors are installed and will automatically trigger the alarm siren in the event of smoke detection.



Emergency Switch at Ablution Block

Lift the cover on the green box and firmly press the switch to activate the siren



Emergency Switch at Seaview Marina Centre

Break the glass and firmly press the switch to activate the siren



Emergency Switch at each pier halfway along its length

Lift the cover on the green box and firmly press the switch to activate the siren

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4.0 Access to the Main Barrier and all the Pier gates

The fire emergency services hold a master key that provides access to the entire site, including the main barrier and all piers.

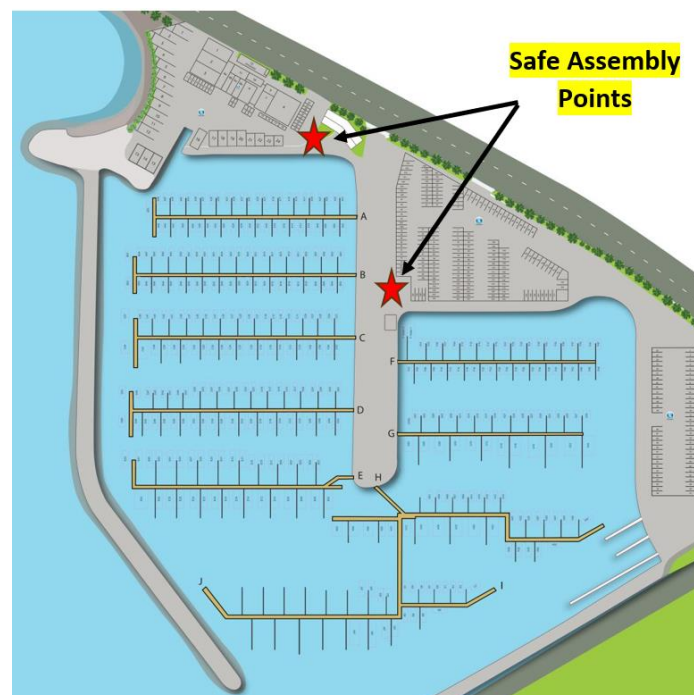
Additionally, a master key is secured inside each defibrillator (AED) cabinet. These cabinets are protected by a PIN pad. Ambulance services have access to these PIN codes, allowing them to retrieve the master key and unlock any gate on site during an emergency.

If on-site personnel require access to the master key during an emergency, they must contact either emergency services (such as ambulance) to obtain the PIN code or get in touch with Seaview Marina's designated emergency personnel. Also, all our marina staff can unlock any of the pier gates or main barrier from their phone.

5.0 Safe Assembly Points

There are two designated safe assembly points at Seaview Marina: one located in front of the B Pier and the other beside Compass Café. See the image below for reference.

The Chief Warden shall take into account factors like wind direction, position of the emergency services' adjacent hazards and spreading hazards and decide on the need to re-direct employees and contractors to an alternative location. If both assembly points aren't safe, the Chief Warden can designate another safe location to gather all personnel on site.



6.0 Switching off electrical supply to site

If the electricity needs to be turned off to the site, the following switch needs to be turned off from the **Bunker**. Only **TRAINED** and **AUTHORISED** personnel may enter.

DO NOT ENTER IF YOU ARE NOT AN AUTHORISED PERSON

Push it down to **Turn Off** the main power supply to the site



7.0 Emergency Response Equipment Location



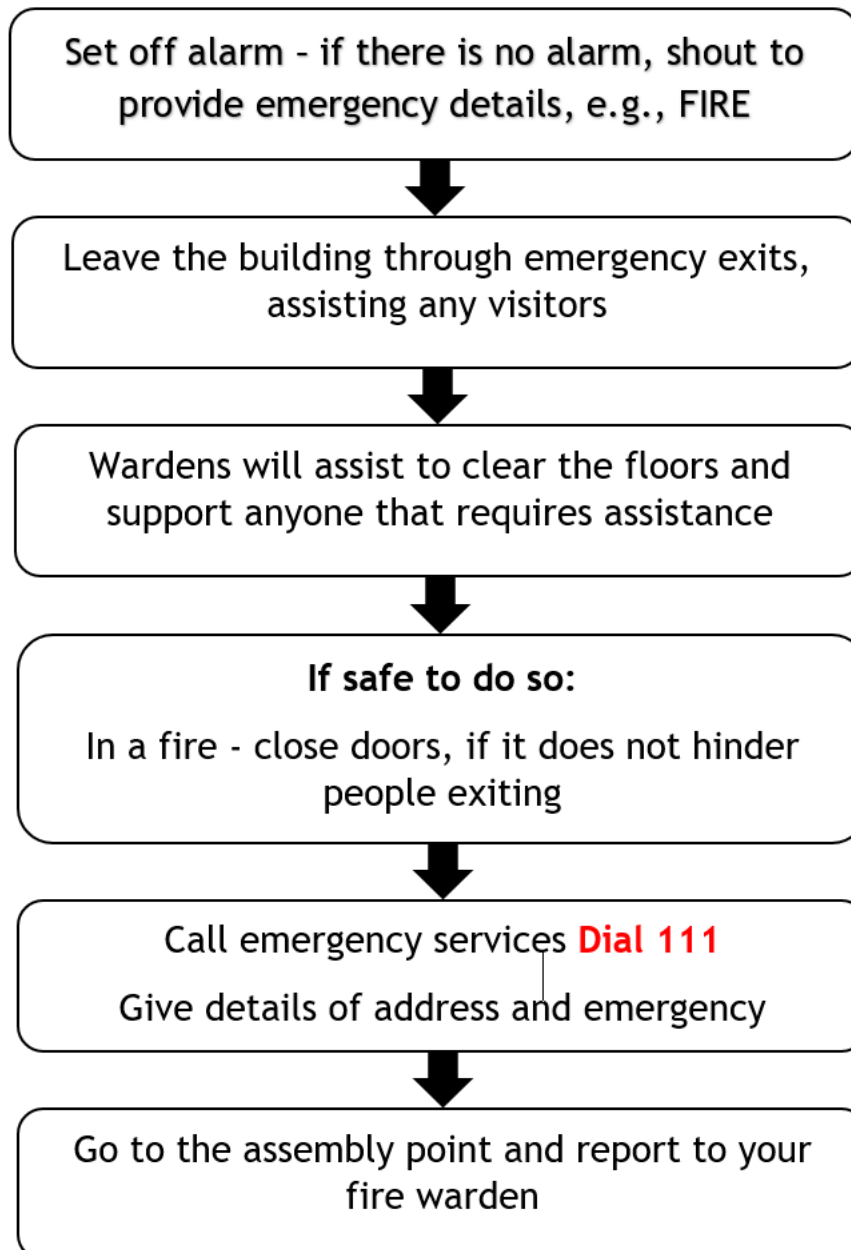
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Wellington Marine Centre Emergency Response Equipment Location

Legend		
	Emergency Switch	 Defibrillator
	Fire Extinguisher	 First-Aid Kit
	Life Ring	 Restroom
	 Spill Kit	 HAZMAT
	 Waste Oil	 Container



8.0 Evacuation Procedures



9.0 Warden Procedures

You are responsible for checking the premises and reporting to emergency services that the area is clear

9.1 Chief Wardens Duties

- Ensure that 111 call is made
- Put on ORANGE Hi-Viz Vest and proceed to the evacuation board
- Await clearance reports from Warden and adjust the evacuation board accordingly and update emergency services on arrival
- Appoint Warden to monitor crowd control/building security if required
- Only allow re-entry once emergency services have given all clear

9.2 Wardens Duties

- Put on YELLOW Hi-Viz Vest and proceed to the evacuation board
- Systematically check your area for people and ask them to evacuate the building immediately, make sure you check any offices/rooms in your area.
- Be alert for people with disabilities, appoint someone to assist them as required
- Only allow re-entry once emergency services have given all clear

If anyone refuses to leave, leave them, and continue checking your area. When reporting to the emergency services, inform them that somebody is still inside and where they are

10.0 Civil Defence-Earthquake

IF LONG OR STRONG, GET GONE-GET OUT OF THE TSUNAMI ZONE

In an Earthquake if safe to do so.....

- Drop, cover, hold- take cover under solid furniture such as desks, tables or doorways and building corners if easily available
- Move away from windows and any other hazards that might fall
- If you are outside stay clear of hazards like falling power lines or glass
- Stay calm and reassure those that might be panic
- Provide first aid to any person that is injured and if you are injured, let a warden know immediately
- Follow the instructions of your wardens. If required, follow the evacuation procedures to exit the building supporting others who may need assistance
- DO NOT re-enter the building until all clear is given from emergency services



11.0 Civil Defence-Tsunami

Civil Defence may send out a warning on your phone

IF LONG OR STRONG, GET GONE-GET OUT OF THE TSUNAMI ZONE

- There will be no warning given about an Earthquake or Tsunami by Seaview Marina.
- There is a danger that Seaview Marina will be in the path of a tsunami. *If you feel an earthquake that is longer than a minute or strong enough that it is hard to stand up - Then get to high ground, as soon as shaking stops.*
- Do not wait to be told

Where to go

The Seaview Cattery at 105 Seaview Road is the nearest tsunami evacuation point. It is approximately 600 metres from the marina, about an 11-minute walk. Civil Defence advises that roads may be impassable after an earthquake, so **do not** use a car. Instead, walk, run, or use a bicycle to reach the Seaview Cattery.

After a Tsunami

- Listen to the radio for advice from Civil Defense
- Go to the Hutt City Council website [or WREMO] for advice and updates
- Do not go down to the sea or back to the marina until you have been given all clear

A Tsunami is not just one wave; there will be more following, so do not assume it is safe until told by a member of Civil defense.



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12.0 Emergency First Aid

Stay calm, stop, and think....

Notify qualified first aiders within your work area immediately.

Qualified first aider

All Seaview Marina staffs are qualified to carryout first aid

For Emergency Services **Dial 111**

12.1 Signs of Medical Emergency:

- Chest Pain
- Difficulty breathing
- Numbness
- Fainting/ unconsciousness
- Sudden weakness or difficulty talking

12.2 Automated External Defibrillators

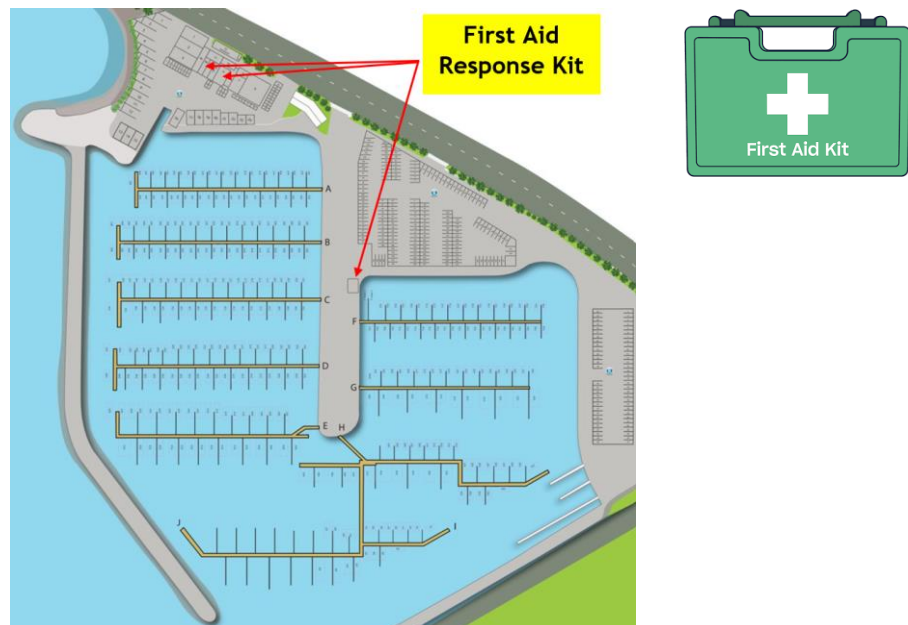
There are two AEDs located on site: one at the Main Office Entrance and the other at the Compass Café. Refer to the site map below for their locations.



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12.3 First Aid Response Kit Location

There are **four First Aid Kits** located on site: one in the **Main Office**, one in the **Unit 10 Office**, one in the **Hardstand Workshop**, and one in the Seaview Marina **work Ute**. Please refer to the site map below for their exact locations.



12.4 Keep in mind when applying Emergency First Aid:

Bleeding:

- Apply direct pressure to the wound
- Elevate the injured area
- Apply a sterile bandage over dressing to hold in place
- Keep the patient at total rest
- Apply more bandages if blood seeps through
- Seek medical attention if concerned

Head Injuries:

- Check for response
- Dial 111 if there is or has been a loss of consciousness
- Check for bleeding apply pressure to any wound

- Anyone who has sustained a head injury should be assessed by a medical professional

Minor Wounds:

- Clean the wound with saline solution or clean water
- Cover lightly with clean dressing and bandage as required

Strains Sprains or suspected fractures:

- **Call 111**
- Treat bleeding with pressure around the wound
- Cover any bone ends with clean non fluffy bandages
- Check every 10 minutes for colour, warmth and swelling
- Support and stabilise the injured area

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12.5 If a person is unconscious or has stopped breathing:

DRSABCD Action Plan		
D	DANGER	Check for danger. Ensure the surroundings are safe for you and the patient.
R	RESPONSE	Check the person's responsiveness. Do they respond to your voice? NO ↓ YES • Make comfortable • Monitor • Check for injuries 
S	SEND	Call 111. Get help from people around. Or leave the phone on speaker if alone. 
A	AIRWAY	Open the person's mouth and check for foreign material. NO • Place on their back • Tilt head & lift chin • Keep airway open YES • Place on their side • Allow the block to drain • Clear the block with fingers 
B	BREATHING	Check if the person is breathing. Look, listen and feel if breathing. NO • Place on back • CPR YES • Place on their side 
C	CPR	Give the patient 30 chest compressions followed by 2 breaths. Repeat until: • Help arrives • Person breathes • You're physically unable to continue 
D	DEFIBRILLATOR	Use a defibrillator if available, immediately once CPR commenced and follow it's instructions. 

Don't give up - keep going until help arrives, or until they are revived (regain consciousness and start breathing on their own).

13.0 Suspicious Items



13.1 If an unusual object is found:

- Do not touch or tamper with the object
- Place the object in the designated area
- Remove anyone in the immediate area, securing and preventing access to the area.
- Notify the Police, senior management, and the Chief Warden.
- The Hazmat, Police or EOD will give advice on what action is to be taken
- Remain calm and inform only those "who need to know"
- All cellular phones, pagers, radiotelephones and microwave ovens are to be switched off
- If an evacuation is necessary, the Chief Warden will give instruction on safe egress routes and alternative assembly area
- Occupants are to assemble no closer than 150 metres to the building

If Unsure or you Believe it is suspicious, call the Police on 111 for guidance. KEEP your main site phone lines clear for incoming calls.

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13.2 Receiving a bomb threat/threatening call:

When a bomb threat call is received, treat the threat as real. Get SAFE by notifying your manager or Team Leader and activating the evacuation procedure



- Remain calm and write down as much as possible
- Do not interrupt the caller. If possible, pay attention to any background sound that may give an indication as to where the call is coming from
- Inform the Police -the Police will advise on further actions
- Inform senior management and the Chief Warden immediately
- All cellular phones, pagers, radios, and microwave ovens are to be switched off
- If an evacuation is necessary, the Chief Warden will give instruction on safe egress routes and alternative assembly area to be used. Do not activate the fire alarm or use communication devices
- When an evacuation order is given, take personal belongings that you can easily carry
- Following clearance of their designated area, Warden/s are to leave the doors open
- Occupants are to assemble no closer than 150 metres to the building

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13.3 Things to do if you receive a telephone bomb threat:



New Zealand
POLICE
Nga Pirihimana O Aotearoa

Place this card under your telephone

BOMB THREAT CHECK LIST QUESTIONS TO ASK:

1. When is the Bomb going to explode?
2. Where is the Bomb?
3. What does the Bomb look like?
4. What kind of Bomb is it?
5. What will make the Bomb explode?
6. What is the Explosive Type and Quantity?
7. Why did you place the Bomb?
8. What is your name?
9. Where are you?
10. What is your address:

EXACT WORDING OF THREAT:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

ACTION

Report call immediately to:

Phone Number:

Trace 111

Police Advised:

Date/Time:

Members name:

CALLER'S VOICE

Accent (specify):

Any impediment (specify):

Voice (loud, soft, etc):

Speech (fast, slow, etc):

Diction (clear, muffled):

Manner (calm, emotional, etc):

Did you recognize the voice?

If so, who do you think it was?

Was the caller familiar with the area?

THREAT LANGUAGE

Well spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

BACKGROUND NOISES

Street noises:

House noises:

Aircraft:

Voices: Standard Call:

Music: 111/Cellular:

Machinery: STD:

Vehicle (Cellular):

Other:

OTHER

Sex of caller:

Estimated age:

CALL TAKEN

Date: / / Time:

Duration of call:

Number called:

RECIPIENT

Name (print):

Telephone number:

Signature:

POL 940
11/02

IF YOU SUSPECT A BOMB, CALL 111
DO NOT use cell phone, alarms, or whistles

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13.4 Dealing with suspicious member of the public:

Suspicious behaviour can include:

 EXPRESSED OR IMPLIED THREAT Communicating a spoken or written threat to commit a crime that could harm or kill people or damage a facility, infrastructure, or secured site	 OBSERVATION/SURVEILLANCE A prolonged or unusual interest in facilities, buildings, or infrastructure beyond casual or professional interest, in a suspicious manner	 PHOTOGRAPHY Taking pictures or videos of persons, facilities, buildings, or infrastructure in a covert manner, such as taking photos or video of security-related equipment or personnel, infrequently-used access points, or the structure of a building	 THEFT/LOSS/DIVERSION Stealing or diverting items—such as equipment, uniforms, or badges—that belong to a facility or secured site	 TESTING OR PROBING OF SECURITY Challenging or testing a facility's security or IT systems to assess the strength or weakness of the target
 AVIATION ACTIVITY Operating or interfering with the operation of an aircraft that poses a threat of harm to people and property	 BREACH/ATTEMPTED INTRUSION Unauthorized people trying to enter a restricted area or impersonating authorized personnel	 MISREPRESENTATION Presenting false information or misusing documents to conceal possible illegal activity	 ELICITING INFORMATION Questioning personnel beyond mere curiosity about an event, facility, or operations	 ACQUISITION OF EXPERTISE Gaining skills or knowledge on a specific topic, such as facility security, military tactics, or flying an aircraft
 CYBERATTACK Disrupting or compromising an organization's information technology systems	 RECRUITING/FINANCING Funding suspicious or criminal activity or recruiting people to participate in criminal or terrorist activity	 SABOTAGE/TAMPERING/VANDALISM Damaging or destroying part of a facility, infrastructure, or secured site	 MATERIALS ACQUISITION/STORAGE Acquisition and/or storage of unusual materials such as cell phones, radio controllers, or toxic materials	 WEAPONS COLLECTION/STORAGE Collection or discovery of unusual amounts of weapons including explosives, chemicals, or other destructive materials
				 SECTOR-SPECIFIC INCIDENT Actions which raise concern to specific sectors, (e.g., power plant) with regard to their personnel, facilities, systems, or functions

If you are worried contact the *Police on 111* and keep a safe distance from the person or situation

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13.5 Armed person or Robbery:

During the incident:

- **Keep calm**, take a long deep breath
- Obey instructions and co-operate
- If unable to meet demands, calmly explain why
- Be observant and try to note descriptive details (**see below checklist**)

PHYSICAL DESCRIPTION

Color _____ Sex _____ Nationality _____ Age _____ Height _____ Weight _____ Hair Color _____
 Build (thin, stocky, etc.): _____ Complexion (dark, ruddy, acne, etc.): _____
 Nose (large, broad, pug, etc.): _____ Ears (prominent, small etc.): _____ Glasses (frame): _____
 Facial Hair (moustache, beard, long sideburns, etc.): _____
 Mask or other disguise (type, color, etc.): _____
 Scars, marks, tattoos or deformities (describe): _____
 Other distinguishing physical characteristics: _____

CLOTHING (Describe color, type of material, style, etc.)

Hat: _____
 Coat: _____
 Shirt: _____
 Shoes: _____
 Pants: _____
 Other clothing (tie, scarf, headband, jewelry, etc.): _____

List any other distinguishing characteristics: _____

Prepared By _____

NOTIFY THE POLICE IMMEDIATELY:

MISCELLANEOUS

Weapon exhibited: () No () Yes

Describe weapon: _____

Speech (accent, impediment) _____

List any names used by robber _____

Mannerisms (twitch, unusual walk, nervous) _____

Right or left-handed _____

FOR ADDITIONAL SPACE, CONTINUE ON REVERSE SIDE

Date _____ Time _____ Location _____

After the incident:

- Lock the door(s)
- Call the **police on 111**
- Observe the offenders escape direction and vehicle
- Support and update others and identify/treat any injuries
- Fill up the above checklist details while vivid in your mind

Contact the Health, Safety & Wellbeing Supervisor immediately. They will assist with organising critical incident support and liaise with Police regarding any investigation

14.0 Emergency at Sea

14.1 Fire, sinking, capsizing etc

- Obtain name of vessel and description, i.e., yacht, power boat etc
- Confirm vessel position
- Confirm what help is required i.e., fire, tow, medical
- Ascertain the number of persons on board
- Ascertain type of communication available to vessel i.e., radio, cell phone, VHF
- Advise vessel that you are arranging help and that you will call back in a specified number of minutes to confirm arrangements
- Advise the appropriate Emergency Services depending on the type of emergency i.e., Police, Fire, Ambulance, Coast Guard etc
- Ascertain response time from emergency services
- Advise vessel of expected arrival time of assistance
- Keep at least one (1) method of communication open with the vessel at all times
- Work calmly and methodically, and if possible, allocate one (1) person to coordinate all of the above
- Monitor the situation until the emergency is over

14.2 Person overboard

- Establish whether conscious and their ability to swim
- If unable to swim, assist with a life buoy, throwing rope, or roaming ladder from near the pier gangway.
- If able to swim, direct person to nearest vessel with transom boarding ladder, emergency ladders halfway along pier, or nearest land.
- Utilise the work punt if or enter the water yourself if you are confident in your ability in the circumstances.
- Apply first aid and / or resuscitation if necessary
- Call **ambulance 111** if necessary

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14.3 Fire on a Boat

- Any staff member will activate the warning alarm situated on the western wall of the administration building beside the ablution block entrance
- Call **111** and ask for Fire, then alert SML Fire Warden and Management
- Evacuate all persons from the area
- Deploy the spill containment boom spill kit and/or Obtain a spill kit and deploy it if safe to do so
- If you believe you are in danger evacuate the area
- The Chief Fire Warden is to hand over to the NZ Fire Service on their arrival
- Once the NZ fire service has deemed the area safe to return, secure the vessel
- Notify the vessels owner

14.4 Sinking Boat

- Check if anybody is on board
- Ascertain, if possible, the cause of the leak and attempt to stop the leak
- If vessel's own pump is not successful, notify Fire Service by calling **111**
- If required, organise an emergency pump, and contact the Operations Manager
- Check if bilges are oily, if so, collect bilge mat from spill kit and insert in bilges
- Dispose of contaminated spill in appropriate receptacle
- If unable to stop leak, slip vessel or move to it shallow water
- Secure the vessel and notify the owner

14.5 Hazardous substance spill on water and land

If any hazardous substance is spilled on land or water, you must report it to the Marina Office immediately. The marina will initiate and implement the Tier 1 Spill Response Plan.

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15.0 Hazardous Substance On-Site

Substance Name	Maximum Quantity	Units	Location	Hazard Classifications	Substance State
Delo Gold Ultra SAE 15W-40	18	L	HAZMAT Container	6.4A	Liquid
1000 THF	54	L	HAZMAT Container	9.1C	Liquid
30 Seconds Window Wonder Outdoor Hose End	4	L	HAZMAT Container	6.3A 6.5B 8.3A	Liquid
AGPRO MOSS & MOULD KILLER	20	L	HAZMAT Container	6.1D 8.2B 8.3A 9.1A 9.3B	Liquid
AMBRA MULTI G 10W-30	20	L	HAZMAT Container	6.5B 9.1C	Liquid
AQUA WHITE TROPICAL	20	L	HAZMAT Container	6.3A 6.4A	Liquid
Delo Gear EP-5 SAE 80W-90, 85W-140	18	L	HAZMAT Container		Liquid
Delo Gold SAE 30	20	L	HAZMAT Container	6.4A 6.5B 6.8A 9.1C	Liquid
Diesel fuel (automotive gas oil and marine diesel fuel)	11000	L	Diesel Tank Vessel	3.1D 6.1E 6.3B 6.7B 9.1B	Liquid
DULUX SUPER ENAMEL HIGH GLOSS	2	L	HAZMAT Container	3.1C 6.3A 6.4A 6.5B 6.7B 6.8A 6.9B 9.1B	Liquid
DULUX WASH&WEAR INTERIOR LOW SHEEN	1	L	HAZMAT Container		Liquid
DULUX WEATHERSHIELD EXTERIOR LOW SHEEN	1	L	HAZMAT Container	6.5B	Liquid
Genes Action Degreaser	5	L	HAZMAT Container	8.2B 8.3A 9.1C	Liquid
HANDCLEANER-NATURAL	4	L	Workroom	8.3A	Liquid
Hempadur Mastic	4	L	HAZMAT Container	3.1C 6.3A 6.4A 6.5B	Liquid
Hempathane Enamel 5510	4	L	HAZMAT Container	3.1C 6.3A 6.5B 6.9B	Liquid
Hempel Thinners	4	L	HAZMAT Container	3.1C 6.1D 6.1E 6.3A 6.9B 8.3A	Liquid
Hempel's Curing Agent 95880	4	L	HAZMAT Container	3.1C 6.3A 6.5B 8.3A	Liquid
Hempel's Polyenamel 55107 Base	4	L	HAZMAT Container	3.1C 6.5B 6.9B 9.1B	Liquid
Hydraulic ISO 46 Full Synthetic	20	L	HAZMAT Container	6.4A	Liquid

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METALSHIELD ALL SURFACE PRIMER GREY	1	L	HAZMAT Container	3.1B 6.1E 6.3A 6.5B 6.7B 6.8B 6.9B 8.3A 9.1B	Liquid
METALSHIELD COLD GALVANISED PRIMER	1	L	HAZMAT Container	3.1C 6.3A 6.4A 6.8B 6.9B 9.1A	Liquid
METALSHIELD EPOXY ENAMEL GLOSS	2	L	HAZMAT Container	3.1C 6.3A 6.5B 6.7B 6.8B 6.9B 9.1B	Liquid
MOBIL 2 STROKE OIL	4	L	HAZMAT Container	3.1D	Liquid
Number 8 Weedkiller	4	L	HAZMAT Container	6.3B 6.4A 9.1B	Liquid
Petrol	40	L	HAZMAT Container	3.1A 6.1E 6.3B 6.7B 9.1B	Liquid
Prolan Enduro Heavy Grade	4	L	HAZMAT Container	6.3A 6.9B	Liquid
Resene Lumbersider Low Sheen	10	L	HAZMAT Container	9.1C	Liquid
SabreGrip PG1400 Marine Trim Contact Adhesive	20	L	HAZMAT Container	3.1B 6.1E 6.3A 6.4A 6.8B 6.9B 9.1D	Liquid
Wirelife Monolec 2001	20	L	HAZMAT Container	3.1D	Liquid



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16.0 Seaview Marina Staff Contact Numbers

Emergency Personnel

Fire, Police, Ambulance – 111

Maritime New Zealand – 0508 22 55 22

SML Health, Safety & Wellbeing Supervisor

Prashanth Hannikeri – 022 021 9074

SML Operations Manager

Tony Kelly- 027 410 2196

Tim Lidgard	Chief Executive	027 262 8846
Prashanth Hannikeri	HSW Supervisor	022 021 9074
Tony Kelly	Operations Manager	027 410 2196
Paula Barrington	Office Manager	027 217 6589
Hayley Albers	Marina Administrator	027 283 4878
Evan Reille	Hardstand Assistant	027 224 8049
Pete Fromow	Maintenance Dockhand	027 237 1371

**IN AN EMERGENCY DIAL 111 AND ASK
FOR FIRE, POLICE OR AMBULANCE**

17.0 Escalation Procedure

Procedure

SML Escalation Procedure outlines the notification and reporting procedures or criteria to manage Health, Safety and Wellbeing events. The table below illustrates the required escalation through the organisational hierarchy.

Responsibility

All staff have an individual responsibility to communicate any workplace concern, observation, or event to SML Management so that any immediate actions can be undertaken including where required risk assessment and / or investigation.

Escalation Matrix

Risk Level	H&S Events	Action Required
LOW RISK	Any near hit or minor incident	- Advise HSW Supervisor ASAP - Enter into PeopleSafe - Assessment by HSW Supervisor
	Discomfort or injury requiring only first aid	
	Low-level public incident (e.g., minor anti-social behaviour)	
MEDIUM RISK	Any serious near hit or incident	- Advise HSW Supervisor ASAP - HSW Supervisor notifies Operations Manager - Enter into PeopleSafe - Investigation by HSW Supervisor - Learnings shared with SML staff by HSW Supervisor
	Injury requiring medical treatment	
	Public incident or violation (e.g., threatening behaviour)	
HIGH RISK	Any notifiable near hit or incident	- Advise HSW Supervisor ASAP - HSW Supervisor notifies Operations Manager & CEO - HSW Supervisor notifies WorkSafe - Enter into PeopleSafe - Full investigation by SML - Findings shared with staff and relevant Government Agencies
	Injury resulting in serious harm, hospitalisation, or fatality	
	Any serious public incident (e.g., assault, theft)	