



TAURANGA BRIDGE MARINA

STANDARD OPERATING PROCEDURES (SOPs)

EMERGENCY RESPONSE



PURPOSE

To ensure the safety of all personnel, contractors and visitors in the event of a site emergency at the marina facility.

The procedure will ensure that the event is managed efficiently and safely to minimise injury or loss.

SCOPE

These procedures apply to any person on Tauranga Bridge Marina site.

Each person working on this site must demonstrate that they understand what to do in case of an emergency. No person shall be on site if they do not understand the emergency response procedure.

The induction procedure will ensure that any person working on these facilities are informed and competent to follow the procedure in case of an emergency.

REFERENCES

1. Tauranga Bridge Marina site emergency equipment map
2. Tauranga Bridge Marina site evacuation location map
3. Tauranga Bridge Marina induction procedure
4. Health and Safety at Work Act 2015

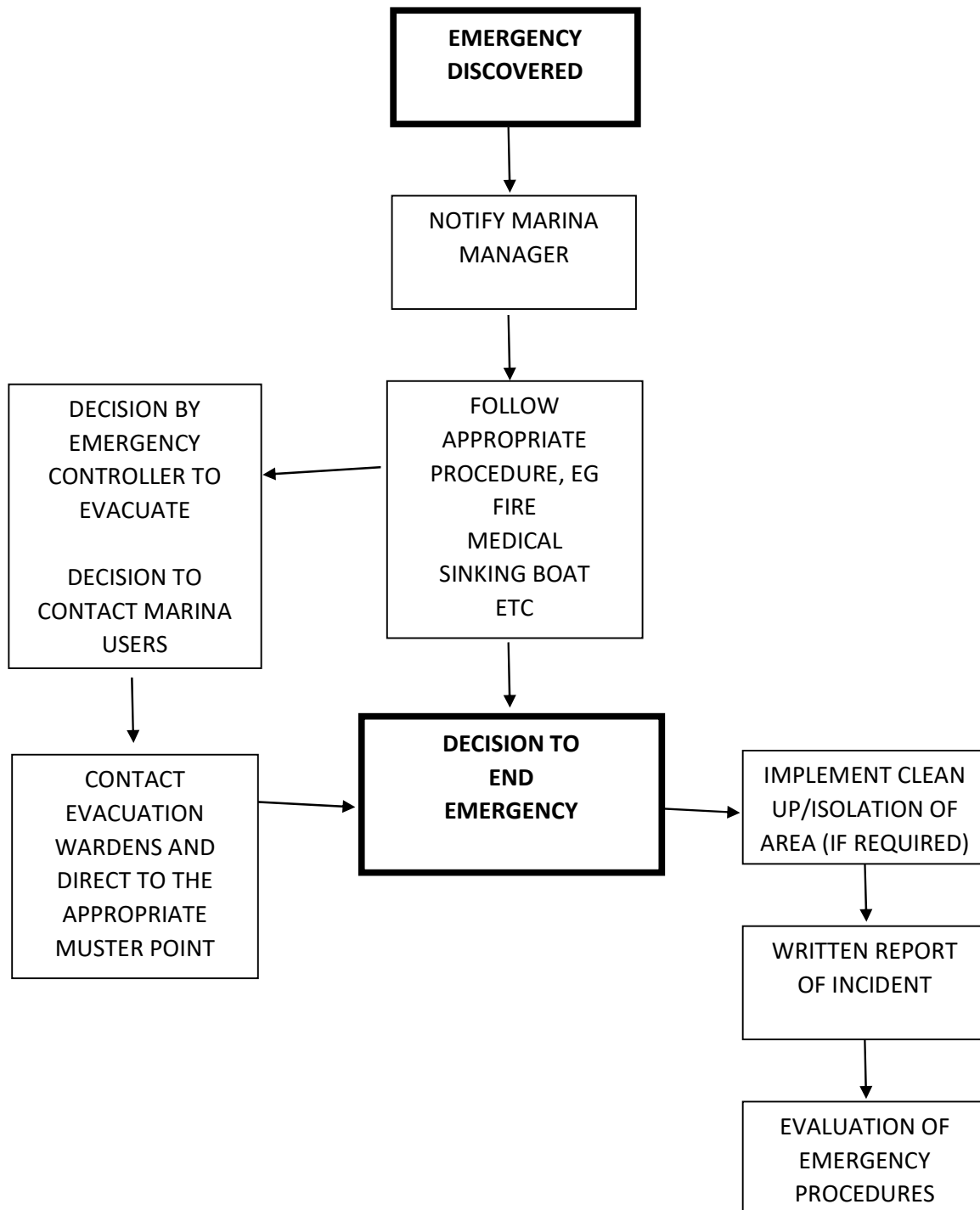
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Version Control

Date	Version	Changes	Completed
11.11.2021	V1.3	Added – notify BOPRC & MNZ on to procedures	Anna
18.07.2022	V1.4	Changed Procedure for spill (deleted point 6, amended 7 and 8)	Anna
10.08.2023	V1.5	Updated EP for Fire in Marina Building	Anna
01.05.2025	V1.6	Updated EPs for Spills	Anna
20.06.2025	V1.6	Updated EP for MOB	Anna
20.06.2025	V1.6	Updated EP for medical event	Anna
20.06.2025	V1.6	Updated EP for Emergency at sea	Anna
16.07.2025	V1.6	Updated EP for Heavy Weather	Anna
14.11.2025	V1.7	Updated EP for Heavy Weather	Anna
11.03.2026	V1.8	Updated EP for Tsunami	Anna

Emergency Procedures Flowchart



Emergency Procedure for Spill (in marina/harbour)

1. Contact Marina Office on 07 575 8264. Manager will determine whether spill type is Tier 1 or 2.
2. Ascertain source and type of spill, i.e. diesel, petrol or oil. High risk areas for spills is diesel re-fuelling area located on A Pier. *Spill Response Standard Operating Procedures* chart is on Page 22 of this plan.
3. Stop further spillage if possible:
 - a. If the spillage is at the marina fuelling berth, turn off pumps by pressing the **red emergency stop button**, located inside the fuel kiosk and on the outside of the hardstand fence north side of the hardstand office, collect material still flowing using rags or bucket.
 - c. If the spillage is from a vessel on a marina berth, and fuel may reach the bilges, the bilge pump must be disconnected from automatic power.
4. If spill is petrol or similar explosive material, clear area of an unnecessary people.
5. Attempt to contain by using boom and pads from spill kit from the emergency equipment shed and the kits on the fuel dock as required.
6. Contact the **POLLUTION HOTLINE on 0800 884 883**.
7. Monitor until situation is resolved.
8. Ascertain extent of damage, relevant CLEAN UP PLAN and strategy to make good.
9. All efforts must be made to prevent the spillage from leaving the marina basin and flowing out to the harbour.
10. An incident report must be completed and filed.
11. Contaminated clean up materials removed and disposed of accordingly.
12. Replenish materials used

Emergency Procedure for Fire in Marina Building

If you discover a fire

- Warn occupants in the immediate area
- Operate the nearest fire alarm manual call point (these are red boxes with break-glass panels)
- Call Fire and Emergency on 111 on a mobile phone
- Evacuate the building
- Report to the Chief or area Warden at the Assembly point in southern carpark next to green assembly sign and pass on any relevant information about the fire

If you are warned of a fire

- Activate the nearest manual call point if the alarm is not already sounding
- Assist others to evacuate if required
- Evacuate to Assembly point in southern carpark next to green assembly sign

Making a 111 call

- If possible, use a mobile phone outside the building
- Ask for Fire
- You will need to provide the following information:
 - Building name – Tauranga Bridge Marina Building
 - Building address – 101 Te Awanui Drive, Tauranga
 - Be clear on what Marina – next to harbour bridge
 - The nature of the emergency (eg. Alarms ringing, fire)

Providing Assistance to those who require it

Assistance may be required in a number of ways, such as:

- Warning the hearing impaired of the need to evacuate
- Reassuring those who appear stressed by the situation
- Guiding people who may have a sight impairment
- Using a carry down method to assist people with limited mobility

The evacuation management team consists of a Chief warden for the building and an area warden for each tenancy (restaurant, broker and ground floor office) who are trained to undertake the following duties in a fire emergency:

Area Wardens

Upon hearing the alarm:

- Put on your Warden identification (hi-viz vest)
- Tell other occupants to evacuate the building
- Search your area to ensure that all occupants have evacuated, ensuring that all rooms are checked (including bathrooms)
- If anyone needs assistance to evacuate, appoint people to help them evacuate as required

- Report to the Chief Warden at the Assembly point next to the green assembly sign in southern carpark

Chief Warden

Upon hearing the alarm:

- Take mobile and security keys
- Put on your Warden identification (yellow hi-viz vest at bottom of marina door)
- Tell other occupants to evacuate Level 1 area
- Confirm a 111 call has been made or delegate – if in any doubt, make another 111 call
- Go to the alarm panel and note the location of the alarm activation
- Depending on staff levels, check amenities block or delegate someone else to.
- Proceed to Assembly area next to green assembly sign and await reports from area Wardens
- If the primary assembly area in southern carpark becomes unsafe, direct everyone to The Jay Vine Coffee Container area
- When Fire and Emergency arrive, report to the officer in charge and tell them the status of the evacuation (i.e. which areas have reported as being cleared) and any other relevant information
- Do not allow anyone to re-enter the building until the emergency is over

AFTER HOURS PROCEDURE

A security guard based in the marina office from 6pm until 8am the following day and completes site checks/dock walks throughout the night. Marina users have access to the amenities area at all times, therefore the following procedure should be followed after-hours:

Anyone discovering a fire is to

- Warn occupants in the immediate area, check the floor you are on for other people
- Operate the nearest fire alarm manual call point
- Call Fire and Emergency on 111 on a mobile phone
- Evacuate the building, assisting anyone else you see on the way
- Go to Assembly point in southern carpark next to green assembly sign
- Liaise with Fire and Emergency upon their arrival

Emergency Procedure for Fire in Boatyard or Carpark

1. Raise the alarm by shouting FIRE, FIRE, FIRE
2. Advise Fire Service by calling 111 immediately
3. Open gates to hardstand area
4. Disconnect power to vessel and surrounding vessels – if boat in hardstand on fire
5. If safe to do so, fight the fire by throwing a fire ball into the fire or use fire extinguisher. Only attempt to fight fire if it is very minor
6. Attempt to move vessel, car or others around the vessel or car on fire
7. Hand over to the Fire Service
8. Secure area and clean up
9. Advise owners of vessels/cars affected

Emergency Procedure for Fire on a Boat

1. Advise the Fire Service by calling 111 and Marina Manager immediately
2. Evacuate all persons from the area
3. Have someone to stand in fluro vest at entrance to marina to direct Fire Service
4. Disconnect shore power to vessel
5. Bring fire pump trolley to the scene and set up
6. Attach wire ropes with grapnels to boat
7. Ascertain type of fire if possible, e.g. LPG, electrical, fuel
8. If practicable and safe remove the vessels surrounding it
9. If safe to do so. Only attempt to fight fire if it is very minor
10. As first defence throw a fire ball or use fire extinguisher into the fire then proceed with fire pump if required
11. Seek assistance when possible
12. Bring a spill kit to the scene and deploy if necessary
13. If you believe you are in danger evacuate the area
14. Hand over to Fire Service on arrival
15. Remove debris, foam, etc from area and ensure all spills have been cleaned and removed
16. Secure the vessel
17. Notify the vessel owner
18. Clean the submersible pump and other equipment used
19. Notify BOP Regional Council Harbour Master & Maritime NZ

Emergency Procedure for Fire on Vessel on Fuel Berth

1. Stop fuel flow from nozzle
2. Press Emergency stop button
3. Evacuate all persons from the area
4. Contact marina office for assistance
5. Marina staff to phone Fire Service by calling 111
6. Office to advise Marina Manager
7. Open A Pier gate
8. Bring fire trolley with equipment to scene
9. If safe to do so fight fire. If you believe you are in danger evacuate the area
10. As first defence throw a fire ball into the fire or use fire extinguisher then proceed with fire pump trolley if required
11. Attach wire ropes with grapnels to boat
12. Hand over to Fire Service on arrival
13. Monitor situation until resolved
14. Follow procedure for response to fire and spills on water if safe to do so
15. Clean the fire pump and other equipment used
16. Notify BOP Regional Council Harbour Master and Maritime NZ

Emergency Procedure for Spills on Land

1. Contact Marina Manager
2. Ascertain type of spill i.e. diesel, petrol, oil or other
3. If spill is petrol or similar explosive material, clear and isolate area of unnecessary persons
4. Ascertain source of spill and stop further spillage if possible
5. A drainage plan is displayed on Marina Manager off wall; storm water paths are marked in green, sewerage lines are marked in red. Also marked are the **last points of which spills can be intercepted before entering the sea.**
6. Bund off nearest stormwater drains
7. If required bund off 'last interception' point to avoid flow into marina
8. Isolate all electrical sources of ignition
9. Collect material still flowing using rags, bucket, pads, etc
10. Disperse minor spills using dispersant or spill sorb in emergency shed
11. For heavy spills report to BOP Regional Council pollution hotline 0800 884 883.
12. For heavy spills attempt to contain by using booms and pads from any spill kits on the fuel dock, the emergency shed or a smaller kit in the electrical room. Seal affected drains and dam the spill using booms, absorbent material, sand or dirt.
13. Dispose of contaminated materials in heavy duty rubbish bags into the general waste bin.
14. Monitor until situation is resolved
15. Ascertain extent of damage, relevant clean-up plan and strategy to make good. Assess how situation can be avoided in the future
16. Replenish materials used

Emergency Procedure for Sinking Boat

1. Check if anybody is on board
2. Ascertain, if possible, the cause of the leak and attempt to stop the leak
3. Bring submersible pump and bolt cutters
4. Disconnect the shore power to the sinking vessel
5. Check if bilges are oily, if so, collect bilge mat from spill kit and insert in bilges
6. Connect the collapsible discharge hose to the pump body and submerge the pump in the water filled vessel with the hose over the side
7. Plug and turn on the pump's electrical power lead into shore power
8. Monitor discharge hose for any blockages
9. Dispose of contaminated spill in heavy duty rubbish bags and dispose of in general waste.
10. If unable to stop leak, slip vessel or move it to shallow water (beach at southern end) or call Fire Services by calling 111
11. Secure the vessel and notify the owner
12. If fuel or oil discharge notify Pollution Hotline

Emergency Procedure for Man Overboard in Marina

1. Establish whether conscious and their ability to swim.
2. If unconscious, ask office to call Ambulance by calling 111
3. Establish position of person in the water (berth number, coordinates)
4. Call office for assistance.
5. If MOB is unable to swim, throw life ring to them.
6. Get them to swim to closest duckboard OR use portable MOB ladder (located on each gangway).
7. Utilise work boat if necessary
8. Apply CPR if necessary
9. Complete incident report

Emergency Procedure for Medical Event

1. Remove patient if you can from danger
2. Check their response (ABCs) and stabilise
3. Call Ambulance by calling 111 and advise marina office, depending on the seriousness of injuries
4. Treat if possible, eg stop bleeding with pressure, use defibrillator (code 8264), commence CPR
5. Ascertain cause of emergency
6. Complete incident report
7. Ascertain cause of emergency and investigate preventative measures for the future

Emergency Procedure for Medical Emergency at Sea

1. Obtain name of vessel and skipper's name.
2. Confirm ETA to marina.
3. Confirm communication available to vessel, i.e. VHF, mobile.
4. Advise skipper to contact Emergency services depending on the type of emergency.
5. Provide clear instructions on where to berth – quick option is outside pontoon of NBW attenuator (opposite fuel berth).
6. Clear area for emergency services.

Emergency Procedure for Tsunami

The effects of a Tsunami can vary greatly but are a threat to property and life in coastal areas.

WARNING

1. Civil Defence will issue the warning with a text message alert.

If the warning is to evacuate immediately for higher ground follow the next steps:

WHAT TO DO

2. Alert marina users with the foghorn out the marina manager's window:
10 short blasts to the north then 10 short blasts to the south
This sound will alert marina users to check their mobile for Civil Defence message (or check CD website for more information and advice).
3. Notify marina users via SMS that staff are securing the building and evacuating and advise not to come to marina.
3. Divert phone to mobile and lock up marina office and take security keys with you.
4. Isolate fuel to the fuel pontoon by switching emergency pump switch off located on side of electrical box next to A Pier gangway.
5. Isolate restaurant gas cylinders (in locked cupboard next to restaurant back door) – key on security set of keys.
6. Keep yourself safe by evacuating to nearest high ground – closest higher ground is Mission House, Mission Street, Tauranga.

AFTER TSUNAMI

7. Await advice from Civil Defence.
8. Do not go down to the sea or back to the marina until advised by Civil Defence.
9. A Tsunami is not just one wave; there will be more following so do not think it is safe until advised by Civil Defence.

Emergency Procedure for Heavy Weather

Forecasted Sustained Winds from 35 knots or more

1. Check with Marina Manager or 2IC to confirm activation of Level 1, 2 or 3.
2. Send SMS message to required Level of assistance from NG (refer instructions on board by Marina Manager's door)

Level 1	Up to 35 knots - sustained	SMS Primary Staff
Level 2	Up to 45 knots - sustained	SMS Marina/hardstand Staff
Level 3	Over 55 knots - sustained	SMS Marina/hardstand Staff & Primary Help Volunteers

1. **Communication to Boat Owners & Tenants – from 35 knots (Level 1)**
Send SMS communication via NG to 'All Current Berth Occupiers' (quick query) on expected weather forecast. **Update message template** with specific details before sending out.

2. Sustained Winds Reach 65 knots

1. **Cut off for Additional Support (Levels 2 & 3)** –all additional support is **stood down**.
2. **Stayaboards to evacuate** – send emergency SMS message to evacuate boat.
3. The Marina Manager (or leading hand) will re-assess conditions and decide if marina staff can safely continue working outside.

Dock Walk Checks

1. Check mooring rope condition - contact owners if required
2. Ensure electrical shore power cables have enough slack for extra movement
3. Assist Tauranga Boat Sales in securing sales berth vessels with promenade tie ups

Boat owners

4. Fore and aft springs on the finger side to reduce surging and snatching
5. Removing any covers and clears that are not 100%
6. Lash down any dinghies and gear on deck that may take off
7. Remove dinghies from dinghy racks and lash down flat on deck
8. In extreme conditions - removing all sails (even those furled and covered)
9. If not requiring power should unplug shore power connection and stow away cable.
10. Remove wind generators

Commercial Fishing Boats IMPORTANT:

Commercial fishing boats that come into the marina during adverse weather must be put in berths for their **weight** (not LOA) – see details on Julie’s information board

Breakwaters

1. Lift bridges & secure on Northern Breakwater
2. Ensure Southern Breakwater life rings are secure and emergency ladders are out of the water (IMPORTANT to recheck after heavy weather that life rings are still in place).
3. In extreme conditions that could jeopardise public safety lock the Southern Breakwater with the green padlock (**combination 2845**) located in the emergency kit under the bookshelf. Take 3 signs - one each side of gate and one on the bollard closest to the promenade at the southern end of the carpark

Piers & Fingers

4. There should not be anything stored on the marina structures - if there is - contact the owner to have removed

Rubbish / Recycling Bins

5. Easterly winds - recycling bins must have lashings put across
6. Ensure contents in the recycling bins are squashed down so the lids are secure

Waste Oil Area

7. Ensure the trough is drained before excessive rainfall (to avoid overflow) and the restaurant bin lid angle should be right way around - so rainwater draining off bin lid doesn’t drain into trough area

Carpark

8. Visually check car park area for any material that could break free in high winds and secure or stow away
9. Check signs - ensuring they aren’t loose
10. Ensure TBM materials/gear is stowed away inside carpark container area

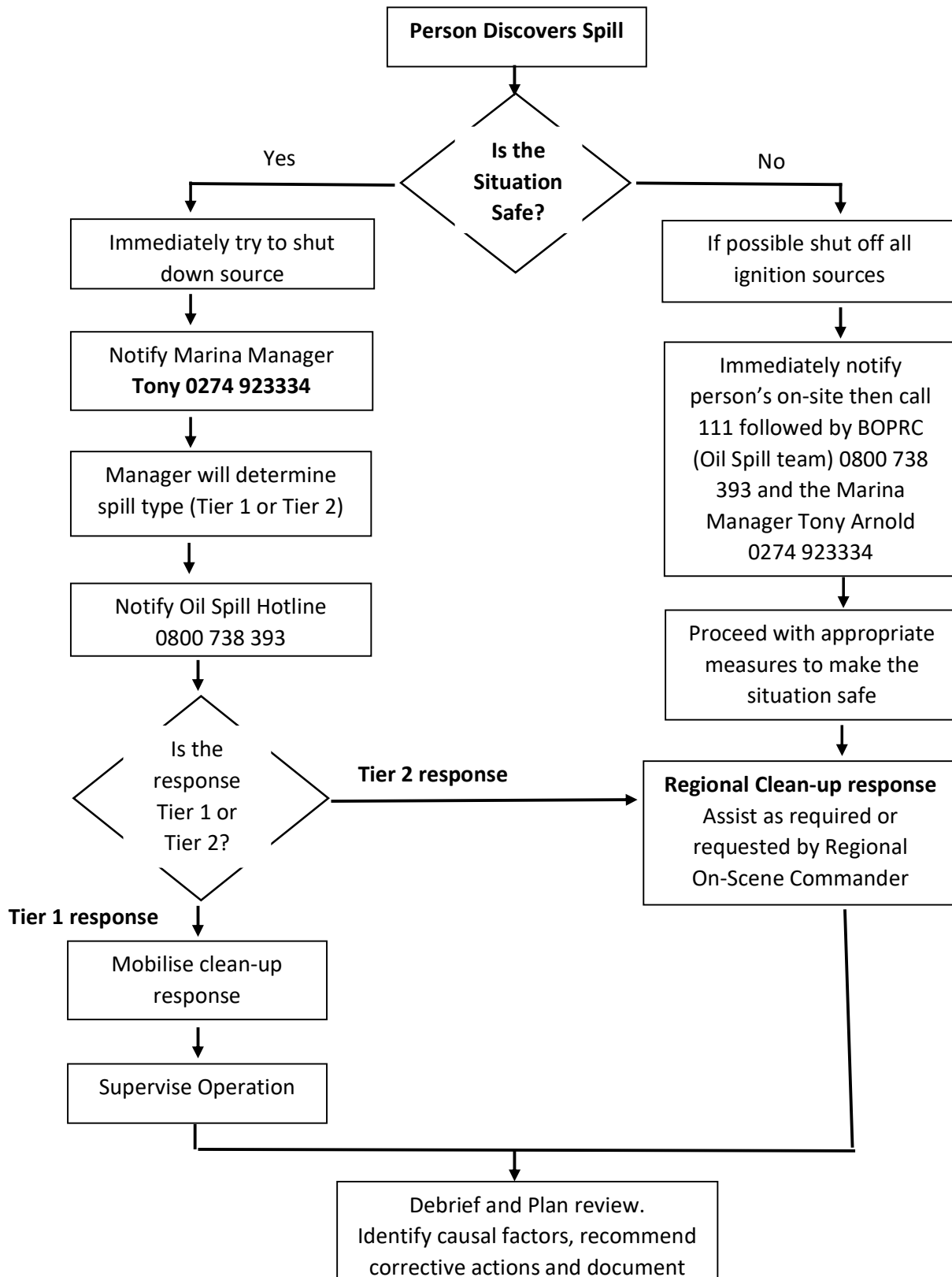
After Storm

11. Staff to assist in securing site and determine extent of damage.
12. Initiate a clean-up plan and strategy to make good.

Fuel & Oil Location & Holding Capacity

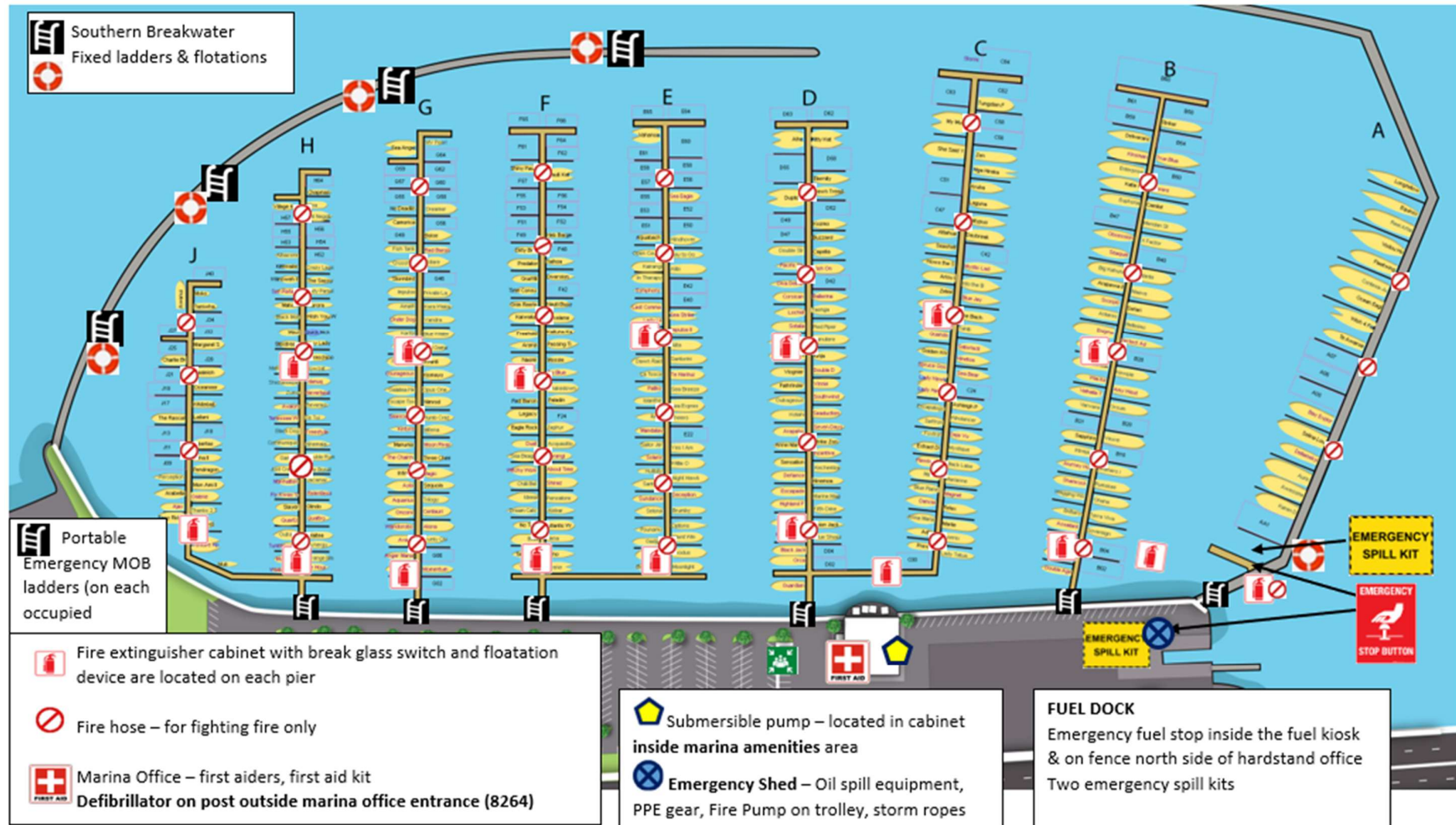
Container	Details (location and/or Description of tank number, Size or colour)	Capacity
Waste oil collection tank	Concrete igloo positioned at the North side of the marina building adjacent to the amenities door	Max 1,000 litres
Diesel bulk holding tank	Underground fibreglass double Tank located at the north eastern Side of the haulout dock in the Hardstand	Max 30,000 litres
Petrol 95 holding tank	Underground fibreglass double Tank located at the north eastern Side of the haulout dock in the hardstand	Max 20,000 litres

Spill Response Standard Operating Procedures



Emergency Equipment Location

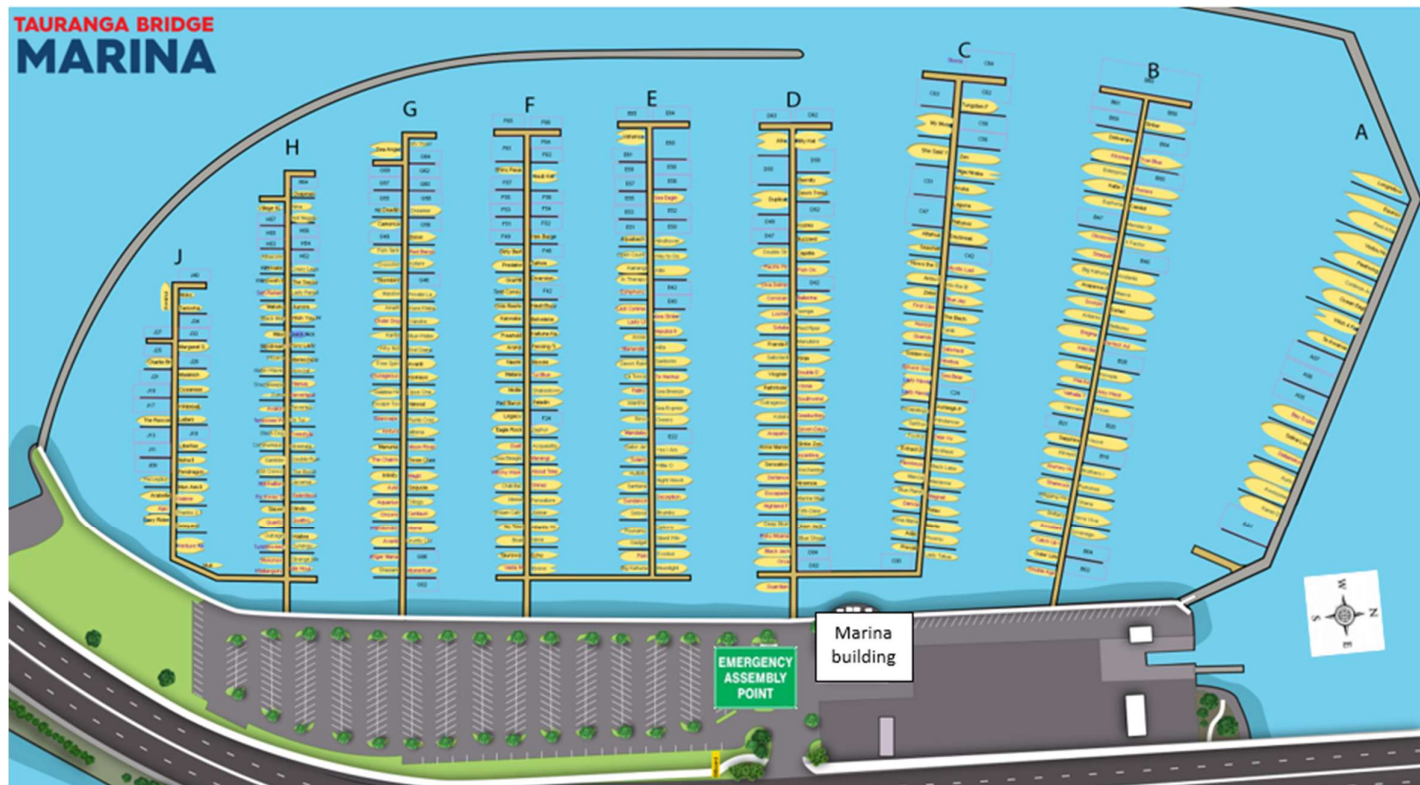
Firefighting and oil spill equipment is located around the marina. The emergency assembly point is located in the main carpark on the south side of the building.



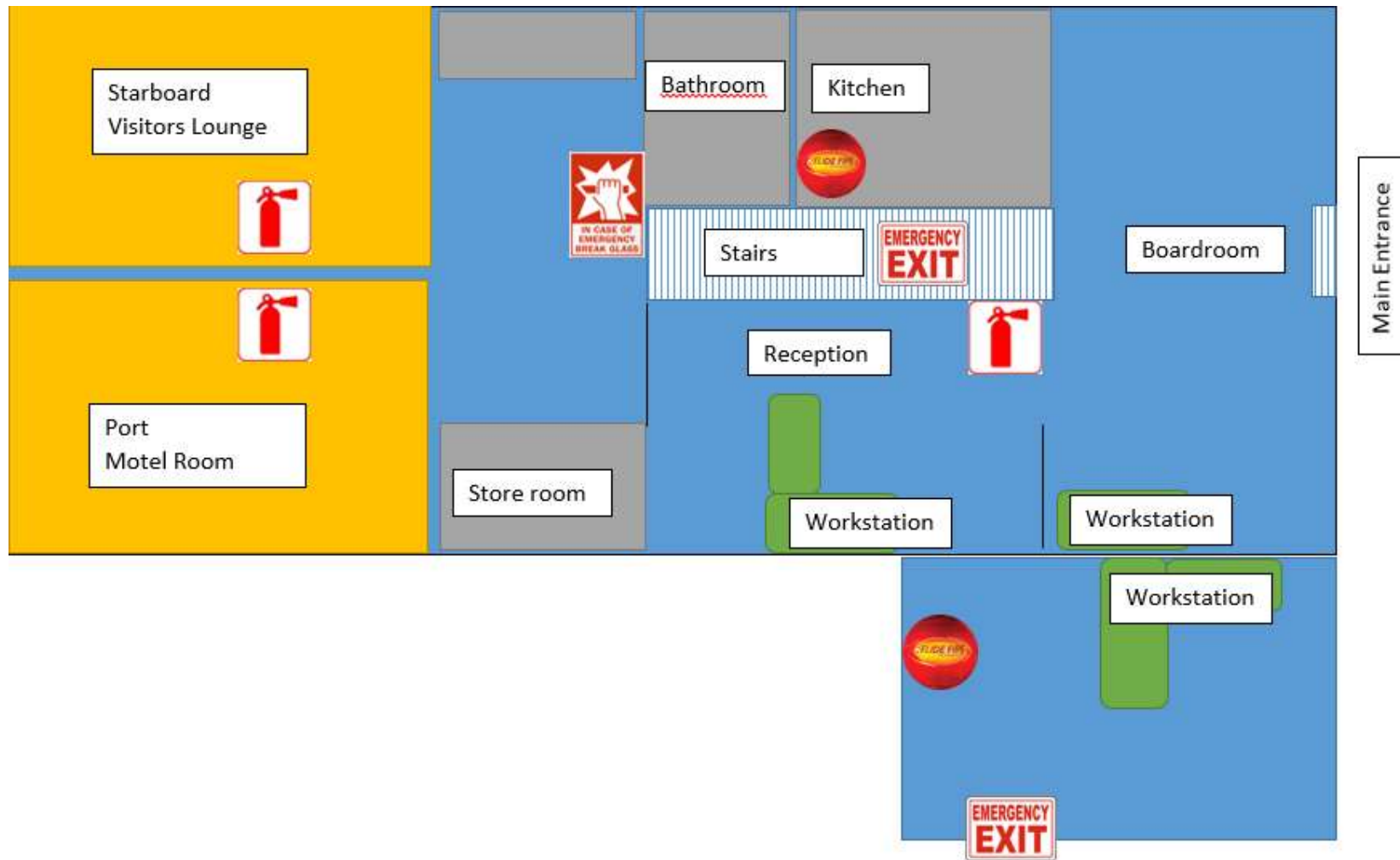
Location of Evacuation Point

The Emergency Assembly point is located at the first garden bed south of the marina building. It has been selected at this site to:

- ✓ Ensure personal safety
- ✓ Help in the evacuation; and
- ✓ Allow the warden to control and account for people



Location of Marina Office Fire Equipment



Location of Hardstand Emergency Points & Equipment

