

# PSSSPO108

## Respond to incidents and emergencies in ports



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### Overview

This standard covers the competence required to deal with incidents within a port environment. It is about undertaking an initial investigation into workplace incidents within ports, including near-misses, and referring those that require further exploration. It is also about managing the users of ports during an emergency understanding human behaviour in emergencies and managing passengers and/or other port users effectively. It is also about conducting operations in such a way as to minimise the risk of incidents within the port environment in the first place.

### Target Group

This standard applies to authorised Port Operations supervisors and first line managers with responsibility for responding to and preventing incidents and emergencies.

There are 5 elements in this standard:

1. Make initial investigations into incidents in ports
2. Manage ports users in an emergency
3. Respond to an incident within a port environment
4. Administer first aid
5. Ensure your team's actions aim to protect the port environment

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### Performance criteria

#### Make initial investigations into incidents in ports

*You must be able to:*

- P1 prepare any necessary documentation ahead of the initial investigation
- P2 ensure that everyone involved with the initial investigation understands its purpose and the steps required
- P3 gather all salient facts, recording these accurately
- P4 adopt communication methods and styles appropriate to people and the situation
- P5 listen, ask questions and clarify points to check mutual understanding
- P6 check the validity and reliability of information
- P7 identify and address any inconsistencies in the information gathered, recording where these cannot be resolved, setting out the reasons for the inconsistency and why these cannot be resolved
- P8 assess own findings, determining the level of seriousness of the incident and identify the consequent course of action
- P9 identify the basic and immediate causes of incidents
- P10 where appropriate, make reasoned suggestions regarding further investigative actions and possible improvements to working procedures to avoid repetition of the incident
- P11 record own suggestions and present these to the relevant person(s)
- P12 ensure that everyone involved with the initial investigation is updated regarding its outcomes
- P13 maintain accurate and up to date records of the investigation

#### Manage ports users in an emergency

*You must be able to:*

- P14 follow the organisation's procedures for responding to an emergency situation
- P15 ensure the emergency is reported immediately to the relevant persons, including where necessary, the relevant emergency services, identifying the nature and location of the emergency
- P16 ensure all necessary emergency shut down or isolation procedures are applied immediately
- P17 alert all people in the vicinity of the incident, clearing them from the area, and bar access to the area to non-essential personnel
- P18 communicate with port users, using the best means practicable and identifying and directing them to stay in, or move to designated safe areas
- P19 ensure any directions take into account the need to use correct escape routes, and to ensure that they are maintained free from obstructions and over-crowding
- P20 identify individuals requiring particular assistance and address their requirements appropriately

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- P21 locate and take account of port users and where necessary, follow the procedures to locate missing individuals
- P22 plan and organise the movement of port users to maintain safety as the highest priority and in line with organisational procedures
- P23 ensure that exits from safe areas are kept clear of obstruction at all times

### **Respond to an incident within a port environment**

*You must be able to:*

- P24 where necessary, raise the alarm and notify the relevant authority immediately upon becoming aware of an incident
- P25 establish the nature of the incident, assess the level of seriousness and action the correct procedures for dealing with the incident
- P26 where practicable, and where it is safe to do so, make contact with those at the source of the incident to contain it
- P27 where it is a pollution incident and where it is safe to do so, track the pollution and assess its likely effect upon the environment
- P28 identify and obtain, the appropriate equipment and materials required for dealing with the incident, confirming that these are in good working order before putting them into action
- P29 where necessary, report the incident to the relevant emergency services, identifying the nature and location of the incident
- P30 in the case of pollutants, arrange for the recovery of the pollutant using, where appropriate, relevant mechanical devices, within own limits of authority, and dispose of the pollutant safely
- P31 inform all relevant persons immediately of any operational changes, or delays, caused by the incident
- P32 ensure that the equipment used is cleaned and stored securely upon completion, with equipment stocks checked and replenished
- P33 identify any faulty or damaged equipment, and refer this for repair

### **Administer first aid**

*You must be able to:*

- P34 respond to the needs of casualties with minor injuries and illnesses through:
  - P34.1 checking the area for danger and responding accordingly
  - P34.2 reassuring the casualty and obtaining, where practicable, the history and symptoms of the injury/illness
  - P34.3 assessing the casualty and establishing the nature and extent of any injury
  - P34.4 applying first aid treatment appropriate to the type and severity of the condition
  - P34.5 calling for additional help, if necessary
  - P34.6 informing the casualty of the action taken and sources of further help and advice
- P35 respond to the needs of casualties with major injuries through:

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- P35.1 checking the area for danger and responding accordingly
- P35.2 reassuring the casualty and obtaining, where practicable, the history of the incident
- P35.3 assessing the extent and severity of the casualty's condition
- P35.4 placing the casualty in an appropriate position of rest
- P35.5 protecting the casualty from heat or cold
- P35.6 treating the casualty in accordance with current practice
- P35.7 complying with hygiene procedures and avoiding infection as much as practicable
- P35.8 controlling any bleeding by applying direct or indirect pressure and appropriate dressings or bandages
- P35.9 checking for and, where practicable, maintaining circulation beyond bandaging
- P35.10 immobilising and supporting injuries in line with current practice
- P35.11 calling promptly for additional help
- P36 respond to the needs of casualties with medical conditions through:
  - P36.1 checking the area for danger and responding accordingly
  - P36.2 reassuring the casualty and obtaining, where practicable, the history of the problem
  - P36.3 assessing the extent and the severity of the casualty's condition
  - P36.4 placing the casualty in an appropriate position of rest
  - P36.5 protecting the casualty from heat or cold
  - P36.6 complying with hygiene procedures as much as practicable
  - P36.7 treating the casualty in accordance with current practice
  - P36.8 calling for additional help promptly
- P37 respond to the needs of unconscious casualties through:
  - P37.1 checking the area for danger and responding accordingly
  - P37.2 checking the casualty's level of consciousness and breathing
  - P37.3 opening the casualty's airway by head tilt
  - P37.4 looking for and removing obvious obstructions in the mouth
  - P37.5 lifting the casualty's chin
  - P37.6 checking the casualty for injuries, if appropriate
  - P37.7 checking for the presence of any life-threatening conditions (severe bleeding)
  - P37.8 moving the casualty to the recovery position in line with current practice
  - P37.9 calling promptly for additional help
  - P37.10 monitoring the casualty's condition and noting any change
  - P37.11 reassuring the casualty throughout
- P38 perform cardio-pulmonary resuscitation (CPR) through:
  - P38.1 checking the area for danger and responding accordingly
  - P38.2 checking the casualty's level of consciousness
  - P38.3 opening the casualty's airway by tilting the head
  - P38.4 checking for breathing and removing any obstructions from their mouth

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- P38.5 lifting the casualty's chin
- P38.6 applying rescue breaths at the correct rate and depth
- P38.7 checking for signs of circulation
- P38.8 applying chest compressions in the correct position and at the correct rate and depth
- P38.9 continuing with affective rescue breaths and chest compressions in line with current practice
- P38.10 monitoring for returning circulation in line with current practice
- P38.11 calling promptly for additional help

### **Ensure your team's actions aim to protect the port environment**

*You must be able to:*

- P39 identify and address any working practices undertaken by own team which could cause harm to the environment
- P40 brief individuals and/or teams fully regarding their responsibilities in protecting the environment
- P41 check that team members understand the importance of protecting the environment and their associated responsibilities
- P42 monitor the activities of individuals and/or teams against the standards of performance expected in protecting the environment
- P43 provide constructive feedback on environmental protection performance
- P44 ensure that work is undertaken in line with relevant legislation, guidance and organisational procedures which relate to environmental impact
- P45 recognise any accidental damage to the environment and take action to minimise or rectify the damage
- P46 ensure that waste materials are disposed of safely
- P47 alert the relevant authority promptly, if encountering incidents of incorrect disposal of waste material
- P48 report and record all environmental incidents accurately to the appropriate persons and/or agencies
- P49 prioritise work to make the best use of time and resources
- P50 make information available to those who need it
- P51 recognise changes in circumstances and adjust plans and activities accordingly
- P52 seek opportunities to safely improve working procedures and practices
- P53 identify opportunities to encourage relevant people to maintain environmental good practice

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### Knowledge and understanding

*You need to know and understand:*

- K1 the legal responsibilities for maintaining own and others' health and safety in your workplace
- K2 the requirements placed upon the individual and the organisation by current legislation, directions and bye-laws related to workplace incidents and emergencies
- K3 current industry guidance, relating to workplace incidents and emergencies
- K4 own organisation's policies, procedures and working practices that relate to workplace incidents and emergencies
- K5 the principle types of hazard and risk associated with ports
- K6 the precautions appropriate for minimising the risks associated with ports
- K7 how to wear, use and maintain personal protective equipment, relevant to port operations and to incidents and emergencies
- K8 how to locate, use and maintain the principle types of safety and incident response equipment in the port
- K9 the location of and how to operate alarm systems
- K10 procedures for contacting the emergency services
- K11 the location of the approved escape routes and assembly points
- K12 own responsibilities for reporting accidents and emergencies
- K13 the limits of own responsibilities when involved in incidents, emergencies
- K14 roles and responsibilities of others during incidents and emergencies
- K15 personal responsibility for being alert to, responding to and reporting incidents and emergencies
- K16 own capabilities and responsibilities and scope of own job role with regard to investigations and protecting the port environment
- K17 the organisation structure and lines of communication
- K18 the person(s) to whom health safety and security matters should be referred
- K19 effective interviewing techniques relevant to conducting initial investigations of incidents
- K20 the statutory and own organisation requirements with regard to the confidentiality of reports and information
- K21 the work areas and job roles where the investigation is to be carried out
- K22 different leadership and communication styles and circumstances appropriate to their use
- K23 the typical human response to the first phase of an emergency, including the factors affecting crowd dynamics and decision making, and the impact of stress
- K24 the problems associated with managing large numbers of people, including communication, movement and responsibility, and techniques for overcoming such problems

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- K25 how to recognise the impact of stress on individual and group behaviour, and techniques for managing this
- K26 the scope of all relevant emergency plans and their impact upon emergency procedures
- K27 how to locate missing persons
- K28 when and how to move incapacitated or injured passengers
- K29 how to return to normal operations or hand over to another competent and responsible authority
- K30 the limitations and risks associated with applying first aid to others
- K31 how to recognise and respond to local danger and risks when dealing with casualties
- K32 how to check for signs of life and for life-threatening conditions
- K33 how to manage an unconscious casualty and the main causes of unconsciousness
- K34 how to detect an obstructed airway and the methods of clearing obstructions
- K35 methods of CPR and how to use these correctly
- K36 the precautions to be taken when performing CPR
- K37 how to recognise and assess the severity and extent of injuries
- K38 the methods for controlling bleeding
- K39 the signs and symptoms of shock
- K40 the main different types of wounds and their treatment
- K41 the main safety considerations when dealing with burns and scalds
- K42 how to recognise and treat sprains, strains and fractures
- K43 the correct treatments for hypothermia, frostbite, heat-stroke and heat exhaustion
- K44 the types of environmental damage might occur at a port, what severity of impact might they have and what corrective actions would need to be taken
- K45 the methods for minimizing environmental damage in own area of operations
- K46 the suitable materials and equipment, given the nature and location of the work activity and its potential impact on the environment
- K47 how to use tools and materials to minimize environmental damage
- K48 the safe and approved methods of waste disposal
- K49 environmental good practice
- K50 how to assess and prioritise activities which have the greatest potential environmental impact
- K51 the methods for reducing impact upon the port environment, including: energy efficiency, oil recycling and waste reduction
- K52 who to report environmental incidents to

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### Additional Information

#### External Links

This standard is applicable to undertaking initial investigations into incidents in ports, managing port users in an emergency, responding to incidents, administering first aid and protecting the port environment

The performance criteria, knowledge and understanding requirements are related to the individual's own organisation, job role and area of operations. This includes but is not limited to the individual's immediate place of work. It extends to areas, operations and persons that may be impacted upon by the individual's activity in the workplace.

The performance criteria, knowledge and understanding requirements are specific to the: regulations, industry and other guidance recognised by the individual's employer, employing organisation's objectives, policies, procedures, and working practices; that relate to the elements covered in this standard.

The performance criteria, knowledge and understanding requirements are specific to the individual's own level of authority and responsibility.

Ports and the activities which take place there vary. Employers and any other duty holders must comply with the legal duties imposed on them by health and safety legislation, including the Health and Safety at Work Act 1974. This will also involve careful and continuing risk assessments to enable duty holders to plan, implement, manage and review policies and procedures which address the risks associated with the conduct of their business. The statutory duty of the employee to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to cooperate with the employer with regard to the employer's health and safety duties, are an essential part of this standard.



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**Developed by** Port Skills and Safety

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**Version number** 2

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**Date approved** February 2013

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**Indicative review date** February 2016

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**Validity** Current

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**Status** Original

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**Originating organisation** Skills for Logistics

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**Original URN** PSSSPO108

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**Relevant occupations** Supervision of Ports

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**Suite** Supervision of Port Operations

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**Key words** Supervision of port operations; port security operations; port safety; ports; vessels