**NOS PSS SPO108 Respond to incidents and emergencies in ports**

# Unit PSS SPO108.2 Manage port users in an emergency (SQA Unit Code-H79A 04)

## Performance Criteria

### You must be able to

**Manage port users in an emergency**

1. follow the organisation's procedures for responding to an emergency situation
2. 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
3. ensure all necessary emergency shut down or isolation procedures are applied immediately
4. alert all people in the vicinity of the incident, clearing them from the area, and bar access to the area to non-essential personnel
5. communicate with port users promptly, using the best means practicable and identifying and directing them to stay in, or move to designated safe areas
6. 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
7. identify individuals requiring particular assistance and address their requirements appropriately
8. locate and take account of port users and where necessary, follow the  procedures to locate missing individuals
9. plan and organise the movement of port users to maintain safety as the highest priority and in line with organisational procedures
10. ensure that exits from safe areas are kept clear of obstruction at all times

## Knowledge and understanding

### You need to know and understand

1. the legal responsibilities for maintaining own and others' health and safety in your workplace
2. the requirements placed upon the individual and the organisation by current legislation, directions and bye-laws related to workplace incidents and emergencies
3. current industry guidance, relating to workplace incidents and emergencies
4. own organisation's policies, procedures and working practices that relate to workplace incidents and emergencies
5. the principle types of hazard and risk associated with ports
6. the precautions appropriate for minimising the risks associated with ports
7. how to correctly wear, use and maintain personal protective equipment, relevant to port operations and to incidents and emergencies
8. how to locate, correctly use and maintain the principle types of safety and incident response equipment in the port
9. the location of and how to operate alarm systems
10. procedures for contacting the emergency services

## Unit PSS SPO108.2 Manage port users in an emergency (SQA Unit Code-H79A 04)

11. the location of the approved escape routes and assembly points
12. own responsibilities for reporting accidents and emergencies
13. the limits of own responsibilities when involved in incidents, emergencies
14. roles and responsibilities of others during incidents and emergencies
15. personal responsibility for being alert to, responding to and reporting incidents and emergencies
16. the organisation structure and lines of communication
17. the person(s) to whom health safety and security matters should be referred
18. 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
19. the problems associated with managing large numbers of people, including communication, movement and responsibility, and techniques for overcoming such problems
20. how to recognise the impact of stress on individual and group behaviour, and techniques for managing this
21. the scope of all relevant emergency plans and their impact upon emergency procedures
22. how to  locating missing persons
23. when and how to move incapacitated or injured passengers
24. how to returning to normal operations or hand over to another competent and responsible authority

### Additional Information

This standard is applicable to managing port users in an emergency and links to undertaking initial investigations into incidents in ports, 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

## Unit PSS SPO108.2 Manage port users in an emergency (SQA Unit Code-H79A 04)

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.