



MARITIME OPERATOR SAFETY SYSTEM

OPERATIONAL POLICIES AND PROCEDURES (SOPS)

NORTH SHORE RESCUE

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12.1 Introduction

Purpose

The purpose of this document is to provide a common standard for Coastguard Operations within the HOPSCOM Area of Operation (CNR specific policy 'Italicized' for clarity and current as at 30.04.09) and Coastguard North Shore with specific attention to:

- i) Operating and Training Standards;
- ii) Relevant policy and Procedure;
- iii) Safety;

Safety

Overriding all procedures outlined herein is the paramount concern for the safety of all personnel involved in Coastguard operations.

In this light, never be afraid to stand yourself or your vessel down if in your opinion the situation is beyond the capabilities of your vessel/equipment, your experience, or your crew are likely to be exposed to undue risk.

CRV's are frequently out in weather and situations which would keep 'normal' prudent boaties at home – it is not unsafe so much as cold and uncomfortable. Until your experience grows, pace yourself according to your abilities and those of your crew.

Crew information to be passed to CNR at all times the vessel is on the water.

Skippers Discretion

It is acknowledged that these rules cannot cover every situation, and that all actions taken on the water by their nature remain at the discretion of the skipper. Every effort to conform to these Procedures should be made, and any known breaches recorded on the Day sheet.

12.2 Volunteers

Crewperson

To be considered and acknowledged by Coastguard North Shore as a crewperson or skipper, a person shall be;

- i) A member of Coastguard North Shore as defined in the Constitution.
- ii) Aged 16 years or over, but acceptance on the grounds of being this age will not automatically apply – it will be at the discretion of Coastguard North Shore.
- iii) Bound by and agree to accept the Constitution, Rules and Regulations of Coastguard North Shore, CNR and the Royal New Zealand Coastguard Federation.
- iv) Bound by and accept the terms of the non-disclosure agreement concerning all Coastguard operations and all matters relating to Coastguard operations and/or communications.

Minimum Qualifications

Before actively participating in activities aboard a CRV, crew persons shall qualify as (at least) Trainee Crew, as defined in the CNR training matrix.

All crew must hold;

- i) A day skipper or higher (or equivalent qualification).
- ii) First Aid Certificate as approved by HOPSCOM.

- iii) VHF Operators Certificate.

All qualifications must be maintained as current and valid.

Training/Crew progression

The National SAR Training matrix requires 'unit sign off' as a crew member graduates to each 'level' (ie Trainee Crew, Operational Crew, Senior Crew etc).

The graduation must be completed in the order specified. If a crew member does not complete a requirement, the crew member may not proceed further until such time as the issue has been remedied.

- i) To qualify as a 'Trainee Crew Member', an individual must;
 - a) Complete and pass training as defined in the SAR training matrix.

- ii) To qualify as an 'Operational Crew Member' an individual must;
 - a) Complete all requirements of the SAR training matrix; and
 - b) Completed the CGNS 'Operational Assessment'; and
 - c) Be approved by the Crew Master; and
 - d) Be approved by the Training Officer.

- iii) To qualify as a 'Senior Crew Member' an individual must;
 - a) Complete all requirements of the SAR training matrix; and
 - b) Completed the CGNS 'Senior Crew Assessment'; and
 - c) Be approved by the Crew Master; and
 - d) Be approved by the Training Officer.

- iv) To qualify for training in preparation for a COC examination, an individual must;
 - a) Complete all requirements of the SAR training matrix; and
 - b) Be approved, by unanimous consent, at a Skippers meeting; and
 - c) Be approved by the Training Officer; and
 - d) Be approved by the Coastguard North Shore Committee.

- v) To qualify as a Master/Senior Master of the North Shore Coastguard vessel, an individual must;
 - a) Be approved, by unanimous consent, at a Skippers meeting; and
 - b) Be approved by the Training Officer; and
 - c) Be approved by the Coastguard North Shore Committee; and
 - d) Attain a Coastguard Certificate of Competency as a Master/Senior Master of a Coastguard Rescue Vessel.

In Water Survivability

As a minimum, all crew must be able to demonstrate competent use of the issued Personal Floatation Device (PFD).

Crew must be able to enter the water wearing the PFD, correctly demonstrate its use, and remain in the water for 10 minutes.

This will be assessed practically on an annual basis by the Coastguard North Shore Safety Officer.

Behavior whilst wearing Coastguard Insignia

Coastguard North Shore personnel, whilst wearing Coastguard Insignia, or in any way identifiable as a representative of Coastguard, shall behave in a manner befitting of the organisation.

As an organisation, Coastguard has a long and proud history.

Coastguard Insignia and Uniforms should be worn with pride, and in a manner projecting the best possible image of the organisation.

Requirements of a Skipper

All Skipper Requirements listed herein are in addition to the requirements for crewmembers.

To be considered as a Skipper, a person must hold a current Coastguard Certificate of Competency as either;

- i) Master of a Coastguard Search and Rescue Vessel; or
- ii) Senior Master of a Coastguard Search and Rescue Vessel.

A Skipper is at all times responsible for the safety, actions and behavior of all persons on board the Coastguard Rescue Vessel or under his/her command.

A Skipper must ensure that the vessel being operated is in a seaworthy and presentable condition, and is suitably equipped as per the equipment schedule (Appendix A1).

Should the vessel be involved in an incident requiring an external investigation, then the Skipper in charge at the time will stand aside from any on water duties until completion of the investigation.

12.3 Operational Procedures

Crew Manning Levels

Whilst Operational the vessel must be crewed to a level meeting or exceeding the following for Coastguard Duty/Incidents, unless expressly approved otherwise by the Coastguard Duty Controller.

Skipper plus two (2) 'Operational' crew as defined in the SAR training matrix.

During Delivery Voyage:

The purpose of this clause is to detail requirements and procedures for delivery voyages. Delivery voyages will primarily be undertaken to transport the vessel, by water, to and from a convenient location to undertake repairs or services.

These requirements are in place with the objective of reducing, to a minimum, the required crewing level for the vessel to be delivered to and from servicing and are not to be invoked for normal operations.

The vessel may be crewed by a single CGNS Master, without supporting crew or passengers, provided that the following are observed:

- I. The CGNS Crewmaster plus at least one CGNS Master must be aware of and approve the voyage.
- II. One of the above persons is to remain on land for the entire duration of the voyage.
- III. The Crewmaster and the Master involved must remain in contact (by phone, or VHF) at all times during the voyage. Launch and arrival times must be communicated by the Master to the land-based person immediately.

- IV. The Crewmaster and the Skipper involved must be in agreement as to the suitability of conditions before the vessel is launched. If any doubt exists around the conditions, normal crew levels shall apply.
- V. Trip Reports and Running Sheets must include the fact that the vessel is on a delivery voyage and is non-operational. Trip Reports are to clearly communicate voyage departure and anticipated arrival times.
- VI. The vessel must be taken to and from the destination by the most direct route.
- VII. A maximum speed of 30 knots must be observed

Personal Floating Devices (PFDs) and Safety

PFDs must be worn by all crew at all times when operating the vessel.

Impact Vests, Personal Strobes and EPIRBS must be worn when operating in the hours of darkness, adverse weather conditions and at all other times at the discretion of the Skipper.

All crew must wear fully enclosed footwear, no open toes/heels, no high heels.

Appropriate clothing to be worn at all times (no Denim).

Fatigue

Coastguard North Shore is a volunteer organisation which carries out regular duty days normally occurring during a weekend (Saturday/Sunday) and on public holidays. Coastguard North Shore is also a 24 hour, 7 day a week emergency response organisation, which means its vessel crews are required to man its vessel outside of normal hours.

Due to the demands to carry out duty days which would normally be a rest day for many and also to respond to call outs Coastguard North Shore has prepared this document as a guideline for all crew and skippers to help them understand Fatigue.

If you are suffering from fatigue you may not be able to do your work properly and safely. Sometimes people do not actually realize that they are fatigued.

Fatigue happens when people

- Don't get enough sleep
- Work very hard, either physically or mentally, and don't have time to recover from the work
- Work when the body is programmed to sleep (e.g. in the middle of the night)
- Can't sleep when they have the chance
- Have poor quality sleep (e.g. sleep might be interrupted, too hot, too cold)

Most people need 7 – 8 hours of sleep a night to be fully rested. Most (but not all) can get by on 6 hours of unbroken sleep a night for a few nights until the pressure for sleep increases to dangerous levels.

With less than 6 hours sleep a night the pressure for sleep increases rapidly. The risk of falling asleep or making a mistake increases rapidly and needs to be managed. With lack of sleep the brain takes "micro sleeps", turning itself off from the outside world for a short time (people who are asleep on their feet). Eventually this will turn into continuous sleep.

Is fatigue a significant hazard on a Coastguard North Shore Vessel?

Fatigue is likely to be an issue at some point on every Coastguard vessel because of the sort of work being done, - hard, physical and sometimes monotonous. If the answer to any of the following questions is yes, fatigue is likely to be a significant hazard on our vessel.

- Does anyone on this vessel have a normal work job.
- Is the work day usually 8 hours
- Is it a demanding environment
- Are work demands unpredictable
- Is working on a Coastguard vessel constantly physical or mentally demanding

- Do crew working on the boat say they are tired a lot or at particular times of the duty day/call out
- Does the crew report feeling excessively tired, or have health problems that effect their sleep

The use of alcohol and drugs can also lead to people falling asleep or becoming fatigues when they normally wouldn't.

Skippers:

How can I tell if someone is fatigued?

Someone who is fatigued won't always look or feel fatigues, particularly if they have come off a "high", such as on a call out or a rescue during a duty day. It sometimes helps to think about the amount of sleep a person had recently, what kind of work they do. This history helps to identify if someone is at risk of being fatigued.

People who are fatigued might:

- Be very irritable (more than usual)
- Be uncommunicative, or unclear when they talk
- Forget things quickly, like something you've just told them or how to do something they know how to do
- Be unable to stay focused on a task
- Be preoccupied with parts of a problem, missing warning signs and losing "the big picture"
- Cut corners to get the job finished
- Take unusual risks
- Poor judgment of distance, speed and/or time
- Have slow reactions to things that happen, or people talking to them
- Slurred or muddled speech
- Clumsiness
- Be obviously asleep

Legal Requirements

Fatigue is a hazard under the HSE Act.

Vessels in MOSS have to take all practicable steps to manage fatigue as a hazard.

Maritime New Zealand will be requiring every vessel operator to develop and have approved a Fatigue Management Plan as part of the MOSS Manual, where fatigue is a significant hazard.

As Coastguard North Shore crews its vessel from a volunteer crew on weekends/public holidays and on call outs, with the crew also carrying out normal day jobs "fatigue" is seen as a significant hazard.

Coastguard North Shore Fatigue Plan

Skippers

- At the start of each duty day/call out review requirements under "Fit for Duty" SOP (record on day sheet any concerns).
- Assess the duration of the day/call out and ascertain whether a crew changeover may be required (record on day sheet).
- Regularly review the status of all crew (record on day sheet any concerns).
- Ensure every crew member has their day bag with them.

Crew

- Refer to "Fit for Duty" SOP
- Advise the skipper of any change to your health state during the duty day/call out (record on day sheet)

Crew Master

- Review and record all comments from day records into formal record.

- Record to be kept for every crew person
- Discuss fatigue as part of regular training
- Review with skippers and crew every three months the policy and update as required. Record minutes from each meeting.

Fitness for Duty/Call Out

Coastguard North Shore is a volunteer organisation which carries out regular duty days normally occurring during a weekend (Saturday/Sunday) and on public holidays. Coastguard North Shore is also a 24 hour, 7 day a week emergency response organization, which means its vessel crews are required to man its vessel outside of normal hours.

Due to the demands to carry out duty days which would normally be a rest day for many and also to respond to call outs Coastguard North Shore has prepared this document as a guideline for all crew and skippers to help them understand their obligations in declaring themselves fit for duty.

Are you fit for duty/call out.

The following things can effect your ability to carry out a duty day or call out.

- If you are tired or haven't had enough sleep
- If you are under the influence of drugs or alcohol
- If you are ill or drowsy
- If you are stressed
- If you have concerns that distract you from the task

A person may not be fit for duty or call out if they are:

- More irritable or bad tempered than normal
- Anxious
- Bored, lethargic
- Lacking energy

If you do not think you are able to do your duty day or call out effectively, you need to tell the skipper.

Legal requirements

The Maritime Rules Part 31 require procedures and systems to be put in place by organizations operating Vessels under survey to ensure its Skippers are fit for duty. It also requires crew members to consider if they are fit for duty.

For Skippers:

- Often the first time you can assess that a crew person is fit or unfit for duty/call out is when they appear for duty/call out. As you discuss the duty day/call out, watch for any signs of stress, uncertainty or fatigue. If you think any person is unfit for duty you must tactfully ask the individual to confirm their ability to perform their duties and if need be stand them down from the duty day or call out.
- Keep the vessel free from alcohol and drugs.
- After busy periods make sure you take the time to talk informally and casually to the crew and attempt to assess "how they are handling" the pressure.
- Ensure any concerns are logged in the day sheet.

For crew:

- Ensure you communicate to the skipper at the start of each duty day/call out and advise him if you have been drinking, taking of any drugs (including party drugs), on medication or have worked/partied for extended hours which may effect your ability to carry out your duty.
- During your duty day/call out communicate to your skipper if you have any concerns over your well being.

Pager Policy

North Shore Rescue is available for pager callout on a 24/7/365 basis. We pride ourselves on a rapid, highly effective response to assist those in need on the water (we aim to launch within 12-15 minutes of pager callout). Callout response is a large part of Coastguard workload. Accepting a pager (i.e. becoming a member of the callout crew) brings a heightened level of commitment and responsibility to the group.

All CGNS pagers remain the property of Coastguard North Shore at all times and must be returned immediately on request.

CGNS Pagers are controlled by the Crew Master, in consultation with the Skippers and Committee.

Distribution of pagers is based on many factors, including but not limited to;

- i) Availability for day/night callouts.
- ii) Crew level and experience.
- iii) Proximity to boatshed.
- iv) Willingness to respond.

Common Pager Messages

- i) Pager Test

Weekly pager test message, Crew Master responds.

If you do not receive this on a Monday morning, contact the Crew Master after 0900 and advise.

- ii) Boat Callout

Non-urgent boat callout – respond to the shed and advise the Crew Master you are responding.

- iii) Urgent Boat Callout

Urgent boat callout – Distress/potential distress

Respond to the shed urgently and advise the Crew Master you are responding.

Expectations

- i) Murphy's Law dictates that the pager will invariably go off at the most inopportune moments (during dinner/at 3.00am etc). People in trouble don't operate on a schedule, and we are there to help them.

By accepting a pager you accept this fact.

- ii) It is expected that if you can respond, you will. This is most important in urgent callout situations.
- iii) Even if you are unavailable to crew the vessel, you may be able to launch the vessel, freeing up another responding crew member from tractor duties.
- iv) As a volunteer organisation we can only 'do our best', pagers are distributed in such a way as to maximise callout response capacity. All that to say while you agree to respond if you can, it is accepted that you cannot always make it.
- v) **Safety is the first priority, Coastguard operations and callouts gives no dispensation for breaking road rules. Travel safely and within the law at all times.**
- vi) **Be aware of legislation prohibiting the use of Mobile Telephones while driving.**

Responding to Callouts

Responding Skipper(s) and crew to call the Crew Master to advise they are responding between 0700-2200hrs.

Crew Master to contact CNR and obtain basic information as to the nature of the Callout and advise responding Skipper. Between the hours 2200-0700 responding Skipper to contact CNR from the shed.

Once on the water additional information to be obtained via VHF.

Operational Command

Coastguard vessels operating in the Hauraki Gulf on all duties and/or incidents shall be under the operational command of the Coastguard SAR Controller.

The line of command is from the Coastguard Duty SAR Controller to the Skipper, via the Duty Officer and CNR Communications. The operational responsibility of the vessel is to the Coastguard Duty SAR Controller via CNR Communications.

All incidents in the Auckland Police District shall be managed from RHQ in CNR Communications at MRC, and all Coastguard resources involved shall be under the operational command of the Coastguard Duty SAR Controller or his/her deputy.

Where a Scene Commander is appointed, the line of command alters to be from the Coastguard Duty SAR Controller to other Skippers, via the Scene Commander. The operational responsibility is likewise altered.

Incidents

Tasking for all non-Distress/Urgent incidents is the responsibility of the Duty Officer/Coastguard Duty SAR Controller, and will be in line with the CNR Tasking Policy. Tasking information will be passed to the responding resource(s) so as to be audible to all on water Coastguard resources.

On receipt of a Distress or Urgency call (MAYDAY/PAN PAN), vessels within a reasonable response range must immediately get underway to the scene and

- i) alert CNR Communications that they are responding ; and
- ii) provide an ETA; and
- iii) pass any other appropriate details.

Following the initial Distress or Urgency response, the Coastguard Duty SAR Controller, via the Duty Officer, will stand down vessels not required.

Communications during incidents require specific procedures. To emphasise – brevity, clarity and professionalism are essential.

On arrival at the scene of an incident

- i) Advise CNR Communications that you are on scene.
- ii) Make an initial assessment.
- iii) Contact CNR Communications with a SITREP.
- iv) Maintain regular SITREP contact with CNR Communications (guideline at least once every 15 minutes where appropriate).

It is the responsibility of the CNR Duty Officer to ensure that Incident Numbers are provided on the completion of incident involvement. Requests for Incident Numbers may not be passed on VHF Channels – Discrete communications (UHF/Telephone) should be used if required.

Any queries, unusual aspects or concerns relating to the conduct or an incident from any party must be referred directly to the Coastguard Duty SAR Controller for immediate discussion and/or evaluation.

Scene Command

The Scene Commander is an individual appointed by the Coastguard Duty SAR Controller and must be a suitably qualified person to direct and control the SAR activity at the scene of an incident.

Critical Incident Stress Management

In the event that any Volunteer experiences a duty incident where death/severe injury occurs, counseling will be made available in keeping with the CNR Critical Stress Management policy.

Positioning

Hauraki Gulf Duty vessels will in general be positioned according to operational requirements and so as to provide the best SAR coverage of the Operational Area.

Duty vessels should position themselves to be within 20 minutes travel time of Islington Bay, Coastguard Bay or the AMRC (given prevailing conditions).

Positioning is at the discretion of the Skipper, though the Coastguard Duty Controller may request repositioning of resources should he/she consider a more effective separation would provide better and more adequate response coverage.

Visitor Policy

Non-CGNS crew may be carried at the discretion of the Skipper.

Related Services Crew may participate as crew at the discretion of the Skipper. Visitor participation must be managed carefully – the visitors may not participate in operational activity without the specific consent of the Skipper.

All non-CGNS crew must receive a visitor induction (Policy as per SSM) on board the Rescue Vessel. With consideration to a potential 'urgency' situation arising the Skipper will need to assess the dropping off of the visitors at a safe haven or having them remain on board but not participating in the operational activity. The Visitor Induction Log must be signed by all prior to departure.

All non-CGNS crew presence on the Rescue Vessel must be noted on the 'Daily Running Sheet'.

Non-CGNS crew may not be counted towards manning crew requirements for any activity.

Operational capacity may be limited during periods of high Visitor presence onboard the vessel. This decision is at the discretion of the Skipper, in consultation with the CGNS Crew Master.

All Visitors must wear fully enclosed footwear, no open toes/heel, no high heels.

Vessel Start up Checks

It is the Skippers responsibility to ensure that the following procedures are completed every time the vessel is used for training or operation.

- i) Make a visual inspection of the RV, checking for any obvious damage that may effect the RV's operation.
- ii) Should you detect and damage that could effect the safety of the crew or the RV's operation during the immediate planned use, you should cancel the planned use and report your findings to the Crew Master who will contact the Safety Officer and Maintenance Officer.
- iii) Carry out visual inspection of engines and associated running gear, eg steering arms, mounting brackets, cables, fuel lines, propellers etc.
- iv) Switch on main battery isolators.

- v) Check fuel status on daily log and fuel computer.
- vi) Check all instrumentation and electronics (turn on Navigation lights if required) are working including radios.
- vii) Check all gear is securely stowed, forepeak, cabin and lockers, cockpit.
- viii) Check cabin hatch clips in the closed position.
- ix) Check fore and aft mooring lines are in place and ready for use, all other ropes stowed correctly.
- x) Check aerials, radar platform and light pole are secure.
- xi) Check that your crew and their equipment are ready.
- xii) Contact CNR Communications via VHF with intended movements, or if responding to a callout, ask for details of the incident.
- xiii) Crew List to be sent to CNR via shed fax machine.

Vessel Post Operation Checks

It is the Skippers responsibility to ensure that the following procedures are completed at the end of vessel operation.

- i) Close down radio watch (ch 80/16) and advise Coastguard Communications that the unit is reverting back to pager system,
- ii) Place completed running sheets (fuel receipts stapled to back) and incident (after faxing to CNR) sheets in the box on the wall for collection by the Crew Master. Begin new daily log noting fuel status and engine hours.
- iii) Wash and clean RV/Trailer/Tractor, squeegee dry exterior windows, ensure engines are dried off.
- iv) Carry out engine flushing routine.
- v) Leave RV in full readiness for urgent use;
 - a) Forepeak, cabin, lockers and cockpit clear and gear stowed securely.
 - b) Daily log and white board left on Navigators console.
 - c) Crew PFDs left over hand grips on the back of the back rests.
 - d) Night box left on top of the fire pump box with clips open.
 - e) All hatches left open to allow air circulation/ventilation.
 - f) Rear cabin cover and dehumidifier put on during winter period.
- vi) Stow RV in shed, turn off lights, secure main roller door and set 'alarm system'.
- vii) Return tractor back to its own shed and secure.
- viii) Page 'boat back in shed' if a page for a 'tractor driver' is not sent prior (only during the hours 0700-2100).

Launch Procedure - Callout

This procedure applies from arrival at the boat shed to RV launch, the first competent crew member assumes role (1), the second role (2) and so on. These crew will usually join the callout crew, but not necessarily (amend as necessary for normal launching).

Role (1) Open boat/tractor shed doors. Activate lights as appropriate.

- i) Vessel Check and preparation.
- ii) Remove aft cover and dehumidifier if present.
- iii) Disconnect and remove battery charger if present.
- iv) Power on all batteries at the main isolators.
- v) Trim engines to safe pull out position (up).
- vi) Power on all electronic navigation aids radios etc.
- vii) Confirm presence of all safety and SAR equipment.
- viii) Note whiteboard for relevant operational/maintenance notes.

Roles (2) Tractor hook up/pull out.

- i) In accordance with tractor safe-use guidelines, connect tractor to vessel trailer.
- ii) Once safe, remove/coordinate removal of chocks.
- iii) Confirm with (1) readiness for vessel pull-out.
- iv) Pull vessel out to rigging area for final preparation.
- v) Hand over to nominated launch driver as appropriate.

Role (3), (4) Provide assistance under direction (1), (2) and/or attending Skipper.

Vessel Skipper to confirm vessel readiness for operation.

- i) All crew personal preparation for Operations.
- ii) IM SAFE (fatigue and fit for duty review)
- iii) Stow equipment (grab bags, wet weather gear) etc.
- iv) Equip crew with condition-appropriate personal safety equipment (eg jacket, PFD, Strobes, EPIRBs etc).
- v) Skipper to brief crew and tractor driver on launch procedure (esp. in rough conditions).
- vi) Skipper to conduct final bow-stern visual sweep for correct stowage, hazards.

Tractor Driving

Only crew with a full New Zealand Class 1 licence and who have submitted a copy of their licence to the Crew Master are eligible to drive the tractor on the ramp, in the rigging area and on the beach.

Only crew with Class 2 and 4 licences can drive the tractor on the road.

The tractor driver must have completed the unit 'tractor driving' practical and is responsible to ensure the trailer hitch coupling is secure and will not come undone during launching or retrieving. Should any crew be outside the bounds of the cabin (on pontoons or roof), the tractor is to be stopped until the crew return to the cabin (this applies to 'urgent' call outs as well).

Launching

- i) Survey the ramp and beach condition to determine the best/safest option of launch.
- ii) Check trailer hitch coupling is secure.
- iii) Check hydraulic lift lever is at 3.5 to the forward edge of the lever.
- iv) Gear ratio is to be selected as per the 'gearing' paragraph below.
- v) Hazard lights to be on at all time the tractor is moving (turn off for boat retrieval to preserve crew night vision)
- vi) If necessary a safety walker is to be used.

Retrieving

- i) Survey the ramp and beach condition to determine the best/safest option of retrieve.
- ii) Check the trailer hitch coupling is secure.
- iii) Gear ratio is to be selected as per the 'gearing' paragraph below.
- iv) Hazard lights to be on at all time the tractor is moving.
- v) Weather conditions may require a rolling retrieval, if this is required and you are not confident in your ability to carry out the maneuver then call out another driver.
- vi) A maximum of three persons may be on the vessel while being towed up or down the launching ramp – any others are to walk next to the trailer at this time. The trailer must be stopped on the beach near the water to allow persons in excess of three to climb onto or off the vessel.

Gearing for launching/retrieval

- i) Urgents
Forward gear lever to be in 2nd as per lever indicator.
Rear lever to be in 3rd as per gear lever indicator.

- ii) All other

Forward gear lever in 4th as per lever indicator.

Rear lever in 'R' as per lever indicator.

Note:

During severe ramp conditions when the sand has been washed away then you may have to revert to 2nd on the forward lever. Under no circumstances is the trailer to be bumped up off the sand onto the ramp, this will cause stress on the coupling and could result in failure of the connector.

Maintenance of the vessel and it's equipment

Coastguard North Shore undertakes to establish procedures to ensure that the ship's equipment and technical systems are maintained in conformance with the provisions of relevant mandatory rules and regulations and with any additional requirements established by the business.

Inspections are carried out in accordance with the maintained maintenance plan. These inspections will be planned and carried out by capable and experienced personnel and records kept. External systems audits of scheduled maintenance are carried out by Maritime Management Services Ltd from time to time.

12.4 Communications

Coastguard Communications

Coastguard has a responsibility to set an example in terms of best boating practice. Communications are no exception. All Coastguard communications, especially those on public frequencies, should be professional, competent and present the organization in the best possible light.

All radio communications should be

- i) Concise and relevant.
- ii) Professional and calm in tone and content.
- iii) Delivered in line with appropriate procedure.

All vessels must give their VHF call sign when initially making contact on VHF channels.

All vessels are to maintain a continuous listening watch on the Coastguard channel(s) appropriate for the area (and channel 16 if possible) during their duty periods.

All vessels are to provide Trip Reports (TRs) on relocation, and advise CNR Communications on arrival at their destination. The term 'On Station' is used to denote "at (location) and listening".

Incident Specific Communications

Incident operations often require an increased volume of radio traffic. More than ever, brevity, clarity and professionalism are essential to ensure smooth operation and delivery of information.

When engaged in an incident, drop the VHF Call sign from radio transmissions (i.e. use only the vessel name).

Otherwise, usual radio etiquette applies during incident operations.

Vessel must maintain a continuous listening watch throughout an incident, and be prepared to take details etc as required.

Maintain regular SITREP contact with CNR Communications (guideline at least once every 15 minutes where appropriate).

UHF (and Cell phone) provide a relatively discrete channel for passing sensitive or otherwise 'Ears-Only' information. Consideration must be given to the nature of traffic, and traffic passed on an appropriate channel. Specific regard should be given to personal details and other such information subject to the 'Privacy Act 1993'.

Radio Abbreviation Codes

The following abbreviations are used in radio communications;

Code	Meaning
1A	1 Intoxicated Person

SITREP	Situation Report
TR	Trip Report
TRAINEX	Training Exercise
SAREX	Search and Rescue Exercise
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
LATLONG	Position Expressed as Latitude/Longitude
1S	1 Deceased Person (Sudden Death).

12.5 Duty Roster

Duty Times and Requirements

Hauraki Gulf Rostered Duty vessels are;

- I. On call 24 hours per day for duration of duty; and
- II. Required to maintain close liaison with CNR Communications/the Coastguard Duty SAR Controller.

The year is treated as two (2) distinct duty periods;

- i) Summer

Defined as “from midnight (2400hrs) of the day before the commencement of New Zealand Daylight Savings Time to midnight (2400hrs) of the day on which New Zealand Daylight Savings Time ends”.

- ii) Winter

Defined as “from the day after end of daylight saving to the day before commencement of daylight saving” (i.e. any period not defined as “Summer”).

Duty periods are managed in week long blocks. The start and end times “commence Duty at 1800hrs Sunday, and terminate duty 1759hrs the following Sunday. Refer to current CNR policy for any variance to above.

If a duty period incorporates a long weekend (i.e. ends on a Monday) then the duty changeover occurs at 1759hrs Monday.

It is always the responsibility of the rostered vessel to;

- i) secure a stable replacement where a vessel has a duty on roster which is unsuitable and a stand in or replacement is needed; and
- ii) Notify CNR Communications of the change and the details of the replacement vessel.

Response time from pager activation are to be considered for all vessels on the duty roster, vessels where time to turnout is not in keeping with CNR stated level of service targets may not be eligible for rostered duty. Coastguard North Shore commitment is to be able to launch within 12-15 minutes of a pager activation.

Where circumstances may significantly impact response time during a rostered duty week, we are required to notify CNR Communications.

12.5 Administrative Requirements

Administrative Requirements

The unit must;

- i) Ensure that the vessel is always insured;
- ii) Immediately advise CNR Communications via Crew Master when the vessel cannot attend a callout and to designate the vessel as “in dry dock” i.e. unavailable for Coastguard Operations.
- iii) Crew information to be passed via fax to Coastguard Operations.
- iv) Daily running sheets to be fully completed and signed by the Skipper at the completion of each day or callout, placed in the box on the wall with fuel receipts stapled to the back. A new running sheet then started with the engine hours and fuel status filled in ready for the next crew.

It is a regulatory requirement that this vessel maintain a ship’s log for the life of the vessel. The **current** log-book must be kept on board the vessel; the minimum content of this is as follows:

- Accidents, incidents and failures
 - Maintenance undertaken
 - Records of all voyages undertaken
 - Number of persons on board for each voyage
 - Weather conditions
 - Crew details
 - MMS/MNZ Inspections & Audits
 - Navigational and operational hazards reported
 - Crew training records
 - Record of fuel used
- v) Incident sheets to be fully completed, faxed to CNR Communications immediately on return to shed and placed in the box with the day sheets unless otherwise instructed. The Skipper shall Endeavour to ensure that incident sheets note all particulars of the rescued vessel and vessel owner, including;
 - a) Assisted vessel name.
 - b) Name and initials of the assisted person.
 - c) Address.
 - d) Phone numbers.
 - e) Insurance company (if required and known).
 - f) Membership number
 - g) All equipment faults are to be reported on the running sheet and the Maintenance Officer advised as soon as possible.
 - vi) Notify the Maintenance Officer of any equipment used that needs to be repaired/replaced.
 - vii) All equipment faults which may lead to personal injury in the future, to be reported to the Safety Officer and Maintenance Officer (hazard ID as per SSM Plan).
 - viii) Any faults occurring whilst the vessel is on the water which could effect the safe operation of the vessel or which could contribute to the continued well being of the crew should be reported immediately to the Crew Master who will contact the Safety

Office and Maintenance Officer, and if necessary, the vessel stood down and returned to Browns Bay by the Skipper.

- ix) Notwithstanding the requirement for a fully completed running sheet, the Skipper may also be required to complete a separate and independent detailed report for Insurance/Maritime purposes after any incident requiring an official report (refer to SSM Plan).
- x) Any repairs required to the vessel or damage to another party are to be advised to our Insurers irrespective of whether a claim is lodged or not.

Fuel Claims

Vessels can claim for all fuel used on Incidents. Claim fuel used in traveling;

- i) From the location you were tasked from, to the incident;
- ii) During the incident; and
- iii) To return to the start location, or another location of equal or shorter distance, provided you are not tasked to a new incident.

All units are encouraged to use the CNR fuel scheme.

For each incident a percentage excess allowance (currently 30%) will be paid over and above the actual fuel costs. This is recognition of and partial reimbursement for maintenance wear and tear.

Vessel with 2-stroke engines can claim for both fuel and oil.

You may claim fuel when CNR requests a vessel (duty or otherwise) to engage in promotional activities, and or carry;

- a) CNR guests
- b) Prospective crew
- c) Skippers
- d) New volunteers for a “day on the vessel”
- e) Other activities as agreed and defined by HOPSCOM

Vessel may claim fuel used in positioning the vessel during a standard duty day of 40ltrs. If the Coastguard Duty SAR Controller requests a vessel repositions beyond the allowance in 2.9, note the additional fuel used on an incident form and submit for reimbursement.

Special Events and Non Incident Activity

All Special Events requiring Coastguard presence by HOPSCOM resources must be approved by HOPSCOM, and may include (for example);

- i) Provision of safety Boat/Patrol Boat services
- ii) Safety demonstrations and educational events
- iii) Aquatic events/fundraisers etc

On incident sheet show;

- i) Event Name (replaces incident number)

- ii) Event Date (replaces day/date)
- iii) Fuel used etc

Non Operational Policy

North Shore Rescue is a commercial vessel, and as such may be used for 'hire and reward', beyond the course of usual Coastguard Duties. Similarly, on certain special occasions our active volunteers may wish to utilise the vessel for special occasions.

North Shore Rescue is not to take part in any non-operational activities while rostered as Duty Boat.

At all times, regardless of purpose of use, the vessel must be operated in line with relevant SOPs and MNZ requirements.

At all times the Skipper must ensure that the vessel is operated in an appropriate, safe and fuel conservative manner.

All expressions of interest must be communicated to the CGNS Crew Master. The Crew Master will then manage the process, ensuring that;

- i) The Skipper involved is notified and gives approval prior to the booking being accepted. The Skipper has the right to refuse the job.
- ii) CNR is advised of the commitment with sufficient advance warning to ensure adequate SAR coverage of the Gulf is maintained.
- iii) Saving lives at sea is our primary commitment, and in the event that CGNS accepting a non-operational activity would unduly impact Coastguards ability to meet SAR requirements, the booking will be declined.
- iv) The interested party is informed of our overriding commitment to; saving lives at sea'. CGNS will in no way be held accountable for any inconvenience (through delay, cancellation etc) as a result of SAR commitments.

(*NOTE* Committee to review) The majority of non-operational undertakings will be charged at the General Rate. Active volunteers using the vessel for special events (eg weddings, family functions etc) will be charged at the Volunteer Rate.

General Rate	\$180.00 per hour or part thereof
Volunteer Rate	\$75.00 per hour or part thereof

- i) Payment to be received immediately on completion of the activity. The Treasurer must be notified directly with relevant details, and will issue a receipt.
- ii) Any deviation from these charges must be approved in advance by the committee.

Media Policy

All media interactions, especially those related to incident operations, must be conducted in line with the CNR Media Policy. To emphasis;

- i) Statements must be purely factual.
- ii) No personal details (victim's names, vessel names) may be released.

Statement should be made only by the Skipper or Unit media representative.

12.6 Resources and Loan Equipment

CNR Operations Centre

Security at the Auckland Marine Centre is of the utmost importance.

Breaches of security such as misuse of access card will be regarded as a serious matter, and disciplined by the Director of Operations accordingly.

The following rules and conditions apply for access to and use of Coastguard property at the Auckland Marine Rescue Centre, security area and berths;

- i) Cardholders are at all times responsible for cards issued and their use.
- ii) Do not give or lend an access card to a non-Coastguard person under any circumstances.
- iii) A card holder or responsible person must escort and be in attendance at all times when persons who are not crew or not a Coastguard Member are given access to an area normally secure but accessible by an access card.

Coastguard Mooring Buoys

Mooring buoys with the Coastguard logo are situated at the following locations;

<u>Location</u>	<u>Latitude</u>	<u>Longitude</u>
Islington Bay (North)	36.47.00S	174.53.47E
Islington Bay (South)	36.47.37S	174.53.70E
Coastguard Bay	36.47.62S	174.49.83E
Hobson Bay (West)	36.51.03S	174.48.88E
Kawau (Harris Bay)	36.25.55S	174.50.20E
Ponui (Chamberlains Bay)	36.50.00S	174.11.03E

Loan Equipment issued by CNR

The issuing of CNR loan equipment is the responsibility of the CNR Director of Operations.

It is the responsibility of the unit to ensure that all loan equipment is returned to the CNR Director of Operations immediately following the agreed loan period.