



Standard Operating Guideline No. 16

Incident Management Plan

Introduction

The sport of sailing does, by its very nature, contain inherent risks, both man-made and natural. That is why we have developed a Risk Management Policy and a comprehensive set of Standard Operating Guidelines to help manage these risks. Nevertheless, accidents do happen and the CRSC needs to be prepared for this by having an Incident Management Plan ready, in case of such an event.

Categories of Incident

We have nominated four categories of incident: Minor, Moderate, Major and Catastrophic. This is consistent with the Risk Analysis model used in our Risk Management Policy.

The following table gives examples of each category. These examples are not immutable and the CRSC Incident Management Committee reserves the right to categorise incidents as it sees fit, depending on circumstances at the time.

| Incident Categories and Examples | |
|----------------------------------|---|
| Catastrophic | <ul style="list-style-type: none"> ● One or more fatalities. ● Damage to the facilities making them unusable for more than three months, or only partly usable for more than six months. ● Loss of two or more support vessels. ● Large scale environmental damage. ● Reputational damage on a national scale. |
| Major Incident | <ul style="list-style-type: none"> ○ Permanent disabling injury to a Club member. ○ Medical treatment injury to a member of the public. ○ Damage to the facilities making them unusable for one to three months, or only partly usable for three to six months. ○ Loss of one support vessel. ○ Significant environmental damage. ○ Reputational damage on a state scale. |
| Moderate Incident | <ul style="list-style-type: none"> ● Serious reversible injury requiring medical treatment with hospital stay. ● Damage to the facilities making them unusable for up to one month, or only partly usable for one to three months. ● Substantial but repairable damage to vessels or equipment. ● Reversible environmental damage. ● Short-term adverse media attention. |
| Minor Incident | <ul style="list-style-type: none"> ○ Reversible temporary injury requiring medical treatment. ○ A number of minor injuries requiring first aid treatment. ○ Minor damage to facilities. ○ Minor damage to vessels or equipment. ○ Minor environmental damage. |



Management of a Minor Incident

Incidents of this nature generally do not require a major, coordinated response and can be managed by the Duty Officer of the day, the Principal Race Officer, or by other Committee Members who may be present. There is sufficient guidance contained in the SOGs (primarily SOG 4.) and displayed on notices on the walls of the Clubhouse, so as not to need further comment here.

The Incident Management Committee must be informed of the incident within 24 hours. They will then review the incident and decide upon any follow-up actions needed to prevent a recurrence.

Incident Management Committee (IMC)

The CRSC Incident Management Committee consists of the following officials:

1. The President (Chairperson of the IMC)
2. The Commodore (Deputy Chairperson of the IMC)
3. The Secretary
4. The Treasurer
5. The Clubhouse Officer
6. The Risk Management Officer
7. The Vice President

Management of a Moderate, Major, or Catastrophic Incident

The IMC must be informed of the incident as soon as is practicable. The first person on the IMC who is made aware is to contact the remaining members to discuss an appropriate response. This may be by email, telephone, or in person. For Major or Catastrophic events, it may be appropriate to arrange a meeting at the Club. The IMC will then allocate tasks to ensure the Incident Management Plan is implemented.

Immediate tasks of the IMC

Individual incidents vary widely and it is neither possible nor sensible to be prescriptive about the appropriate response. The IMC must decide at the time which of the following actions are appropriate and frame their response accordingly.

Incidents involving injury to individuals

1. Apply immediate first aid. A list of certified first-aiders is on the noticeboard by the boat ramp.
2. Call for an ambulance on 000 and agree a suitable pick-up point. If at the Clubhouse, refer to the notice above the defibrillator for details. If on a rescue boat, refer to the notice in the safety box.
3. Take care of any accompanying children. Appoint a responsible person, preferably female, to take care of them. This person must have a current Working With Children Check certificate. The current list of WWCC certificate holders is on the noticeboard by the boat ramp.



4. Appoint a support person and arrange for him/her to accompany the injured person to hospital. The support person must keep the IMC fully informed as events unfold at the hospital.
5. Inform next-of-kin, brief them on developments and arrange for any children to be collected safely. A list of next-of-kin is contained in the Member Register online with Revsport.
6. Inform the Police on 000, or on the Assistance Line (13 14 44) if less urgent.
7. Recover the personal effects of the injured person. This could include the boat, the trolley, the car, the wallet, phone and keys from the Canteen, clothing from the changeroom, etc. Valuable items must be placed in the care of a family member, a close friend or a Committee Member. An inventory must be made, witnessed and signed.
8. Appoint a member of the IMC to be the contact person for all outside agencies, including the press.
9. Inform our insurance broker (the Treasurer has current contact details).

Incidents involving property, or which present a hazard to Club members or the Public

The IMC must decide at the time which of the following actions are appropriate and frame their response accordingly.

1. Seal off the area to isolate people from danger. This includes CRSC members, the Public and especially small children.
2. Only if safe and practicable, remove the danger. This could include isolating electricity at the main electrical box on the wall in the boat shed by the men's toilet, or turning off the water supply at the meter in the park.
3. Inform the emergency services and police on 000, or on the Assistance Line (13 14 44) if less urgent.
4. Appoint a member of the IMC to be the contact person for all outside agencies, including the press.
5. Inform our insurance broker (the Treasurer has current contact details).
6. Arrange a security guard (this is a legal requirement in the case of property damage, so liaise with insurance company).
7. Advise Energy Australia on the Electrical Emergencies line on 13 13 88 of any damage, ask them to read meter and cut off supply
8. Advise Telstra Faults; Small Business on 13 29 99 of damage to line and temporarily suspend service. Reroute calls to Secretary
9. Advise Sydney Water Emergency line on 13 20 90 of any damage, ask them to read meter and cut off supply
10. Inform our landlord, the RMS NSW Boating Officer on 13 12 36 and the Assets Division on 02 9364 2111
11. Inform City of Ryde Council on 02 9952 8222. Obtain key for gates into park for access for emergency services and insurance loss assessor
12. Arrange storage of any salvageable items with Committee or Club members and record items/locations for insurance loss assessor advice



Environmental incidents

It is unlikely that the CRSC could cause significant environmental damage, simply because we do not hold large stocks of dangerous chemicals, solid or liquid. Our flammable liquids are stored in a purpose-built Flammable Liquids Cupboard and, even when all fuel tanks are full, we typically store less than 150 litres of petrol. In addition, we store small quantities of oil and paint but rather less than an average household.

Air pollution is also unlikely, although a fire on one of the support boats (e.g. Concord 2) could cause minor air pollution.

Nevertheless, if a polluting event were to occur, the three cardinal rules are:

1. Cut off source of pollution
2. Contain pollutant already released
3. Clean up polluting substance and dispose of responsibly

Professional assistance is available and the IMC must decide which of the following actions are appropriate:

- Call emergency services, primarily Fire, on 000 and request assistance
- Call Roads and Maritime NSW on 13 12 56 and request assistance. This could include floating booms to contain contaminants.
- Call City of Ryde Council on 02 9952 8222 to report the event
- Call the EPA on 13 15 55 to report the event. This is a legal requirement unless the incident is Minor

Short-Term Actions (within 48 hours)

Once the immediate tasks have been completed, the IMC can turn its attention to short-term actions. First, they should provide the maximum ongoing support practicable, to any person or persons injured or significantly affected by the incident.

Next, they should determine when and if normal sailing, racing and training sessions can be resumed. If the damage is extensive and sailing has to be suspended for a lengthy period, or indefinitely, *Procedure 1* is to be followed. If sailing can continue normally and the Club can open almost immediately, *Procedure 2* is to be followed. If sailing can continue from the park but the Club House cannot be used, *Procedure 3* is to be followed.

Procedure 1: Sailing from Club suspended for lengthy period or indefinitely.

1. Contact Class Captains to advise their class members accordingly. Use Class Captains as the contact points for further updates
2. Advise local papers, Northern District Times and The Weekly Times and ask them to advertise closure information for all members.
3. Post notices on social media.
4. Advise canteen suppliers to suspend deliveries until advised otherwise
5. Inform the General Manager, Yachting NSW on 02 8116 9800 of Club's problem
6. Advise Associations and Clubs if TTs arranged at CRSC are to be cancelled
7. Set up an inventory of lost, damaged and stored items for loss assessor and replacement purposes



8. Seek alternative venue (eg. another sailing club, or another park/open area with water access) for weekly sailing.
9. Consider refund of annual subs based on length of disruption to sailing.

Procedure 2: Sailing can continue from the Club immediately

1. Determine extent of losses and damage and allocate people to replace what is necessary to continue. Refer to the Asset Register and List A for details.
2. Replace locks (if necessary)
3. Repair external damage, to enable lock-up (if applicable).
4. Advise police and ask for occasional night time checks (if appropriate).

Procedure 3: Sailing from the Park can be continued:

1. Seek alternative power boats and set up cost reimbursement details. Alternative boats may be hired, loaned from other clubs or members, or even purchased
2. Arrange replacement items (see List A) and allocate tasks accordingly
3. Seek alternative training boats
4. Arrange shade cover for finishers
5. Consider hiring portable toilets
6. Arrange tea and coffee, hot water and ice and drinks in containers.
7. Arrange use of an alternative computer for recording race positions/handicaps.

List A: Starters and Finishers replacement items

This is essential equipment to enable racing to recommence. Ensure that all persons allocated responsibility keep all receipts for reimbursement and insurance claim purposes

1. Buy computer if necessary
2. Buy class flags
3. Buy new stop watch
4. Buy new radios
5. Buy new wind indicator
6. Buy new megaphones
7. Make new sign-on folder
8. Prepare sign-on sheets and protest forms
9. Prepare incident register and pages
10. Prepare finishing sheets
11. Buy finishing signal
12. Purchase/make buoys. See below for rope lengths
 - *Finish mark* - 3.75 metres
 - *Pre-Finish* – 4 metres
 - *Bridge (2)* – 6 metres
 - *Brays (2)* – 4 metres
 - *Fishers (2)* – 6 metres
 - *Majors (2)* – 4 metres
 - *Reynolds* - 3.75 metres



- *Walkers* - 4.5 metres

Medium-Term Actions (within seven days)

1. Provide the maximum ongoing support practicable, to any person or persons injured or significantly affected by the incident
2. Lodge insurance claim
3. Ascertain what Club records, certificates, licences or other important documents were lost in the incident and endeavour to obtain replacements where possible
4. Appoint a scribe to keep a detailed diary/record of events as they unfold. This may come in useful later
5. Commence an investigation into what happened, why it happened and what can be done to prevent it happening again

Long-Term Actions (ongoing)

1. Pursue the insurance claim to minimize delays before the claim is settled.
2. Consider various avenues for fund raising, such as grants, donations, crowd funding appeals, gifts from other clubs and sailing associations etc.
3. Plan for new premises design.
4. Purchase capital equipment.