



## **EMERGENCY RESPONSE PLAN**



### **Basic Plan & Communications**

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## **INTRODUCTION**

### **PURPOSE**

The purpose of the City Cruises Emergency Response Plan is to provide emergency response guidance and mitigate the negative effects related to a Serious Marine Incident involving vessels in the City Cruises fleet. This plan provides information and procedures to enable the user to take prompt, appropriate and effective action in the event of an incident affecting the safety of our passengers, shipmates, and property.

### **SERIOUS MARINE INCIDENT**

As used in this manual, a Serious Marine Incident \* is defined as a death or serious injury to a person; a vessel fire, grounding, flooding, collision, mechanical failure, structural failure, a pollution incident, and all other events with the potential to negatively impact or disrupt normal operations.

\* Coast Guard definitions, including “Serious marine Incident,” are included in Appendix A

### **USE OF THIS EMERGENCY RESPONSE MANUAL**

This manual provides guidance to effectively respond to vessel emergencies and minimize the potential risk to life, property, and the environment.

When a serious incident has occurred, users of this manual will coordinate and implement a plan of action addressing the following priorities in the order listed:

1. THE SAFETY OF PASSENGERS AND CREW
2. THE PROTECTION OF ASSETS & THE ENVIRONMENT
3. TIMELY RETURN TO NORMAL BUSINESS OPERATION
4. AN EFFECTIVE PUBLIC RELATIONS OPERATION

### **PREPAREDNESS**

Instant messaging and video cell phones in today’s world have made it possible to globally distribute breaking news stories as they unfold. It is of critical importance that our organization responds to emergency situations effectively, quickly and safely. It is entirely possible that the city, even the nation, may be watching and evaluating how we respond to these situations and will judge us accordingly.

## **I. PLAN EXECUTION**

### **EXECUTION**

Execute the following actions immediately upon the occurrence of a Serious Marine Incident. The Person-in-Charge is assigned according to the vessel chain of command:

1. Captain (Vessel Master on Duty)
2. Mate (Senior Deckhand)
3. Deckhand

### **IMMEDIATE ACTION**

Take immediate action to stabilize the situation.

Sound a general alarm using the ship's horn, public address system, vessel alarm, shipboard phone system, handheld radios, or other appropriate means.

Direct crew to man emergency stations and initiate actions to counter the effects of the incident in accordance with the Station Bill.

Inform the passengers through the public address system of the nature of the emergency and instruct them to remain calm and follow the instructions of the crew.

### **CONTACT USCG**

Contact the USCG immediately via VHF Radio Channel 16 or cell phone. Be prepared to provide clear and concise information, including:

1. Vessel name, official number & location (geographic and Lat/Lon position)
2. Number of persons onboard
3. Exact nature of the emergency
4. Specific type of assistance needed (if any)

### **VESSEL INTERNAL EMERGENCY COMMUNICATIONS**

The Captain is to be notified immediately any time there is an emergency onboard the vessel. The Captain may be notified directly by means of:

- Ship's internal phone system
- Ship's departmental radios
- Cell phone
- Direct messenger (to the pilot house)

If you cannot immediately notify the Captain, in the case of an emergency, you may also notify the Mate or any management level or experienced crew person (for example: one of the Deckhands, the Restaurant Manager, the Galley Manager) who will in turn notify the Captain.

### **NOTIFY CC MANAGEMENT via COMMUNICATIONS CHAIN (pg. 15)**

## **COORDINATE RESCUE OPERATIONS**

In response to the distress message, do not hesitate to accept help from other authorities or private vessels, if it will aid in the rescue of the ship or people aboard. Be aware that exaggerated compensation demands may result. If the situation warrants, request the immediate assistance vessels in the area that may be able to help; for example a tug boat, a commercial vessel with significant firefighting equipment, etc. (Refer to the appropriate city “Marine Services Directory” in appendix C). It is best to negotiate a rate, even if seemingly excessive at the time and execute a contract to avoid the potential for a salvage claim.

## **RECORD MAINTENANCE**

Records are to be maintained for all incidents for both internal (for example CC Incident Report) and external (for example CG-2692) incident reporting & investigative follow up. Records to be maintained include but are not limited to:

- Ship’s Log – all normal & emergency events are to be recorded in the ship’s log. Include event times and provide as much detail as possible.
- CC Incident Reports
- Coast Guard Form CG-2692 Forms A&B
- Drug & alcohol testing records

### **III. RESPONSIBILITIES – VESSEL PERSONNEL**

#### **CAPTAIN/MASTER:**

Primary Person-in-Charge (PIC) of all vessel emergency response activities; initiates plan execution by directing the actions of the crew, performing listed actions as necessary and contacts appropriate authorities and company management team.

#### **FIRST MATE / SENIOR DECKHAND:**

As directed by the Person-in-Charge, coordinates and participates in those actions necessary to stabilize the situation. Directs efforts of deck and restaurant crew as appropriate to man emergency stations and control and abate effects of the incident.

#### **RESTAURANT MANAGER:**

Primary responsibility is passenger safety. Performs the following duties:

1. Maintain constant communication with the PIC, execute and relay orders and direct the restaurant staff as needed.
2. Act as, or assign, deck leader from restaurant staff to communicate orders.
3. Coordinate needs for First Aid & CPR with trained crew and if needed, identify individuals outside of crew, trained in First Aid & CPR, and have these individuals tend to the injured.
4. Passenger management - keep passengers calm, informed and organized in manageable groups with assistance from restaurant service staff.
5. Verify passengers & crew are accounted for during an evacuation.
6. Assist with or complete incident reports and/or keep a record of all details pertaining to injured persons and recording of witness statements.

## **RESPONSIBILITIES – SHORESIDE PERSONNEL**

### **GENERAL MANAGER:**

In the event of a SMI (serious marine incident) or any significant incident likely to produce negative press or public perception, the General Manager (or ranking city manager if the General Manager is not available), shall be in charge of the overall business & public relations aspects of the emergency at the city level. The GM will coordinate with the vessel Captain & Marine Director for all marine issues. The GM shall contact the corporate management team in accordance with company policy.

### **CITY MANAGEMENT TEAM:**

The city management team will be tasked with providing support to the vessel. The needs will vary but may include:

1. Assisting ship's crew as needed
2. Maintaining close, regular communication with the Coast Guard and other appropriate authorities
3. Communicating all pertinent information regarding the situation, the response and input from local authorities to the corporate management team
4. Contracting for towing services, diving services, medical services or emergency bus service
5. Coordinating with and expressing needs to the corporate management team regarding legal counsel and public relations firm involvement and support.
6. Coordinating with corporate management to designate a company spokesperson. .
7. Provide assistance to the Captain to ensure required drug & alcohol testing and required regulatory reporting is accomplished

### **CORPORATE MANAGEMENT TEAM:**

Chief Operations Officer or next senior executive will convene a meeting or conference call depending on the severity of the situation. Duties of the Corporate Management team include:

1. Ensure all required regulatory reporting has been accomplished.
2. Contact insurance carrier and investigator as necessary & coordinate as necessary.
3. Coordinate & initiate any outside assistance needed from other agencies or CC operations.
4. Depending on scope of the incident, send members of the corporate team to the scene to assist and direct response & recovery activity as needed.
5. Monitor, assess and issue appropriate directives to serve the best interests of the passengers, crew, vessel and company.
6. Contact & coordinate legal counsel as needed



No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United States. 46 U.S.C. §6308.

7. Maintain communication with the local management team to ensure accurate timely information is relayed.
8. Ensure all internal reporting & record keeping has been accomplished or initiated.
9. Define and direct the public relations strategy and ensure it is communicated to all involved, so as not to issue conflicting and confusing statements.

#### **CENTRALIZED RESERVATION TEAM:**

Depending on the magnitude of the incident, the Corporate Incident Response Team(CIRT) may be notified and activated by the Corporate Management Team. Actions that might be taken by the CIRT include:

1. Preparation of a current & appropriate script for the cruise specialists
2. Call in additional staff if high call volume is expected
3. Extend hours of operation
4. Contact & coordinate with Corporate Director of Marketing

#### **CORPORATE DIRECTOR OF MARKETING**

Depending on the magnitude of the incident, the Corporate Director of Marketing may assist with the following duties:

1. Review & action on current advertising plans
2. Preparation & placement of emergency ads
3. Assistance with notification & interface with public relations specialists
4. Supplementing Central Reservation team with additional supervisory managers to support information flow and call volume
5. Coordinating issuance of corporate approved response to the incident

#### **HUMAN RESOURCES DEPARTMENT:**

Depending on the magnitude of the incident, the Human Resources department may be contacted by the Corporate Management Team. The HR team duties may include:

1. Assist with guest & shipmate issues related to:
  - a. Injuries & medical care
  - b. Family notification
  - c. Travel coordination
2. Shipmate communications
3. Shipmate issues if vessel is out of service:
  - a. Work schedules
  - b. Payroll issues
  - c. Benefit coordination



# **EMERGENCY RESPONSE PLAN**

## **APPENDIX B EMERGENCY PROCEDURES**

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## **Vessel Emergencies**

### **City Cruises Policy**

#### **Master's Authority aboard CC vessels during emergency situations**

The company understands that the U.S. Coast Guard Licensed Master, acting within and under the authority of the law, is the person in charge of the vessel. Nothing in this Emergency Response Plan should be construed to be restricting or conflicting in any way with this authority and responsibility.

The intent of this Emergency Response Plan is to provide guidance and/or act as a supplement to the Captain's legal authority, the vessel Station Bill, and good marine practice in protecting life, the environment, property, and the company's reputation.

## **Vessel Emergencies**

### **Fire**

- Confirm the location, type and severity of the fire
- Sound the General Alarm for ten or more seconds
- Provide an announcement over the PA system as to the nature of the emergency, proper evacuation and response actions.
- Assemble firefighting team and implement action in accordance with the Station Bill
- Notify restaurant manager of situation and assistance needed
- Evacuate passengers from areas of danger to area of safe refuge
- Ready fire pump(s) and/or fire extinguishing equipment for use
- Secure ventilation systems, blowers and dampers as appropriate
- Secure fire doors, passageway doors as appropriate
- Secure non-essential electrical equipment as appropriate
- Fire team shall extinguish fire if possible, assess the situation and report status to the Captain
- If appropriate, issue PFDs to passengers and guide them to a safe area of refuge
- Sweep the area to ensure all passengers and crew have been evacuated to a safe area and accounted for
- Provide first aid and assistance to those in need
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Activate the emergency call list
- Once Captain determines situation is under control:
  - \* Post a fire watch
  - \* Sound general alarm 3 times to dismiss team from station
- Follow company published incident procedures

## **Personnel/Medical Emergencies**

### **Abandon Ship**

The decision to abandon ship is only made under extreme circumstances and all other alternatives have been exhausted. Abandon Ship is done only by the order of the Captain.

- Sound the General Alarm and the ship's whistle with 6 short blasts followed by 1 prolonged blast to initiate the Abandon Ship
- Provide an announcement over the PA system as to the nature of the emergency and provide proper evacuation and response actions.
- Assemble crew and implement action in accordance with the Station Bill
- Notify Restaurant Manager of situation and request assistance as needed
- The crew, at the Captain's direction, will guide passengers from refuge areas to the embarkation areas, and a count of passengers and crew will be taken by the Restaurant Manager and reported to the Captain
- Instruct all passengers and crew to don PFDs
- Sweep the area to ensure all passengers and crew have been evacuated and accounted for
- Provide first aid and assistance to those in need
- As soon as possible
  - \* Notify the U.S. Coast Guard
  - \* Notify emergency response/support agencies (see appendix for local responders)
  - \* Request the assistance of nearby vessels on VHF channel 13 and 16 if needed
- Captain will attempt to evacuate passengers to the safest platform possible:
  - \* Another vessel or barge
  - \* Alternative dock or emergency pier
  - \* Ashore if emergency grounding situation
  - \* IBA – Inflatable Buoyant Apparatus (if vessel is so equipped)
  - \* Last resort – water evacuation
- Water evacuation
  - \* Ensure everyone is wearing a PFD; check for proper fit
  - \* Instruct people to cross their hands across their chest and jump feet first
  - \* Stay in groups and keep together; provide assistance to children, the injured, elderly and disabled
  - \* Deploy life rafts, floats, etc.
- Activate the emergency call list
- Follow company published incident procedures

### **Sample Abandon Ship Announcement – Repeat 3 times**

- May I have your attention please, May I have your attention please; this is the Captain speaking. This is not a drill, I repeat, this is not a drill. Ladies & Gentlemen, it has become necessary to abandon ship, please follow the direction of my crew who will direct you to an area of safe refuge, aid with donning of lifejackets and an begin an orderly evacuation. For your safety and the safety of others, please remain calm and follow the instructions of the crew members. Thank You.”

## **Personnel/Medical Emergencies**

### **Crowd Control**

Emergency situations can potentially cause or involve panic situations. Panic is a sudden and overwhelming fear that may involve an irrational response to unfamiliar and/or dangerous situations. Immediate action is necessary to contain this feeling and reassure passengers that the situation will be resolved safely and promptly. Crowd control techniques are situation specific, but a few general procedures apply.

#### **Crowd control techniques in response to a localized/small scale emergency:**

- Provide a calm and straightforward announcement giving a brief description of the emergency and inform the passengers that emergency response actions are in progress.
- Brief, clear, regular reports are to be provided by the Captain or his/her designee.
- After the Captain's announcements or on the Captain's order's crew shall:
  - \* Report to the scene, identify themselves as crew and inform the passengers that the crew is acting under the Captain's authority and that passengers must follow instructions to ensure safety
  - \* Firmly reassure passengers that the Captain and crew are trained for such situations; that they are responding to the emergency and will contact emergency response agencies if needed
- Crewmembers must be calm and confident when speaking to passengers, as this may be the most important step they can take to control the emotions of the passengers.
- The Restaurant Manager (or possibly the DJ) could make an announcement on deck to address the matter at hand and inform passengers of response measures or provide instructions.
- Provide honest answers to questions.
- Unless there is an evacuation order or obvious danger, ask passengers to take their seats or move to a safe location to provide accessibility for the marine crew and emergency services providers.
- Ask for the group leader's assistance in maintaining accessibility to the scene and maintaining order.
- Available Managers or staff on scene can:
  - \* assist passengers with safety equipment.
  - \* console distraught passengers, family, friends and to provide direction and information.
- Consider having the DJ play light, uplifting, background music if reasonable under the circumstances.
- Activate the emergency call list
- Follow company published incident procedures

**Crowd control in response to a large-scale emergency:**

- Provide a calm and straightforward announcement giving a brief description of the emergency and inform the passengers that emergency response actions are in progress.
- Brief, clear, regular reports are to be provided to the Captain by the Mate & RM
- Assemble crew and implement action in accordance with the Station Bill
- During the announcement, the Captain must impart credibility to the crew and convey the authority they possess. This can be accomplished by the following sample announcement:
  - \* “Ladies and Gentlemen, based on the (emergency) situation I previously described, I am now asking you to follow the instructions of the crew who will (Insert appropriate action). Follow the instructions of the crew at all times and remain calm, thank you.”
    - For example: direct you to the location of, and donning instructions for, lifejackets; and, who will lead you to safety.
    - Ask you to take your seats and remain calm
    - Direct you to the nearest area of safety
- Servers should be told to follow the instructions of the Captain and/or Marine Crew and confidently assert control of their sections. For example:
  - \* Ladies and Gentlemen, the crew is trained to deal with emergency situations and following my instructions and their guidance will help to ensure your safety
- Activate the emergency call list
- Follow company published incident procedures