



Port of Tauranga

Connecting New Zealand and the World

Common User Protocols – Sulphur Point Wharves

Port User's Forum – Health, Safety &
Environment

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Communication Protocols Across Common User Areas

THE SCOPE

The following represents an agreement between port user PCBU's and Port of Tauranga

It is the responsibility of each port user company (PCBU) to communicate these rules to their respective workers and undertake ongoing monitoring of their performance to ensure their compliance with these agreed Common User Protocols (CUP's).

These CUP's, set agreed minimum operational requirements for port user PCBU's undertaking activities on the Sulphur Point wharves area. This area encompasses all activities and operations being undertaken on Berths #23 – #25 and all areas contained inside the Sulphur Point Customs Controlled Area (CCA).

The CUP's is a document jointly developed by the Port of Tauranga (POTL) and port user PCBU's to ensure that a common approach to risk management is applied within the Port boundary.

It is acknowledged that the Port is a single site multi-PCBU operational area and therefore it is essential that all parties working in this area consult, co-operate, and co-ordinate activities with all other port user PCBUs involved to mitigate risk as far as is reasonably practicable.

These CUP's acknowledge the fact that risk is best managed by the PCBU's that have the greatest degree of influence and control over the risk.

When assessing the most effective means of managing operational risk within the Port, the Port of Tauranga and all involved port user PCBU's must consider who is capable of influencing and/or controlling which specific aspects of the operation based on the following Health and Safety at Work Act (2015) guidelines:

- **Control over work activity:** A PCBU in control of the work activity may be in the best position to control the health and safety risks.
- **Control of the workplace:** A PCBU who has control over the workplace, including plant and structures in the workplace, has some influence and control over health and safety matters relating to work carried out by another business.
- **Control over workers:** A PCBU has more influence and control over its own workers and contractors than those of another business.

A port user PCBU with a greater degree of influence and control (and the greatest share of the responsibilities) will usually be in the best position to manage the associated risks.

In reality, many operational risks within the Port involve overlapping duties involving several different port user PCBU's as well as the Port of Tauranga. It is important that all of these parties work together to identify which specific elements of risk they influence and control and manage these accordingly in a joint approach to achieve the most effective solution.

While all best endeavours have been taken to ensure these CUP's cover as many operational scenarios as possible, there may be situations that require additional procedures above and beyond those detailed in these CUP's.

Protocol development group includes, but not limited to;

Port of Tauranga
C3
ISL
Quality Marshalling
Genera
KiwiRail

Definitions

Sulphur Point wharf area	For the purpose of this document is the area defined by the Customs Controlled Area (CCA)
Other personnel	Other personnel not directly employed (including sub-contractors) by the area user.
TCT	Tauranga Container Terminal – container operating area, as defined by the straddle operating area.
Limitations	Protocols do not relate to independently operated areas where the operator is in control of the entire area. The sub-committee agrees that trucks delivering / picking up cargo within operational areas at the Sulphur Point wharf area are the responsibility of the company, transport operator or the marshallers / stevedore controlling the work at the time.
Generic preferred habits	<p>The following protocols are the preferred habits required to ensure safe operations by all parties working at the Sulphur Point wharf area.</p> <p>These protocols will be adopted and acknowledged by all companies operating in a common user area as a means of “taking all practicable steps” in regard to working “common user areas”, in reference to the Health & Safety at Work Act 2015 (HSWA 2015)</p>

Pre-planning	<p>The most effective method for the prevention of harm occurs in the pre-planning stage. This means that, wherever possible, the loading or work plan must give consideration to the interaction between all operators in the areas in question.</p> <p>In addition, safety issues should be discussed at the pre- work brief and wherever possible, these pre-work briefs should include the appropriate personnel who are most likely to be on the job.</p>
Responsibilities	<p>Preplanning is the responsibility of the company working the area concerned. Those principals who determine or decide on such things as staff levels and the machinery to be worked in a particular operation should consider, amongst other things, such decisions from a safety perspective.</p> <p>Prior to commencing and during the work period in a common user area, machine operators are to ascertain whether another operator is working in that area.</p>
Communication	<p>Communication of pre-planning findings and changes during the shift to staff are the responsibility of the employer.</p>

Section 1 - Pre-Planning

Checklist Consideration	A number of considerations should be made prior to work commencing in common user areas. A checklist may be considered to cover protocol requirements
Consideration 1 If no others are working in the common area	<p>Appropriate notification, such as portable signage, informing other personnel that may wander into the common user area, should be placed accordingly. Such signage should indicate: moving machinery, hazardous activity taking place within the area and who must be contacted before entering the area and how to make that contact.</p> <p>If other personnel subsequently enter the common user area already being worked, they must make contact with the party already established in the area and follow steps in Consideration 2 of this document.</p> <p>Appropriate notification may include or be limited to phoning or electronic communication with others who commonly use the same area.</p>
Consideration 2 If others are working in the common area	<p>Ground staff and machine operators will acknowledge each other in the immediate area, be aware of each other's requirements and from then on be responsible for interacting on all matters during that shift.</p> <p>The machine operators and / or ground staff will determine the extent of activity in the common user area.</p> <p>When entering and exiting shed doorways, machine operators and ground staff will firstly establish the method of exit and entry with other parties working in that area.</p> <p>Wherever possible, there should be radio communication between all vehicles operating within the common user area.</p>
Consideration 3	Hazard identification for the particular operation / area and any subsequent changes are to be carried out by the company operating in that area.

<p>Consideration 4</p> <p>Access and traffic control</p>	<p>In the pre-planning phase, consideration should be given to:</p> <p>Access to the ship by crew and casual visitors.</p> <p>Access by the machines.</p> <p>Access by personnel involved in the operation, including the procedures for placing and removing crane drivers & stevedores from the ship.</p> <p>Any specific access signage required for the particular operation.</p> <p>Chaining / unchaining and areas for actioning twistlocks.</p> <p>All transportation requirements are to be addressed in accordance with the POTL traffic policy.</p> <p>Each company should have an established policy for the access of personnel to and from the workplace. This policy should include the requirements of the personnel mover should one be required and what safety guidelines are required for the driver to adhere to.</p>
<p>Consideration 5</p>	<p>Every attempt must be made to minimise the number of plant and machinery on a berth at any one time.</p>
<p>Consideration 6</p> <p>Communication</p>	<p>Acknowledged that good communications is a vital part of ensuring safety at these worksites.</p> <p>Communication also includes agreed signalling between machine operators and ground crew.</p>
<p>Consideration 7</p> <p>Machine lockout</p>	<p>In every operation involving machinery and ground personnel working in close proximity, a communication procedure is to be agreed upon prior to operations commencing to ensure machines do not approach when ground personal are present.</p> <p>This may include an established company procedure such as a flag / lighting or signage system as a safety cut-out device or may be as simple as hand signals.</p> <p>New methodology and systems should be discussed at the regular HSE Forum and distributed to members of the sub-committee.</p>
<p>Consideration 8</p>	<p>Each company must train its personnel in the procedures established for operations involving quay cranes and mobile</p>

Quay crane and mobile plant	plant if applicable.
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Section 2 - Critical Rules

ISSUE	CRITICAL RULE
Moving plant hazard	All pedestrians are to give way to moving machinery.
	Assume you have not been seen; ensure eye contact and acknowledgement with the driver prior to walking.
	Never run in an operational area.
	Report unauthorised personnel or people who do not appear to know the area.
	Cargo should be carried in such a manner that the machine operator has the best visibility of the intended travel path.
	Product will not be carried above eye / cab level unless the forklift is specifically designed for that purpose, e.g., container top-lifter.
	Under no circumstances should a machine operator make assumptions as to the whereabouts of other operators / ground staff.
	All mobile equipment must stay outside the pedestrians' predetermined safe zone.
	Pedestrian personnel must stay within their pre- determined safe areas whenever practical and be aware of traffic flow. Avoid cutting across traffic paths unless properly communicated.
	Pedestrian access control procedures as agreed to in pre-planning and must be adhered to.
	Report all incidents, near misses and hazards identified as per appropriate company policies.
	All machinery must be operated as per company Safe Work Practices (SWP) and in conjunction with manufactures specifications and guidelines for safe operation.
Common critical rule for all machine operators and drivers	In all operations the machine operator or driver should always err on the side of caution.
	If there is any doubt, STOP .

Section 3 – Hazards

Hazard identification	<p>Any new hazard is to be communicated at the start of each operation / shift.</p> <p>The individual employer has the responsibility to identify and regularly review hazards in the workplace.</p> <p>Each company must have a list of workplace hazards of the area and cargo being worked.</p> <p>This list must include controls for the prevention of harm from all mobile plant and heavy machinery.</p> <p>It is recognised the most hazardous activity involved in the handling of cargo is the movement of personnel on the ground. Therefore, two key rules that must be observed at all times.</p> <ol style="list-style-type: none">1. Personnel must give way to mobile plant at all times.2. Personnel must never assume they have been seen.
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Section 4 - Specific procedures

Specific procedures	<p>It is the responsibility of each company to develop procedures for the handling of vessel cargo, product/s, working on and around vessels and any other specific operations conducted at the Sulphur Point wharf facility - specifically, the interactions between marshallers, stevedores and other workers.</p>
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Section 5 – Training

Training	<p>All machine operators will have the required training and necessary certification for the specific machinery.</p> <p>All personnel in an operational area should be trained or be undergoing training before entering an operational area.</p> <p>Required companies must operate an induction programme that includes practical instruction on established protocols.</p> <p>Training must include instruction on the POTL traffic policy.</p>
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Section 6 - Inductions and Responsibilities

Contractors / service agents / visitors / transport operators.	<p>Contractors, service agents, visitors and transport operators are required to complete the Port Site Induction online, prior to coming into the port. Completing the Port Site Induction is only part of the port's entry process. It does not automatically entitle anyone access to the port. Entry to the port is subject to the security entry rules on the <i>procedures and compliance</i> page. https://www.port-tauranga.co.nz/health-and-safety/procedures-and-compliance/</p> <p>Contractors, service agents, transport operators and visitors who need to enter or work within operational sites within the port will require specific Operation Area Inductions specific to that site by the company working in that area.</p> <p>Transport operators servicing receipt and delivery (R&D) of containers will be required to undertake the relevant Port of Tauranga "Truck Exchange" inductions. Please see below contact details.</p> <p>Any transport operators or contractors requiring vehicle access onto the wharf apron will be required to undertake the Port of Tauranga "TCT Wharf Apron Vehicle Access Induction" available at TCT Operations desk and below contact details</p> <p>Any reefer technicians requiring access to the reefer patches will be required to undertake the "Reefer Induction" available at TCT Operations desk and below contact details.</p> <p>Wharf apron and reefer area. Email: tctops@port-tauranga.co.nz</p>
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	<p>R&D truck exchange Email: portaccesscards@port-tauranga.co.nz</p> <p>Northern and Southern truck exchange Email: tctr&d@port-tauranga.co.nz</p> <p>Signage will be displayed on the boundaries of an operational area by the company working in that area. It will advise who is in charge and that entry is not permitted until contact has been established with the company controlling operations in that area.</p> <p>All companies will be responsible for ensuring such users of the port are properly trained and inducted into their specific operational requirements.</p>
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Section 7 - Personal Protective Clothing and equipment

Generic policy	<p>All personnel, including Port of Tauranga employees, transport operators, contractors, fishing boat crew, visitors, agents, MNZ, surveyors, MPI and others working the wharf apron, cargo, and warehouse areas (both enclosed and open) are to wear hard hats correctly, high visibility clothing and steel capped footwear, unless specifically exempted by the Port of Tauranga. Exemption from the minimum PPE requirements must be sought in writing and any approval by the Port of Tauranga will be in writing.</p>
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Section 8 - Drugs and Alcohol Policy

No tolerance	<p>There is an agreed Port of Tauranga “ZERO tolerance” policy on drugs. Alcohol may only be consumed with the express permission of the employer: such occasions are not to compromise the health and safety of any operational workplace.</p> <p>Each company is to operate a drug and alcohol policy that includes requirements on contractors and service agents.</p>
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Section 9 - Auditing

Periodic audits	<p>There will be a requirement from time to time for the individual user companies, including the Port authority, to carry out audits to ensure all procedures are being conducted in accordance with</p>
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	<p>this protocol.</p> <p>In the event of non-compliance, action (including reconvening the sub- committee developing these protocols) may be required.</p>
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Section 10 - Emergency Procedures

	<p>All companies shall have emergency procedures for their own operations and shall be responsible for ensuring visitors and other workers in the work areas are aware of them.</p> <p>These procedures must include, in addition to the standard requirements of dealing with emergencies, provision for communicating between different operators.</p> <p>As a minimum, all companies shall include WorkSafe/ MNZ requirements for dealing with a Notifiable Event in their own site emergency procedures.</p> <p>When advising WorkSafe, MNZ or emergency services, you should also contact the Port authority via the Port Control on internal extension 544 or externally on (07) 572 8 544. In many cases, Port Control will contact emergency services, meet them on arrival and escort them into where the emergency has occurred. Operators should not however assume they will do this, ensure requirements are properly communicated at the time.</p> <p>In keeping with good work practice, each company is to assist one another wherever possible in the unfortunate event of a workplace emergency.</p>
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Section 11 - Document Control

Date	Amendment	Amended by
24.03.09	New front cover & amendment to page header	Rosemary Treloar
24.03.09	Section 12 - Document Control page added	Rosemary Treloar
07.04.09	Document reformatted	T James / R Treloar
07.06.16	Doc reviewed, OSH removed replaced with WorkSafe, Truck exchange inductions added, HSWA 2015 added and other minor wording alterations.	
02.06.20	Document reformatted. Wharf induction process added.	Grant Wilson
29/05/24	Document reformatted	Alison Young
3/12/2024	Doc reviewed, Inductions updated, MAF replaced with MPI and other minor wording alterations. Customer Service Centre updated to Port Control	Alan Kirkpatrick