NAPIER WASTEWATER OUTFALL

Emergency Response Plan

Version 2.3
21 October 2020

NAPIER CITY COUNCIL
Te Kaunihera o Ahuriri

Document Control

Version	Date	Written/Reviewed by:	Amendments
1.0	16 June 2020	– Manager Environmental Solutions – Waste Minimisation Administrator	First Draft
1.1	20 July 2020	– Environmental Management Officer	First review
1.2	27 July 2020	– Manager Environmental Solutions	Finalisation of processes and completion of section for final draft
2.0	30 July 2020	– Manager Environmental Solutions	Completion of operative final draft for submission to Regional Council
2.1	13 October 2020	– Manager Environmental Solutions	Updated Communications Plan. Updated High-Level Health & Safety Plan
2.2	20 October 2020	– Asset Strategy Administrator	Entered additional key contacts, minor edits, updated risk table
2.3	21 October 2020	– Manager Environmental Solutions	Amended details from email responses to ensure correct contacts listed.

Executive Summary

Napier City Council hold a resource consent to discharge treated wastewater from the Awatoto domestic and industrial wastewater treatment plant to the ocean via a 1500m outfall pipeline (consent CD090514W).

Structural weaknesses and their subsequent unintentional discharges were first discovered along the wastewater outfall pipe in August 2018. These issues are in breach of condition 4 of Napier City Council's (NCC's) resource consent with Hawke's Bay Regional Council (HBRC), which stipulates:

"Discharge of wastewater as authorised by this resource consent shall be by way of the existing outfall structure located at Awatoto between NZTM 1938355 5615661 and NZTM 1938556 5615661."

In order to ensure that Napier City Council has a transparent and robust system and proposed responses in place should a future leak or a catastrophic failure of the pipeline or any constituent parts, immediate action needs to be taken and all efforts made to avoid, remedy or mitigate any degradation of aquatic life or the environment. In this event, further necessary specialist repairs should this occur, must be expedited.

Proposed specialist repairs to be carried out in late August-early September may put pressure on fragile parts of the outfall pipe, possibly resulting in a catastrophic failure or an additional breach in the pipe.

This emergency response plan has been developed to ensure Napier City Council maintains and operates a planned and co-ordinated response to any further complications arising from the repair of the outfall pipe or the failure of the pipe itself.

NCC have taken into consideration as many foreseeable circumstances as possible and their likely impacts. This response plan involves the assistance of as many parties as is feasible; although this will be dependent on the circumstances at the time of the break.

This Emergency Response Plan shows how Napier City Council will carry out environmental monitoring, what that monitoring will be, who to communicate the situation to, how Council would manage a response to a pipe failure and what steps would be taken should further leaks develop.

This plan supports Napier City Council's commitment towards Ecological Excellence.

Table of Contents

1. CONTEXT FOR THIS PLAN

1.1 Purpose of this plan

This plan has been developed to provide a comprehensive guide for NCC staff involved in responding to structural failure of areas of the outfall pipe which are being repaired or which may fail without notice. This plan outlines personnel responsibilities and the process which is to be followed from the time a structural failure is reported to the completion of repairs or mitigation of the leak.

The purpose of the Emergency Response Plan is to:

- Provide a guideline of processes and procedures to ensure the effective, efficient and safe management of failures to the outfall pipe;
- Ensure the health, safety, and welfare of Council Staff, external consultants, and the wider community is maintained;
- Ensure the environmental impacts of a failure are minimized, mitigated and remedied;
- Ensure the effective communication between all key stakeholders and affected or interested parties;
- Ensure all relevant regulatory requirements are met and accurately reported to the relevant regulatory authority;
- Ensure the public are provided with key information to ensure trust and faith in Napier City Council by the public; and
- Ensure Napier City Council operates in an open and transparent manner.

1.2 Broader Context

The wastewater outfall pipe is situated some 5.5km south of Napier CBD and discharges treated, combined, domestic sewage and industrial wastewater into Hawke Bay via a marine outfall. Six kilometres further south of the NCC outfall, Hastings District Council's (HDC) Clive wastewater plant discharges via a similar coastal outfall into Hawke Bay. Between the consented outfalls, three major rivers discharge via Waitangi treatment wetlands, being the Tutaekuri, Ngaruroro and Karamu. These service alpine, agricultural, horticultural, residential, urban, and industrial catchments. A fourth major system – The Tukituki River, discharges approximately 1km south of the HDC outfall, again servicing a wide range of land uses. With a predominately-northward longshore drift along the Hawkes Bay coastline, this sequence of discharges complicates source tracking efforts.

Frequent offshore environmental monitoring is carried out by the NCC Environmental Solutions Team (EST). As well as bi-weekly monitoring of the quality of the raw and treated wastewaters discharged from the plant and subsequently via the ocean outfall, the EST carry out environmental effects monitoring by boat at the authorised discharge site as stipulated in the resource consent. In addition to this monitoring, the EST have increased surveillance of the site, including:

- Review of the footage from specialist divers;
- Scheduled deployment of drones to provide aerial imagery of any visible plumes;
- Additional environmental effects monitored by boat in set positions immediately above and in a series of positions surrounding the joint; and

This proactive monitoring will enable any further seepage to be mitigated should it occur.

Other NCC teams who also monitor the outfall pipe and its stability are 3 Waters Team and the Awatoto Wastewater Treatment Plant staff. NCC also receives information from the general public.

1.3 Scope of this plan

Using the NZ Government's Coordinated Incident Management Systems (CIMS) as a guide, this plan informs the control and mitigation of a catastrophic failure or unexpected leakages from the pipe. As well as providing direction for operational planning and logistics, it also outlines command and control expectations in relation to the interface with stakeholders, Iwi, and internal and external organisations. It will consider monitoring of the pipe and surrounding area, relevant training requirements in preparation of an event, as well as planning, operations, logistics and animal welfare through to recovery.

1.4 Incident management system

CIMS roles and responsibilities are outlined below in general and are further clarified with relevance to this Emergency Response Plan in Section 3.

Function	Responsibilities
Control	Controls and coordinates the response.
Safety	Advises on measures to minimize risks to response personnel.
Intelligence	Collects and analyses information and produces intelligence related to context, impacts, consequences and forecasts.
Planning	Plans for response activities and resource needs.
Operations	Tasks, coordinates and tracks execution of the Emergency Response Plan.
Logistics	Provides personnel, equipment, supplies, facilities and services to support response activities.
Public Information Management	Develops and delivers messages to the public and liaises with the impacted community. Develops messaging for Governance when Strategic Communications is not activated.
Welfare	Ensures planned, coordinated and effective delivery of welfare services to affected individuals, families/whanau and communities, including animals.
Recovery	Starts the recovery management process during the initial response phase and ensures the recovery process is integrated with the response.

1.5 Management of this plan

Review will be undertaken every *six months* or as new information requires amendments.

The EST in conjunction with the 3 Waters Team has responsibility for ensuring this plan is kept relevant, incorporating any feedback from exercises as they occur.

The roles and responsibilities for this process are outlined below:

Function	Responsibilities
Control	Initially the Environmental Solutions Team will control the response until such point that Civil Defence or the Senior Leadership Team take a Control function of this event.
Safety	Safety is a collective responsibility of everyone involved, and this plan has been reviewed by the NCC Health & Safety Team to ensure good practice health and safety is ensured.
Intelligence	Resources such as MetOcean marine modelling software to be used by EST members to facilitate planning and intelligence requirements review.
Planning	
Operations	Review of resource planning and implementation to be facilitated by 3 Waters Team
Logistics	
Public Information Management	Review of the preparedness of communications to be undertaken regularly by the EST in conjunction with designated Communications team member.
Welfare	National Aquarium of New Zealand will be the key Welfare agency for Aquatic and Marine species that have been or could be adversely impacted by this emergency
Recovery	Manager Asset Strategy will lead recovery procedures in relation to the recovery, repair and/or replacement of the wastewater outfall asset.

2. RESPONSE PREPARATION

2.1 Purpose of this section

This section outlines the steps NCC will take in order to prepare for a catastrophic failure of the pipe.

2.2 Developing Capability

The table below outlines key procurement areas for the effective development of an operational plan to include training and equipment that will be required in the event of a failure of the outfall pipe.

Procurement area	Role	Responsibility
Equipment	Basic logistics to cover procurement of boats, side by side for beach patrol, sample bottles, etc. (further detail required)	EST
Signage	Preparation of sufficient signage and an understanding of appropriate locations for signage to be erected.	EST/Comms Team
Monitoring	A program of monitoring the effects of an unintentional discharge will be developed based on the specifics of the discharge in combination with weather and tidal conditions.	EST
Communications	Pre-prepared emails and signage as outlined in the table in section 2.5 below.	Comms Team
Individual/Specific Plans	Health and Safety Plan Aquatic/Vet Plan	EST, reviewed by H&S Team NANZ
Wastewater system shutdown and storage	Ensure wastewater shutdown to facilitate cessation of discharge for repairs to be carried out have adequate third-party support	City Services Team

2.3 Training –

Training will be required/provided in the following areas, using Council Standard Operating Procedures and assistance and guidance from experts or external parties where necessary:

- Boat operations
- Operation of a Side-by-side UTV
- Health and Safety
- Environmental Sampling
- Collection of biohazardous or infectious material
- Collection of unwell aquatic species

2.4 Exercising

The operational plan, as outlined in Section 3, will be examined and evaluated as a desktop exercise with all relevant parties as a minimum. If it is felt that a physical exercise is beneficial this will be arranged as required. This will occur in mid October and before the divers begin major repairs.

2.5 Preparation of Communications to the Public/Stakeholders

In the event of a *catastrophic failure* of the pipe, pre-prepared communications and signage will be disseminated to following interested parties:

Internal Stakeholders	External Stakeholders
NCC SLT	HBRC
NCC EST	DOC
NCC H&S	HBDHB
National Aquarium of New Zealand (NANZ)	Iwi
NCC Councillors	Local CDEM
NCC 3 Waters Team	Local Veterinary Surgeons
NCC Depot	Massey University
NCC WWTP Operators	Commercial and recreational fishermen
	Liquid waste contractors
	HDC WWTP
	Harbourmaster
	Wildlife Rescue Trust
	Forest and Bird

In the event of a minor breakage of the pipe, the following stakeholders must be advised:

Internal Stakeholders	External Stakeholders
NCC SLT	HBRC
NCC H&S	Iwi
NCC Councillors	HBDHB

2.6 Contingency Plan

The EST will work with the NCC 3 Waters Team to develop contingency plans to accommodate storage issues that will arise from a catastrophic failure. This plan is attached in Section 6.

2.7 Plan and supporting documents review

The following documents are inserted in Section 6 at the end of this document:

- Public communications plan
- Health & Safety Plan
- Aquatic Plan
- List of key responders
- Dive team
- Timeline of recent incidents regarding the pipe
- Resource Consent CD090514W(A)
- Abatement Notice EAC-20254

3. RESPONSE INITIATION

3.1 Purpose of this section

The purpose of this section is to enable clarity throughout the parties involved (both within NCC and external) of the methods of initiating a response to events relating to the wastewater outfall pipeline, as driven by NZ CIMS. The roles and responsibilities of those involved, the lines of communication, cascade and escalations will be covered below, and this section will also include the levels of capability provided by each of the parties involved in responding.

3.2 Response phasing (as driven by CIMS)

It is foreseeable that there will be multiple phases to the overall response, and there are several variable conditions that we will have to be conscious of, and respond to. The response will need a balance of structure and dynamism to be successful. The following provides a summary of the various dynamic phases of action and response.

In the event of a leak occurring either naturally or as a result of repair, this will be monitored with hourly samples being taken from the area of the breach and surrounding environment depending on many variables. This will continue to nightfall, or until such time that adequate environmental data is acquired to facilitate evidence-based decision-making in relation to next steps and mitigating factors.

- ***Phase 1: Preparedness***
  Preparation of this plan and ensuring that it functions from a desktop perspective is critical in this phase. As this plan is in its infancy and is subject to further and ongoing development, a desktop exercise will be undertaken once this plan is finalised in order to check that the initiation of a response can be adequately coordinated. Ensuring that this plan and its contents are well understood by, and publicised to, the people acting to resolve the emergency is critical, so that should the emergency occur, NCC is poised to act in a coordinated, effective and responsive manner to reduce the impact of the emergency as soon as possible.
- ***Phase 2: Prevention***
  Preventing a catastrophic structure failure of the joint section or its interconnecting parts is done through the methodologies used by the specialist dive team. There will be a point-of-no-return philosophy used to address again particular action carried out by the dive team to do their best to prevent cracking, warping or increased discharge from the fibreglass joint section, in order to prevent unexpected structural integrity changes through carrying out the required work. Where it is deemed by the specialist divers that a likelihood of cracking or warping may occur by carrying out the works, they will stop, seal what they are able to seal and if safe to do so, retighten any bolts or flanges in an effort to prevent any further damage to the structure.
- ***Phase 3: Mitigation***
  Should there be an instance of an inability to prevent additional or further discharges, in conjunction with the specialist dive team, NCC will act accordingly to mitigate further structural damage, environmental harm and reputational and legal risk.
  This phase will be based upon observations and findings of the specialist dive team and will be immediately reactive to facilitate urgent mitigation of any damage and subsequent adverse effects upon the environment.
- ***Phase 4: Response***
  This is the phase of immediate action and urgency in response to a critical asset failure which is likely to have adverse impacts on multiple operational, cultural, legal, environmental, public

health, financial, and reputational factors. This period will require resources from across the organisation and from external parties to be successful. It will require integrated coordination to facilitate:

- Frequent intracouncil communication;
- Close and on-going liaison with external stakeholders;
- Support personnel in the response planning process; and
- Coordinated communications and information sharing.

Integrated response coordination:

- Requires consolidated planning, resource coordination, and integrated information
- Sharing and communications
- May be explicit (briefings, instructions, and supporting documents) or
- Implicit (discussions, planning, liaison, and working together)
- Is more effective when information, intelligence, and response coordination facilities
- Are shared (when practicable), and
- Applies vertically (between response levels) and horizontally (between agencies).

- ***Phase 5: Recovery***

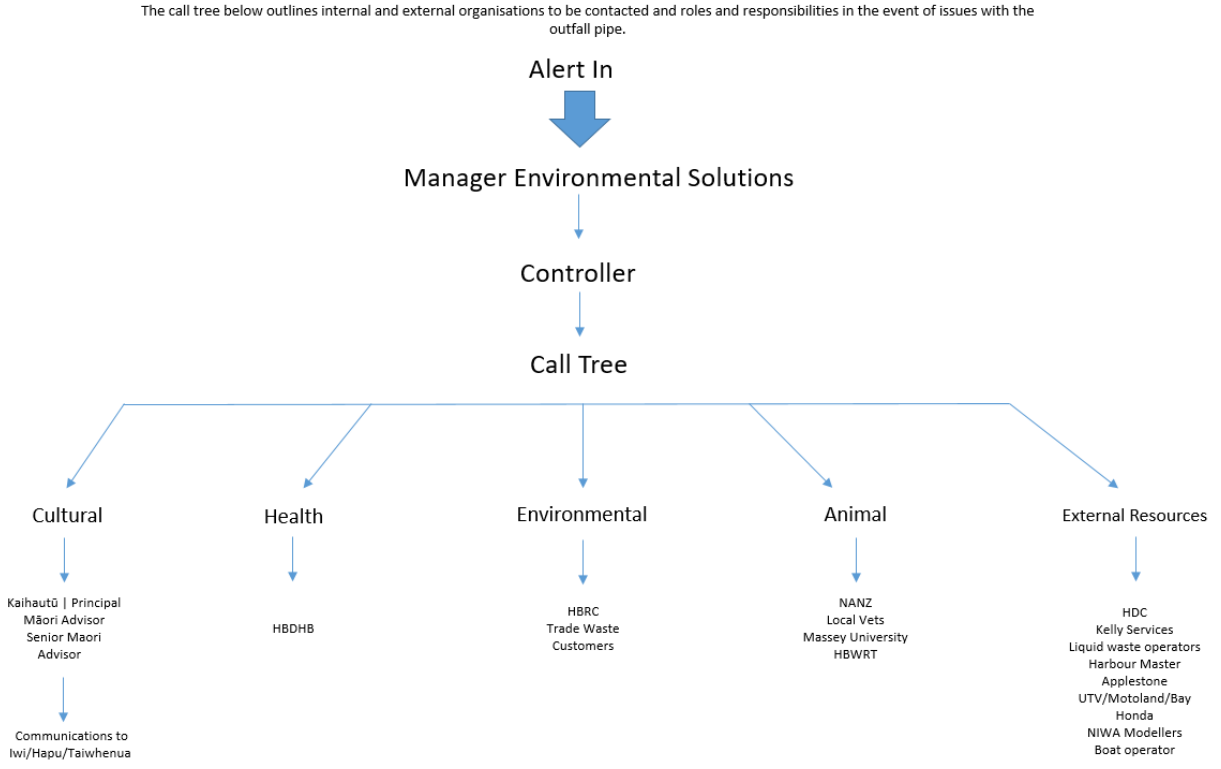
  Recovery means the coordinated efforts and processes used to bring about the immediate, medium-term, and long-term holistic regeneration of a community following an emergency.

3.3 Proposed responses to a sudden discharge of wastewater

i. Initiation of a response

1) Upon finding or being informed that there has been a rupture or failure of the pipeline, NCC's Manager Environmental Solutions will be responsible for informing NCC's Director Infrastructure and initiating this response plan, activating the phone tree.

ii. Phone tree:



iii. Roles and responsibilities of the emergency response

a. Napier City Council team:

Director Infrastructure Services	Receive escalations and updates; Cascade to other directorates to seek support; Update SLT and provide updates on emergency to Councillors.
Manager Asset Strategy	Provide funding approvals for the repair; Coordinate all relevant units to assist with the repair of the asset; Take strategic lead in relation to subsequent actions to repair or replace pipeline and increase levels of treatment
Manager Environmental Solutions	Be initial controller of the response until such time that Civil Defence or SLT take lead of this event. Initiate coastal monitoring and mitigation Situation Reports to be provided frequently to update internal parties, to enable cascade of information to stakeholders
Team Leader Three Waters	Provide oversight of the strategic wastewater assets during this time and coordinate the repair utilising specialist dive team; report to and provide advice to Manager Asset Strategy.
Three Waters Programme Manager	Provide advice to all other internal parties, and review expenditure of emergency response which can be related to Capital Projects
Three Waters Lead (Wastewater)	Monitor the storage, conveyance and operations of wastewater network while the emergency response is underway, provide wastewater engineering expertise to Manager Asset Strategy and Team Leader Three Waters, Coordinate specialist dive team
Senior Project Manager	Overview of the repair project including the
Principal Māori Advisor	Assist Manager Asset Strategy and Manager Environmental Solutions with communications, consultation and addressing Māori groups
Operations Manager Three Waters	Prepare for shutdowns of wastewater treatment and reticulation to advise on available capacity Co-ordinate responses at Wastewater Pump Stations Lead Wastewater Treatment Plant Operators Support a response to any consequences within the wastewater network Co-ordinate equipment and resources to respond to needs of Project Team and Divers
Project & Contracts Administrator	Collate and maintain records to ensure processes are followed and communication within the response team are fluid and well corresponded
Communications Specialist	Co-ordinate communications to the public via all suitable possible means.

	Prepare communications plans based on particular scenarios Co-ordinate appropriate signage
General Manager - National Aquarium of New Zealand	Co-ordinate any necessary wildlife rescues Co-ordinate wildlife response using vessel Prepare and maintain relationships with animal specialists Offer support to Environmental Solutions Team should widespread effects be detected
Environmental Solutions Team	Engage boat operator and UTV to facilitate environmental monitoring of ocean and coastal edge along Marine Parade. Coordinate all Environmental Monitoring, acquisition of sample bottles and coordination of laboratory analysis. Installation of warning signage and beach assessments for fatality of aquatic species or fatbergs etc
Cross-directorate Administrators	Assist with making initial calls via call tree to inform stakeholders of the issue. Provide further assistance as required as the scenarios develop

iv. Environmental response

a) Immediate initiation of call tree to inform key parties and commence notifications and coordination of immediate response;

b) Deployment of drone to obtain imagery of current direction and distribution of plume;

c) Deployment of boat to commence environmental assessments of coastal waters
   i) Sampling for - Oil & Grease, E.Coli, Enteroccoci, Faecal Coliforms, Ammonia, Chromium, Sulphates, Turbidity;
   ii) In-field parameters - pH, Conductivity, Temperature, Dissolved Oxygen;
   iii) Toxicity testing of the treated combined wastewater to provide a simulation of toxicity to marine life.

d) Deployment of side-by-side UTV:
   i) To install warning messages along the beach to inform public of the event (see proposed signage draft, adjacent);
   ii) To assess intertidal zone for evidence of fats and oils, fish kill other debris that could be related to the event;

Above: Example of the public health warning signage

e) Communication to all stakeholders via the appended Communications Plan (see Appendix 6.4)

f) Additional boat deployed by aquarium staff if significant wildlife affected

v. Specialist dive team capabilities

The Specialist dive team, New Zealand Diving and Salvage Ltd, have a very strong reputation for providing marine engineering in challenging situations, providing innovative solutions and specialist equipment, vessels, and resources. While there is a high level of risk in this work, this company has the expertise, previous knowledge of the site and its constituent parts and equipment to carry out this repair expeditiously.

i) Fibreglass Joint section repair

Largely, the repair of this part of the outfall is aligned to the following proposal (from the BECA Report of May 2020), but is subject to change due to the high number of variables occurring at the site:

This involves work "…by divers to expose the buried fibreglass box, and work to reduce the leaks observed from between the fibreglass flange faces by inserting caulking cord or hemp into the flanged joints. This would be achieved by successively loosening off the flange bolts slightly to allow the cord to be forced into the joint over the identified leaks and retightening once complete. Assessment by the dive team will be required to assess the best approach to each section of leak as the work proceeds. Careful planning will be required to ensure that only limited sections of flange are treated at a time to avoid movement of the box itself or the apparently sound circumferential pipe seals at either end.

This is a low-level intervention approach which is intended to repair or at least reduce the overall magnitude of leakage without requiring the mobilisation of additional plant and equipment. Best results would be achieved with no outfall discharge during the caulking work to allow the filler component to be installed and secured by the tightening of the flange bolts without being exposed to internal pressure, and with a range of cord sizes available to provide optimum effect. An appropriate underwater applied compatible sealant (e.g. Aqua Guard Underwater Sealant 3200) would be applied in conjunction with the caulking before re-securing the bolted flanges to assist with joint closure seal and help retain the caulking against washout by internal effluent pressure. Effective use of the sealant will require the consideration of minimum curing time to be factored into the available outfall shutdown time.

Dive resources required would be the same degree of support set-up required for the annual inspections, with work programmed to be carried out during discharge shutdowns and joints being closed prior to resumption. This would require planning of the approach sequence to optimise the repairs, and of timing to optimise the duration of shutdown availability.

The risks of this approach include:

- Complete seal of the joint may not be achieved although significant improvement is expected
- Available discharge shutdown time may affect productivity
- Exposure of the flanges around the bottom of the enclosure will reduce support to adjacent pipe span (excavation of joint should be kept to minimum). There is the potential for loss of support to result in further settlement of the pipeline which may affect existing repairs to the pipeline either side of the joint

- Loosening of sections of the joints may not allow exact re bedding of flanges especially if the fibreglass unit is stressed by deflection (repair sequence planning is required, and joint opening should be minimised to ensure practical closure can be achieved)"
- In addition, the largest risk is that the loosening of the bolts holding the flange parts together could result in cracking of the fibreglass section, leading to a catastrophic or partial failure

The advantages of this approach include:

- Low key approach in terms of intervention and cost
- Minimal pipeline disturbance with appropriate management
- Short construction times tailored to be within shutdown windows minimizing potential weather downtime.

ii) <u>New repair of impact damage and cracking near previous repair</u>

The repair of this section will require specialist divers to excavate solid concrete bags off the outfall pipeline and excavate beneath the pipe to expose it.

The previous repair will be removed and three overlapping specialist joining clamps and seals will be placed upon the pipe to fully seal an elongated section of the outfall pipe in this position.

iii) <u>Specialist assistance of subsequent leaks</u>

Due to their capacity, capabilities and specialist skills, New Zealand Diving and Salvage will be our preferred supplier for all and any emergency repair responses and ongoing frequent maintenance inspections to ensure that no damage to the outfall pipeline has occurred.

Because of the nature of the variables surrounding the work and the outfall pipeline itself, the specificity of any response will depend totally on the situation at hand, but these specialist diving contractors have an ability to respond and repair most major underwater problems that we are likely to have occur.

4. RESPONSE TERMINATION AND DEMOBILISATION

4.1 Response termination decision

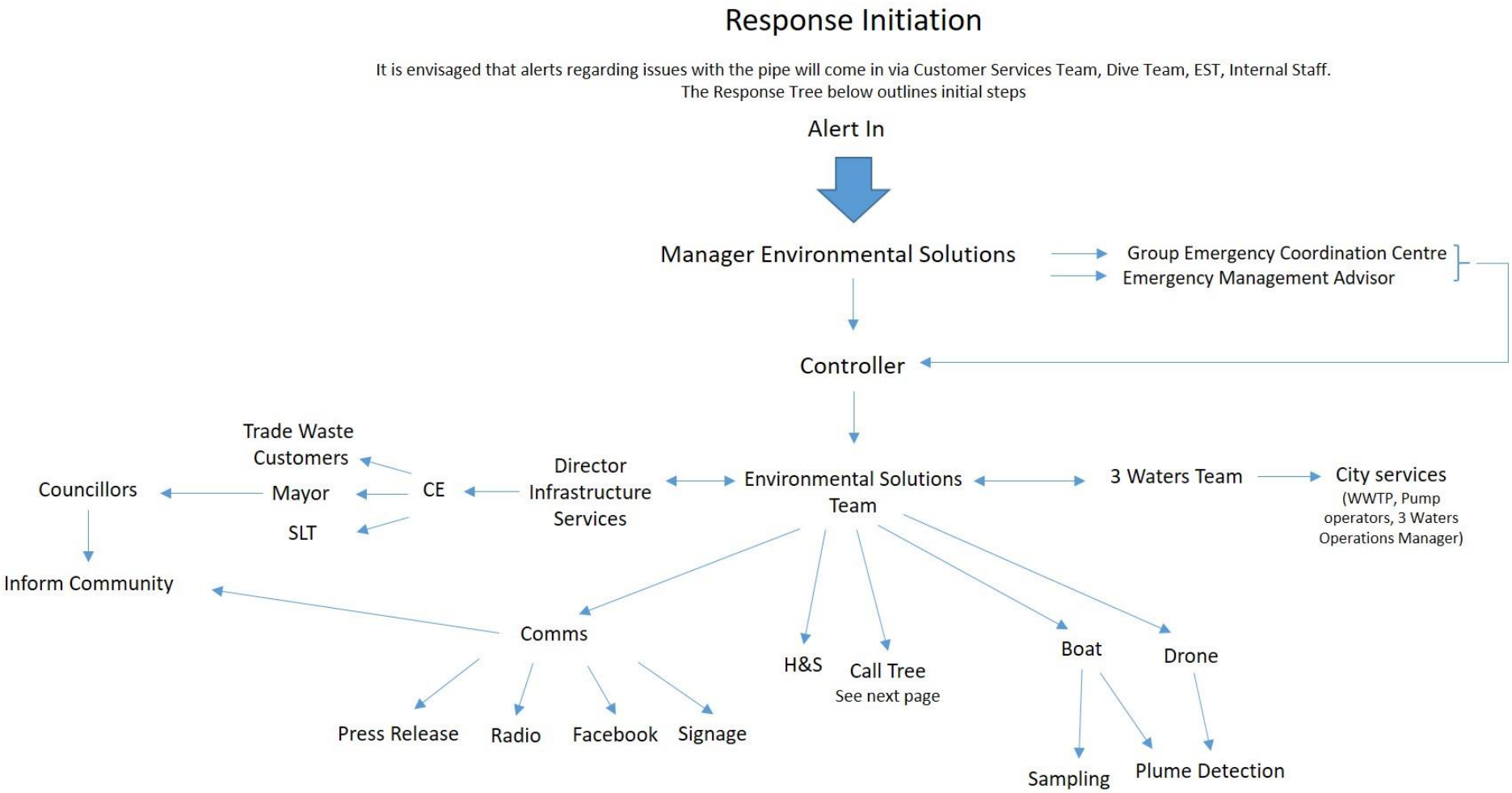
A decision on when the activities as part of this Emergency Response Plan are to cease, will be made by a member of the Senior Leadership Team.

4.3 Debriefing

Debriefs will be held following the event to enable learnings should this type of event occur in the future. These will involve internal and external parties.

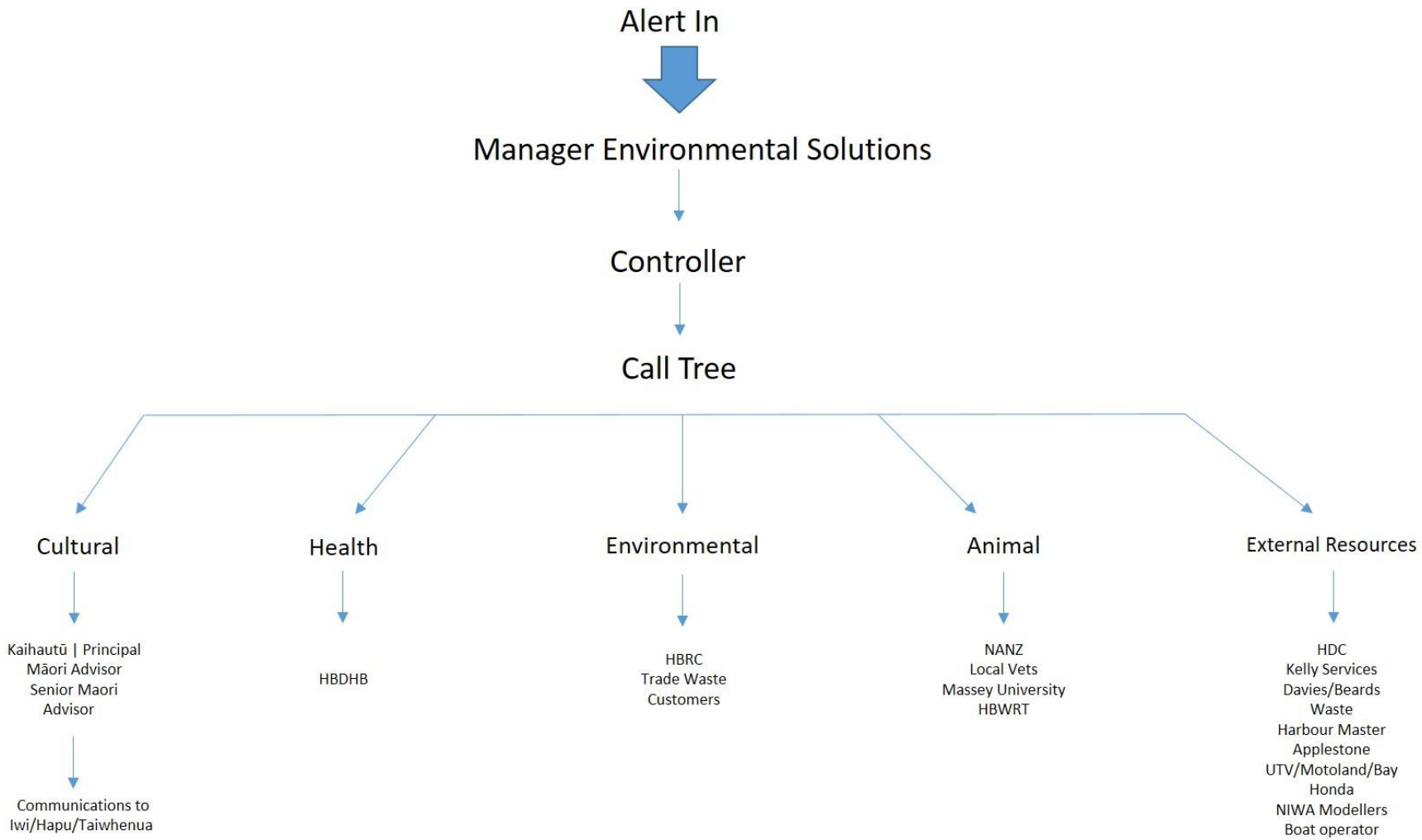
6. RESPONSE PLAN SUPPORTING DOCUMENTS

6.1 Response Initiation Chart



6.2 Call Tree

The call tree below outlines internal and external organisations to be contacted and roles and responsibilities in the event of issues with the outfall pipe.



6.3 Stakeholder Contact Details

6.3.1 Cultural Contact Details

Organisation	Name	Phone	Email
	Ngāti Pārau Hapū Trust		
	Ngāti Kahungunu		
	Maungaharuru-Tangitū Trust		
	Te Taiwhenua		

6.3.2 Health

Organisation	Name	Phone	Email
Hawkes Bay District Health Board			
	Public Health Unit		
	Communications Team		Comms@hbdhb.govt.nz

6.3.3.1 External Environmental Agencies

Hawkes Bay Regional Council			
Hastings District Council			
Environmental Protection Agency		TBA	TBA

6.3.3.2 Environmental Contact Details – Trade Waste Customers

Organisation	Name	Phone	Email
HB Woolscourers			
HB Protein			
Cavalier Spinners			
Affco			
Fresh Meats			
NZ Wool Testing			
HB Wine Co			
Classic NZ			
Bay Cuisine			
Simply Squeezed			

Takitimu			
bStudio			
Lowe Corp			
Church Road Winery			
Design Spun			
Hugo's Carwash			
Starfish			
Mission Estate			
HB Galvanising			
Liqueo			
Esk Valley Meats			
Bish Wines Ltd/The Urban Winery			

6.3.4 Wildlife Welfare Experts

Organisation	Name	Phone	Email
Vet Services HB			
Wildbase – Professor in Wildlife Health			
DOC – Biodiversity Ranger			
National Aquarium of New Zealand			
HB Bird and Wildlife Rescue - Napier			

Cape Sanctuary			

6.3.5 External Resources

Organisation	Name	Phone	Email
Kelly Services			
Liquid waste operators			
Harbourmaster			
Motoland			
MetOcean plume direction modelling			
Boat Operator			
Surf Lifesaving NZ (HB)			

6.4 COMMUNICATIONS PLAN

COMMUNICATIONS PLAN

Awatoto Wastewater Outfall Emergency Response V2

Purpose:

This communications plan serves as a working document if a failure were to occur during the planned outfall repairs.

Background:

NCC is undertaking repair work on leaks to its Wastewater Outfall Pipe at Awatoto, one 700m along the pipe and two smaller leaks approximately 630m. During this work, further damage to the pipe was discovered on ***xx date***, requiring a change of tack for the repair work.

The Hawke's Bay Regional Council has been kept informed since the discovery of the first leak in 2018. In June, they issued an abatement notice to their consent to discharge untreated wastewater – this abatement required the repairs to be finished by 30 October 2020. Since the discovery of the further damage they have extended the abatement notice to 30 November.

NCC has been carrying out extra environmental monitoring in the area, and no adverse environmental impacts have been found to date. NCC is also working with the Hastings District Council and Pan Pac to apply for protection of all pipelines under the Submarine Cables and Pipelines Protection Act 1996.

EMERGENCY RESPONSE PLAN

This plan will be actioned in the case of a significant failure of the Outfall pipe. It is likely that we will be notified through an observation of discharge by a staff member or member of the public or through staff at the wastewater plant noticing abnormalities.

Objectives:

- To inform and educate the community
- To inform key stakeholders and seek their support
- Partner with media to inform local, regional and national audiences
- Communicate issues to key audiences, including national audience if necessary

Approach:

There will be an initial emergency response (at least the first 48 hours) which focuses on pushing information out and briefing key people and stakeholders. An ongoing process will then be implemented that continues information provision but also includes engaging with key stakeholders and the community. This plan focuses on the initial emergency response.

Key messages:

- Our wastewater outfall pipe has been damaged while doing repairs and this has caused it to fail
- Our top priority in the next 12 hours is to identify the extent of damage and to come up with a solution
- We knew this work was high risk, but so was doing nothing – we had to do this necessary work
- We need your help to reduce our discharge – don't flush unless you absolutely have to

Public safety messages:

These may be site specific (some or all may apply)

- Do not collect kaimoana / shellfish from any area
- Do not enter or touch the water
- Do not let your dogs go near the water
- Stay away from coastal areas

Spokesperson:

There will be a small team of key spokespeople as follows:

Mayor	Public reassurance messages National media Leadership endorsement of response
CEO / Director Infrastructure	Informing on what our response is (what we are doing)
Technical experts	Information about the detail, responding to technical information requests
Manager Communications and Marketing	Media liaison – setting up interviews, press conferences, media briefings, coordinating media releases

Note: multiple spokespeople may be needed at the same time.

Key Stakeholders:

- Mayor & Councillors
- Senior Leadership Team
- Iwi / Hapu
- Hawke's Bay Regional Council
- HB Civil Defence and Emergency Management
- HB District Health Board
- Department of Conservation
- Environmental Protection Agency
- Hastings District Council
- HB Harbourmaster
- Local and national media

Other Stakeholders:

- Recreational Fishers
- Recreational water users
- Port of Napier
- HB Airport

Main Audience:

- Napier community, wider HB community
- NCC staff
- NCC facilities – National Aquarium of NZ, Napier Conferences & Events

Tools and tactics:

Initial response:

- Senior Briefing – Mayor, CE, SLT
- Councillor Briefing
- Radio ads, digital & print as required
- Text alert (if appropriate and possible)
- Social media / website information
- Media briefings / conferences
- Media release(s)/advisory
- Warning signs
- Other FB Groups pages e.g. resident groups, neighbourhood support, HBCDEM etc

Ongoing response:

- As above and:
    - Other signage options – billboards, digital screens
    - FAQs for Customer Services, libraries, website
    - Internal comms, including Yammer posts, Acting CE's email update(s), briefing/email update(s) for Councillors
    - Community meetings (post emergency response)
    - Proudly Napier, open letter (flyer) to Napier residents & ratepayers

Activity	**Date completed**
Senior Briefing – within 1 hour of first notification	
Councillors Briefing – day of first notification **Email notification within 1 hours of first notification**	
Stakeholders – inform. As above	
NCC staff - inform	
Councillors – provide regular updates as required	
Stakeholders – provide updates as required	
All staff – as above	
Community	
Warning signs	Designed & printed in advance
Text alert – within 1 hour of first notification	Seek information from HBCDEM
FAQs – website. Could be added to the first media advisory/release	Pre-drafted – Questions
Mayors message video within first day	
Media advisory/release – **within 1 hour of first notification**	Pre-drafted
Social media post – **within 1 hour of first notification**	Pre-drafted
Radio ad(s) initial ad – asap, script will need to be finalised	Pre-drafted
Media advisory/releases – to provide updates	
Social media posts – as above	
Internal comms – Yammer, Acting CE update, Councillors' briefing, staff FAQs (Customer Service, libraries)	Pre-drafted
Media conference	
Open letter/flyer to Napier residents	
Community meeting	
Proudly Napier, if appropriate	

Communications Risks:

Risk	Mitigation	Impact (after mitigation)	Likelihood (after mitigation)
People become aware of the failure before we do	Quick response upon notification	Low	Low
Failure occurs out of hours	Comms on standby Text alert	Medium	Medium
Plan to fix issue & release of data perceived as too slow by the media, public	Issue regular updates, be available to answer questions even if there's nothing new	Medium	Medium
Too much/too little information	As above	Low	High
Gossip/unofficial information circulating	Address through Mayoral updates and on Facebook	Medium	High
People's livelihoods are at risk & there could be health risks	Messages must be clear & timely	Medium	Medium

Budget:

Emergency response required – SLT and the Risk & Audit Committee have been provided a copy of this plan to inform them of its contents.
Budget will be associated with the Outfall Repair funding, held by the 3 Waters and Asset Strategy Teams.

Appendix:

Internal Contact List
Media Contact List
Key Stakeholders Contact List
Other Stakeholder Contact List
Other Group FB Pages

6.4 Health &Safety plan

AWATOTO WASTEWATER OUTFALL FAILURE HIGH-LEVEL HEALTH AND SAFETY PLAN					
Event name	Emergency Response to Failure of the Awatoto Wastewater Treatment Pipe				
Event type	Public event – Environmental Disaster				
Location	Pacific Ocean, off-shore from Awatoto				
Event Start Date	Unknown	**Event End Date**	Unknown	**Document prepared by**	Cameron Burton
Event Start Time	Unknown	**Event End Time**	Unknown	**Date prepared**	20th July 2020
Pack In Start Date	Unknown	**Pack Out Start Date**	Unknown	**Maximum number of participants approximately**	Unknown
Pack In Start Time	Unknown	**Pack Out Start Time**	Unknown		
Roles:		**Name:**	**Phone:**	**Email:**	
Event Co-ordinator 1		Cameron Burton			
Event Co-ordinator		Cath Bayly			
On-site local knowledge expert		Matua Moeke			
Wildlife Welfare Experts		NANZ			
Council personnel roles			**Subcontractor (s) and roles**		
Napier City Council will coordinate the event and brief staff and contractors working within the area of the breach of the outfall pipe and use all available communications platforms to advise public to avoid use and contact with the shoreline.			New Zealand Diving and Salvage will be focussing on reducing any impact of the leak or failure, and will be able to give updates and advice from the scene (if on site), via Project Manager, Drew Brown		
Volunteers and roles					
Some Wildlife Welfare Experts are volunteers. Volunteers will need to be safety briefed and coordinated, prior to commencing any work on NCC's behalf.			A desktop exercise/run through of the Emergency Response Plan will occur in advance of repair work being undertaken. In this way, issues with regard to personnel and/or equipment shortcomings will be highlighted and processes changed to address key problems.		
Medical team and first aid procedure					
Trained First Aiders from Cape View may be necessary within work parties, which will take them away from their day jobs.					

Any dive team emergencies will be handled and coordinated by New Zealand Diving & Salvage in the first instance, and emergency services beyond.
Apply first aid and transport personnel to Napier Medical Centre, 76 Wellesley Road, Napier South (Phone 06 835 4999)
Or Hawkes Bay Hospital, 398 Omahu Road, Camberley, Hastings (Phone 06 878 8109)
For any incident / medical event requiring anything more than First Aid, Ambulance is to be called on 111 or for Marine Emergencies call the Coast Guard on 111 or VHF Channel 16.

Event Description

Following the discovery of a break or significant leak caused by damage or catastrophic structural failure of the Awatoto Wastewater Outfall Pipe, this Emergency Response Plan will be activated.
An abatement notice issued by HBRC requires that repairs to the outfall pipe must be undertaken prior to 30 November 2020. Given the timing of this deadline, the likely weather conditions and tidal challenges there is a possibility that the repairs themselves may result in a further breach or a catastrophic failure of the pipe itself.

In the event of this happening, there will need to be a well co-ordinated mobilisation of several elements of Napier's Council and community. Monitoring of the area will need to take place both by boat and drone and samples taken of the surrounding environment. Beach and boat patrols will be undertaken in order to look for stricken wildlife or signs of contamination. There will be a need pre-printed signage to be installed along the shore line advising members of the public of to avoid all contact with the water.
City Services staff (managed seperately to this Response Plan) will be involved in Wastewater Treatment and shut downs of the network.

Hazard Identification and Plan of Control

Briefing Tick	Hazard & Risk	Delegated Responsibility	Eliminate Minimise	Controls in Place Action Required	Comments	Residual Risk
High Risk Hazards						
	Falling out of boat and drowning or becoming hypothermic	Cameron Burton	Minimise	Staff involved are well versed in boat operations SOP, vessel familiarisation, firm hold and strong posture during rough conditions, and wear a life jacket.		Medium
	Poisoning through contamination of equipment and contact	Cameron Burton	Eliminate	Avoid contact wherever possible. No eating until washing and sanitisation has occurred. Barrier techniques		Low

	Cramping and ergonomics while flying drone	Cameron Burton	Minimise	Do thumb stretches beforehand. Take breaks to release pressure points.		Medium
	Hazardous Substances health concerns	Cameron Burton	Minimise	In the event of a hazardous substance being found, or a reaction in the pit, then advise everyone on site to move to a safe position upwind of the event. Call 111 for Fire and Emergency. Evacuate further utilising back gate or front entrance (whichever is the safest)		Medium
	Rollover of side by side vehicle	Cameron Burton	Minimise	Training, familiarisation, SOP followed		Medium
Briefing Tick	**Hazard & Risk**	**Delegated Responsibility**	**Eliminate Minimise**	**Controls in Place Action Required**	**Comments**	**Residual Risk**
Environmental Hazards						
	Heat & sunlight fatigue	On site Team Leader	Minimise	Vehicles and shaded areas available for respite while maintaining social distancing. Wear sun glasses, wide brimmed hats and long sleeved high visibility vests. Sunblock to be supplied by NCC		Low
	Cold & rain exposure	Individuals	Minimise	Wet weather clothing to be provided by individuals		Low
	Dehydration	On site Team Leader	Minimise	Sufficient water for shift to be brought on by personnel Staff & volunteers encouraged to hydrate regularly.		Low
	Seasickness	Individuals	Minimise	Avoid eating, increase hydration, medicate where serious, avoid contact with vomit		Low
People Hazards						

	Drone incident	Drone operator	Minimise	Keep unauthorised personnel away, avoid landing until landing zone is well clear of others.		Low
	Aggravated /aggressive persons	Cameron Burton	Minimise	Aggressive customer training, keep a distance, use de-escalation techniques, call for backup		Low
Site Specific hazards						
	Conflict with other facility users	On site Team Leader	Minimise	Keep alert of other users of area, advise members of the public to stay clear of operational areas		Low
	Emergency access difficulties	On site Team Leader	Minimise	Ensure emergency vehicle access available at all times		Low
Other Hazards						
	Confusion in event of an emergency	On site Team Leader	Minimise	Established safe assembly points. Mobile phone or landline call to emergency services		Low
Communication						
	Voice instructions not heard/Mobile phones cannot be used	On site Team Leader	Minimise	2W and 5W radio telephones to enable communication between personnel and control points		Low

Risk Analysis Matrix	Consequence				
Likelihood	Insignificant	Minor	Moderate	Major	Extreme
Almost Certain	Medium	Medium	High	Extreme	Extreme
Likely	Medium	Medium	High	Extreme	Extreme
Possible	Low	Medium	High	High	Extreme
Unlikely	Low	Low	Medium	High	Extreme
Rare	Low	Low	Medium	Medium	High