## **Appendix 5** Customer induction and fact sheet

## Welcome to the Sydney Superyacht Marina, Rozelle Bay.

Rozelle Bay offers deep water24/7 access and a sheltered, calm water environment. The predominant wind direction in summer is North-East, where the Anzac Bridge offers good protection. In winter we experience South-Easterly and Westerly winds which sometimes can whip-up a bit and make berthing challenging. These SE'ly and W'ly wind conditions generally don't last long and settle around sunset.

The Bay also accommodates a number of other commercial and recreational users including charter boat and barge operators, rowing clubs (including the famous Sydney Dragons).

The Marina is considered "private property" and access to the marina is for boat owners (including nominated crew) and their guests only. Marina operating hours are from 8am to 5pm, 7 days a week. The general public is welcome along the foreshore, but not on the marina pontoons.

**Rozelle Bay is a No-Wash / 4 knots zone**, and it is a requirement that powered vessels give way to passive recreational craft at all times. Especially Superyachts must keep a proper look-out when arriving and departing at the marina.

The marina notifies marina clients of the weather conditions and the anticipated level of recreational use within Rozelle Bay via our **notice board**. On this board you'll also find information about upcoming marina events, aquatic events and other notices that are relevant.

**The Glebe Island Bridge** (1903) shall remain in the open position for the passage of vessels. Yacht owners should approach the Bridge with extreme caution. You must give way to all vessels travelling South into Rozelle and BlackWattle Bay. The Eastern side of the bridge is open to traffic. The orange flashing lights indicate a large vessel is approaching the bridge. When those orange lights flash all traffic is to wait and stay well clear of the channel until the large vessel has passed.

**Security CCTV systems** have been installed around the marina. CCTV footage is monitored and recorded. The Roads and Maritime Services (RMS) is also monitoring vessel movements within the bay. RMS has the power to prosecute skippers who do not comply with maritime regulations.

Marina gates are generally closed, and yacht owners and their crew will be issued with electronic gate passes to access the marina.

If a vessel is involved in an incident, the Master of the vessel is required to fill out a Vessel Incident Report and submit this report to the Roads and Maritime Services at the earliest opportunity. All incidents, accidents and injuries must also be reported to the marina office.

**Marina Rules** are part of the Marina Berthing and Mooring agreement. These rules set out a number of common-sense rules that ensure all customers feel comfortable and safe whilst onboard and around the marina. Please contact the marina concierge if you wish to receive a copy of the marina rules

**Protecting our Waterways**. Most yacht owners are fully aware of the importance to protect the environment. Polluted water is bad for boating and bad for business. Simple maintenance activities on-board and around the marina can directly affect the water quality, therefore we should all consider what we do and how this may affect the environment. These activities include ordinary detailing, light

maintenance such as wet-sanding, gelcoat repairs, teak-cleaning, engine room clean-outs, varnishing, hull cleaning, refuelling, oil change etc. A **risk assessment** or a safe work method statement are excellent tools to assess the critical steps, potential hazards and control measures. Excessive propeller wash causes nuisance to others, damage to the sensitive (seabed) habitats and disturbs seabed sediment.

The marina has a zero-tolerance policy for activities that pollute, or threaten to harm the environment. Marina staff is keen to assist you in discussing alternative ways of maintenance, recommend specialised trades to take care of your vessel maintenance, collect general waste and recycling, offer oil and fuel absorbents products and assist you with sewer pump-outs. It is an office to discharge black/grey water, or oily bilge water anywhere into the harbour.

Marina staff will actively collect and remove floating rubbish such as plastic bags, bottles and polystyrene from the water, especially after periods of heavy rain. You can assist us by using the on-dock recycling options for General Waste, paper & card board recycling and glass/plastic and cans. We'll also offer waste engine oil disposal and battery disposal. Please do not illegally dispose of chemicals and flammables (including flares) in our general waste bins.

**Outside contractors** are required to register with the marina office prior to providing any services on board. The registration process will ensure that you deal with qualified and insured contractors. Contractor Registration is part of the Marina's Occupational Health, Safety and Environmental policies.

**Noise**. The marina acknowledges the Conditions of our Operation licence and the impact that noise has on the community. We ask that all marina users consider their activities and avoid noisy activities (amplified music, singing and cheering, engine noise, noise from maintenance activities or power tools etc) especially between 10pm and 7am (7 days a week). Security guards contracted by the Sydney Superyacht Marina will monitor this during night, and may require you to turn down the music, cease a noisy activity or ask disorderly people to move-on and off-site.

The marina offers a Community Consultation Hotline for general Community feedback and complaints.

The Marina has developed an **Emergency Management Framework** to deal with most common situations in case of an unlikely emergency event. Procedures have been prepared for Oil and Fuel Spills, Vessel fires, sinking vessels, medical emergencies etc. Marina staff is trained to deal with emergency situations. Should it be necessary to evacuate the marina, marina staff will direct you to the Emergency Evacuation Area (refer map). Please remain in this area until the Emergency Service declare that the emergency is over.

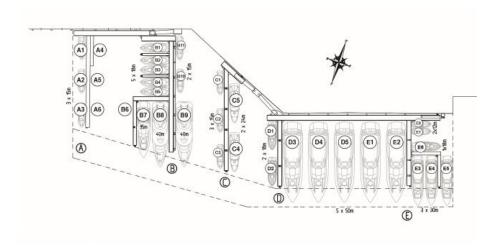
1: EVACUATE 2: PROTECT 3: FIGHT FIRE - IF SAFE TO DO SO

Vessel fires are likely our biggest risk. You can assist us by maintaining "good housekeeping" on board and carry out regular (preventative) maintenance by qualified service providers. Fire Hose Reels and extinguishers are located through the marina and are to be used for fighting fires. Should a fire commence on board — do not cut loose the burning vessel! Instead focus on protecting the vessel either side of the burning vessel and remove the vessels on either side (if safe to do so) to create a fire break.

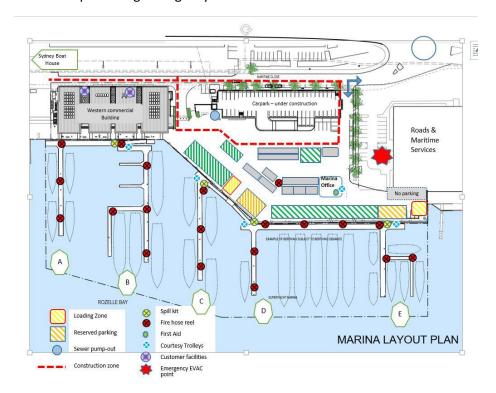


The Marina's electrical outlets are all protected by Residual Current Devices (and MCD) for your (and our) safety. Where a new outlet is fitted with screw-on fitting, an appropriate "screw-in" male plug must be used to ensure a proper, weather proof connection. The use of an ordinary "domestic" type plug without IP65-rating may cause damage to the outlet and lead. Shore power leads must be checked and certified by a qualified electrician at least annually. The shore power leads remain the responsibility of the yacht owner. Marina staff may remove the lead and inform the owner if it is reasonably deemed that the lead is damaged and likely to pose a thread.

## Marina Map:



Marina Map showing Emergency Evacuation Point



## Map of Rozelle Bay and Blackwattle Bay showing the rowing training course

