

3-5 Duck St, Auburn NSW 2144

August 2023

## A. ASSESS (Site Supervisor/Driver)

1. Determine significance of incident?
2. Determine potential for escalation?
3. Assess risks?
4. Any impacts on people, environment, community, business stakeholders? If yes, contact the SEQ Team.
5. Is evacuation and / or Site Close required? If yes, immediately clear the area.
6. Contact the SEQ Team.
7. Do you need to notify emergency services? If yes, contact Emergency Services.

## B. NOTIFY (SEQ Team)

8. Contact Emergency Services '000' (if not already contacted)
9. If risk to neighbours, contact all potentially affected persons – door to door
10. Contact the EPA '131 555'
11. Contact NSW Health Public Health Unit (business hours) 1300 066 055; OR
12. Contact NSW Health (after hours – contact closest hospital on duty public health officer as below)
  - Camperdown (RPA) – 02 9515 6111
  - Gosford – 02 4320 9730
  - Liverpool (Liverpool) – 02 9828 3999
  - Newcastle – 02 4924 6477
  - Parramatta (Westmead) – 02 9845 5555
  - Wollongong – 02 4221 6700
  - Penrith (Nepean) – 02 4734 2000
  - Hornsby – 02 9477 9400
  - Randwick (Prince of Wales) – 02 9382 2222
13. SafeWork NSW '131 050'
14. Local Council – See list for business and after hours contacts
15. Fire and Rescue NSW – Emergency '000'
16. Fire and Rescue NSW – General enquiries 1300 729 579 (non emergency)

## C. RESPONSE PLAN (SEQ Team)

17. For Environmental incidents, contact Head of Environmental Operations – Ros Dent 0416 685 615
18. For Safety incidents, contact Head of Safety – Mike Wilson 0428 616 756
19. Identify incident controller – this is the attending authority or if no authority the Site Supervisor / Allocator
20. Head of Environmental Operations/Safety to activate the Emergency Management Team (EMT) if required
21. EMT to appoint stakeholder liaison
22. Manage incident and ensure available resources until resolved

## D. MANAGE INCIDENT (EMT / Site Supervisor / Operations)

23. EMT to coordinate response to incident
24. EMT to liaise with Site Supervisor
25. Site Supervisor to implement controls and risk mitigation (at direction of SEQ team / authorities / emergency services if attending)
26. Implement communication protocols as per Crisis Communication Plan
27. Inform and liaise with stakeholders

## E. RETURN TO NORMAL OPERATIONS (EMT / Site Supervisor / Operations)

28. EMT to identify business recovery requirements
29. Appoint recovery coordinator if necessary
30. Return to normal business operations
31. Advise stakeholders of return to normal operating conditions or alternatives

## F. INCIDENT INVESTIGATION (SEQ Team)

32. Implement SEQ incident reporting and investigation and associated procedures
33. Prepare Incident Report
34. Conduct debrief meeting with EMT, Senior Management and relevant staff
35. Implement corrective actions and update SEQ documents etc as required

## G. CORRECTIVE ACTIONS

36. SEQ committee to review progress with corrective actions
37. Update Risk Registers
38. Review EPIRMP (within 30 days)
39. Implement corrective actions
40. Review progress at SEQ Team Meetings