

1 Kangaroo Ave, Eastern Creek

February 2020

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 Compliance Team.
5. Is evacuation and / or Site Closure 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)

7. Contact Emergency Services '000' (if not already contacted)
8. If risk to neighbours, contact all potentially affected persons – door to door
9. Contact EPA '131 555'
- 10a. Contact NSW Health Public Health Unit (business hours) 1300 066 055; OR
- 10b. 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 - 02 4734 2000
 - Hornsby – 02 9477 9400
 - Randwick (Prince of Wales) - 02 9382 2222
11. Safe Work NSW 131 050
12. Local Council – See list for business and after hours contacts
- 13a. Fire and Rescue NSW – Emergency '000'
- 13b. Fire and Rescue NSW – General enquiries 1300 729 579 (non emergency)
14. Contact DPIE '1800 680 244' (if there is a notifiable environmental incident)

C. RESPONSE PLAN (SEQ Team)

15. Contact Environmental Manager (EM) – Ros Dent 0416 685 615
16. If EM not available, contact Chief Safety, Environmental and Quality Officer – Jim Sarkis (see internal contact list)
17. Identify incident controller – this is the attending authority or if no authority the Site Supervisor / Allocator
18. EM to activate the Emergency Management Team (EMT) if required
19. EMT to appoint stakeholder liaison
20. Manage incident and ensure available resources until resolved

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

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

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

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

F. INCIDENT INVESTIGATION (Compliance Team)

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

G. CORRECTIVE ACTIONS

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