Pollution Incident Response Management Plan

Last Updated: 17 June 2021

Contents

Document History

Rev	Detail	Who	Date
6	Desktop review of all scenarios in section 16 Minor adjustment based on new operating hours	KiaM	19 Jan 2021
5.1	Initial issue based on move to new format	Shane	10 Mar 2020
5	New format	Shane	18 Sep 2018
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3.2	Minor amendments	Geoff	16 Mar 2018
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1.4	Minor amendments	Geoff	5 May 2014
1.3	Minor amendments	Geoff	17 Dec 2013
1.2	Minor amendments	Geoff	8 Mar 2013
1.1	Minor amendments	Geoff	18 Sep 2012
1	Initial issue based on move to new format	Geoff	31 Aug 2012

1.0 Background

The introduction of new requirements under the Protection of the Environment Legislation Amendment Act 2011 (POELA Act) sets out specific requirements for all businesses holding a current Environment Protection Licence. These requirements include the preparation, keeping, testing, and implementing of a Pollution Incident Response Management Plan (PIRMP).

2.0 Scope

The scope of this Pollution Incident Response Management Plan (PIRMP) is to comply with the NSW *Protection of the Environment Operations Act 1997 section 153* and the *Protection of the Environment Operations (General) Regulation 2009*, to prepare, keep, test and implement a PIRMP. This PIRMP has been formatted in accordance with the guidance material provided by the EPA. This PIRMP covers Solveco Pty Limited (Solveco) – 38 Links Rd, St Marys NSW 2760

Trading Name	Legal Entity	Address	ABN	EPA Licence
Solveco Pty Limited	Solveco Pty Limited	38 Links Rd, St Marys NSW 2760	24 117 060 625	5661
Solveco Pty Limited	Solveco Pty Limited	*Transport Lic*	24 117 060 625	6730

This plan works in conjunction with below Solveco documents:

- Emergency Contact List
- Emergency Response Plan
- Site Manifest
- Policies and Procedures
- Risk Matrix

3.0 Description and Likelihood of Hazards

Solveco has established its own Risk Matrix implemented as a generic risk rating tool within the business. It is employed as a tool for various aspects of the business including, but not limited to:

- Pollution Incident Response Management Plan
- Work Method Statements (Risk Assessments)
- Defining Hazards within the business

SOLVECO RISK MATRIX

		SEVERITY			
		ACCEPTABLE: Little to no effect on event	**TOLERABLE:** Effects are felt, but not critical to outcome	**UNDESIRABLE:** Serious impact to the course of action and outcome	**INTOLERABLE:** Catastrophic outcome
LIKELIHOOD	**PROBABLE:** Risk will occur	4 - MEDIUM	8 - HIGH	10 - HIGH	12 - EXTREME
	POSSIBLE: Risk will likely occur	2 - LOW	6 - MEDIUM	8 - HIGH	10 - HIGH
	IMPROBABLE: Risk is unlikely to occur	1 - LOW	2 - LOW	6 - MEDIUM	8 - HIGH

Risk Rating -	**LOW:** Acceptable	**MEDIUM:** ALARP	**HIGH:** Unacceptable	**EXTREME:** Stop Work

Below provides a list of the major risks/hazards within the business, along with their risk rating.

3.1 Environmental Risk Table

Hazard	Risk Rating
Chemical fire or explosion	10 - High
Generation of hazardous/flammable atmosphere	10 - High
Transport spill or fire	8 – High
Inadequate operation and control of manufacturing process (i.e., temperature, chemical reactions and pressure)	6 - Medium
Chemical decanting/transfer spill	6 - Medium
Chemical handling spill	6 - Medium
Unloading vehicle spill	6 - Medium
Use of plant or equipment near dangerous goods	6 - Medium
Chemical reaction due to incompatibility of wastes	6 - Medium
Failure to contain chemical spill/leak off-site (i.e., permeability of concrete hardstand)	4 - Medium
Pipework/tank/surface leak to stormwater or soil	2 – Low

3.2 Human Health Risk Table

Hazard	Risk Rating
Human exposure to flammable/volatile/chemical vapours	10 - High
Human exposure to emissions from fire	8 – High
Human exposure to contaminated stormwater from spills	8 – High
Human exposure to temperature or pressure relief from manufacturing process	6 - Medium
Human exposure to spill whilst unloading vehicle	6 - Medium
Human harm due to contact with plant or equipment	6 - Medium
Human exposure to chemical reaction from incompatibility of wastes	6 - Medium
Human exposure to off-site spill/leak (i.e. permeability of concrete hardstand)	4 - Medium
Human exposure to pipework/tank/surface leak from to stormwater or soil	2 – Low

4.0 Action and Controls

Action and controls for each identified hazard is done by utilising Work Method Statements (WMS), which outline the safe process for works to be completed to ensure the hazard is ALARP (as low as reasonably practical).

Moreover, various indirect controls are employed to also control hazards. This includes, but is not limited to: toolbox meetings, supervisor inspections, various checklists (daily/weekly/bi-annual/annual) and independent audits/inspections (i.e. hazard area assessment).

4.1 Pre-emptive Controls

Further to the above, the following controls are also employed to prevent hazards.

- 24hours site monitoring and manual alarm process while Ovens and/or Stills are operational
- Segregation of incompatible chemicals (isolation area)
- Bunded storage areas with site map outlining waste storage location(s)
- Primary bunding not to be used as part of the processing or and decanting. Only used for collection of accidental spills
- Designated storage areas for Dangerous Goods
- Daily/weekly/monthly checklist of plant and equipment (integrity, maintenance, etc)
- Up-to-date manifest of Dangerous Goods
- Safety Data Sheets to handle chemicals safely (hard and soft-copies available)
- Staff training matrix

4.2 Safety Equipment

The site has various safety and firefighting infrastructure in place to prevent environmental and human health risks that could occur on the facility. The safety equipment is checked periodically and confirmed it is in working order, represented by an Annual Fire Safety Statement.

The facility is equipped with the following safety equipment for reducing impacts of pollution incidents:

Safety Equipment	QTY
Dry Chemical Fire Extinguishers	16
Dry Chemical Fire Extinguishers – 60kgs Mobile Unit	3
CO2 Fire Extinguishers	2
Foam Generators	2
Hose Reels	3
Various Personal Protective Equipment (PPE) items	
Various Spill Kits located in strategic locations	

The various fire extinguishers, along with their use (class of fire) is outlined on the image below.

Further to the above, the following items are also available on-site to reduce the risk to environmental and human harm.

- Periodic site environmental and dangerous goods audits.
- Cleaning up satisfactory, as per the WMS.
- Safety Data Sheets (SDS). These are available in the Emergency Response Box, lunchroom and electronically.
- Incident reporting of any significant environmental issue.

5.0 Waste Inventory

Solveco deals with hazardous and non-hazardous, liquid, chemical and industrial wastes. The types and quantities of hazardous materials stored at the facility can vary month to month. The site manifest is stored in the Emergency Site Manifest box located in the carpark of the admin building. This manifest is updated each month or when manifested quantities have significantly changed.

Furthermore, details of waste material and storage locations (storage ID) are described on the SafeWork Notification of Schedule 11 Hazardous Chemicals (dangerous goods). This is available in the Emergency Manifest Box, along with a copy of the site map, outlining storage locations.

6.0 Contact Details

The following table provides contact details for key stakeholders involved with the facility.

The Evacuation Coordinator or nominated representative will be responsible for notifying the authorities, via telephone, in the event of a pollution incident or threat to the environment (if not available, immediately contact a manager).

Name	Role	Contact
NSW Fire & Rescue	**Emergency Service**	**000**
Police	**Emergency Service**	**000**
Ambulance	**Emergency Service**	**000**
NSW EPA	Environmental Regulator	131 555
Solveco (main office)	Manager	02 9833 7035
Shane Brownless	Manager	0418 720 722
Craig Long	Concrete Recyclers (Group) General Manager - Business	0417 448 867
Robbie Peterson	Evacuation Coordinator /Chief Warden	0400 463 355

7.0 Communicating with Neighbours & the Local Community

The facility operates within the St Marys region, located in the Penrith City Council local government area. The facility is in the North Dunheved Business Park, which is a heavy industrial zone.

A list of neighbours and contact details is available in Section 12.1 – Neighbouring Facilities.

The table below shows the distances to residential areas, in each direction from the facility.

Direction	Distance
North	1 km – Ropes Crossing
South	2.4 km – St Marys
East	600m – North
West	1km – Jordan Springs East

8.0 Minimising Harm

The facility has numerous mechanisms that are utilised to reduce harm to human health and the environment. These mechanisms include:

- All staff members can activate the site alarm that indicates that evacuation is required.
- Training matrix employed to train staff on various aspects of the operations and their risks.

Once the facility is evacuated the Chief Warden will control the situation, until emergency services arrive and take over the site. This includes having someone report the incident as per Section 9.
If a facility evacuation is not required, a manager will be contacted in order to report the emergency.

9.0 Protocol for Notification of Pollution Incident

Changes to Part 5.7 of the POEO Act requires all pollution incidents to be reported immediately. The following procedure for notification is to be followed.

The Evacuation Coordinator or nominated representative will be responsible for notifying the authorities, via telephone, in the event of a pollution incident or threat to the environment.

1. Call **000** if immediate threat to human health or property. Please note that Emergency Services are the first responders and are responsible for controlling and containing incidents.
2. NSW EPA - **131 555**
3. The Ministry of Health (Penrith Office) - **(02) 4734 2022**

4. SafeWork NSW – **13 10 50**
5. Penrith City Council – **(02) 4732 7777**
6. Fire and Rescue NSW – **1300 729 579 (only if not already phoned 000)**

10.0 Actions to be taken to control and remedy a pollution incident

Solveco has a variety of Job Safety Analysis (JSAs), Work Method Statements (WMS) and procedures that staff have accessible for any major task(s) they undertake. This includes an Emergency Procedure for the facility.
Additionally, Safety Data Sheets (SDSs) are also available that outline the first aid, spill response and emergency procedure for incidents and spills relating to these individual chemicals. SDSs are available in the Emergency Manifest Box, lunchroom and online (electronically).

Not all scenarios are listed in Section 16, however these include the most commonly identify incidents that the site may encounter.

11.0 Initial Response to a Pollution Incident

Should a Pollution Incident occur, the following steps outline the initial response.

1. Raise the alarm to staff, visitors, and contractors on-site.
2. Evacuate the facility, unless advised otherwise by Management or the Chief Warden.
3. Conduct a head count for all staff, to ensure everyone is accounted for. **No one is to leave the Emergency Evacuation Point without the Chief Warden's permission.**
4. Chief Warden takes control of the site, until emergency services arrive.
5. PIRMP is to be utilised and followed as per the requirements of the document.
6. Notes should be taken throughout the process, where possible. This will help with the incident investigation once the incident is contained. An Incident Report is to be completed with as much detail as possible.

12.0 Arrangements to minimise risk and harm

12.1 Neighbouring Facilities

The Evacuation Coordinator or nominated representative will be responsible for notifying neighbouring facilities, via telephone, in the event of a pollution incident.

A list of the neighbouring facilities is listed below.

Business	Address	Contact Number	Location
Programmed Timber Supplies	44 Links Rd, St Marys NSW 2760	(02) 9623 7866	Western Neighbour
Aquatec Maxcon Group	8 Charles St, St Marys NSW 2760	(02) 8603 5200	South Western Neighbour
St Marys Automotive Smash Repairs	U9/36 Links Rd, St Marys NSW 2760	(02) 9673 5331	Eastern Neighbour
T&G Mower Centre	U5/36 Links Rd, St Marys NSW 2760	(02) 9623 5270	Eastern Neighbour
Dimitriou Fabrications	9 Vallance St, St Marys NSW 2760	(02) 9623 0788	South Eastern Neighbour
Sydney Water	73 Links Rd, St Marys NSW 2760	0418 275 623	Northern Neighbour

13.0 Staff Training

13.1 Induction Training & Toolbox Meetings

Employee, visitor and contractor inductions are completed prior to any person entering the facility. These inductions are also updated annually as a refresher for everyone that enters the facility.
A key component of the induction process is notifying the audience of alarms, evacuation routes, safety equipment to be worn and available around the facility (i.e. fire extinguishers and safety showers). Visitors are always escorted with a staff member and are not allowed to work on-site or operate any machinery or equipment, unless a more detailed contractor induction is completed. This will also involve receiving certificates of competency and/or licenses for the works being completed.

Staff also participate in toolbox meetings, which are carried out monthly at a minimum. These toolboxes are used as a general communication medium for management and staff, as well as to discuss any projects, facility changes and/or health, safety, environment, quality, and training (HSEQT) issues or concerns.
Meeting discussions are recorded in meeting minutes, along with actions that are followed up.

13.2 Emergency Preparedness

Emergency evacuation drills are conducted a minimum of annually as per the NSW EPA Premises License requirements. This will be prepared and completed by the Evacuation Coordinator.

Additionally, emergency alarms are tested annually as per Annual Fire Safety Statement. This is completed by a licensed contractor.

13.3 Training Matrix

Solveco have a Training Matrix that is used to prepare staff for various activities at the facility, including in emergency situations. Training includes, but is not limited to, emergency procedure, PIRMP, unloading trucks, transport procedure, receival procedure and weekly audit checklist.

The training will be completed face to face, via toolbox meetings or an external contractor.

All personnel will be trained, as appropriate to their roles. Required and completed training will be recorded within the Training Matrix. The Training Matrix is reviewed annually, prior to refresher training as required.

14.0 Maintaining and Testing the Plan

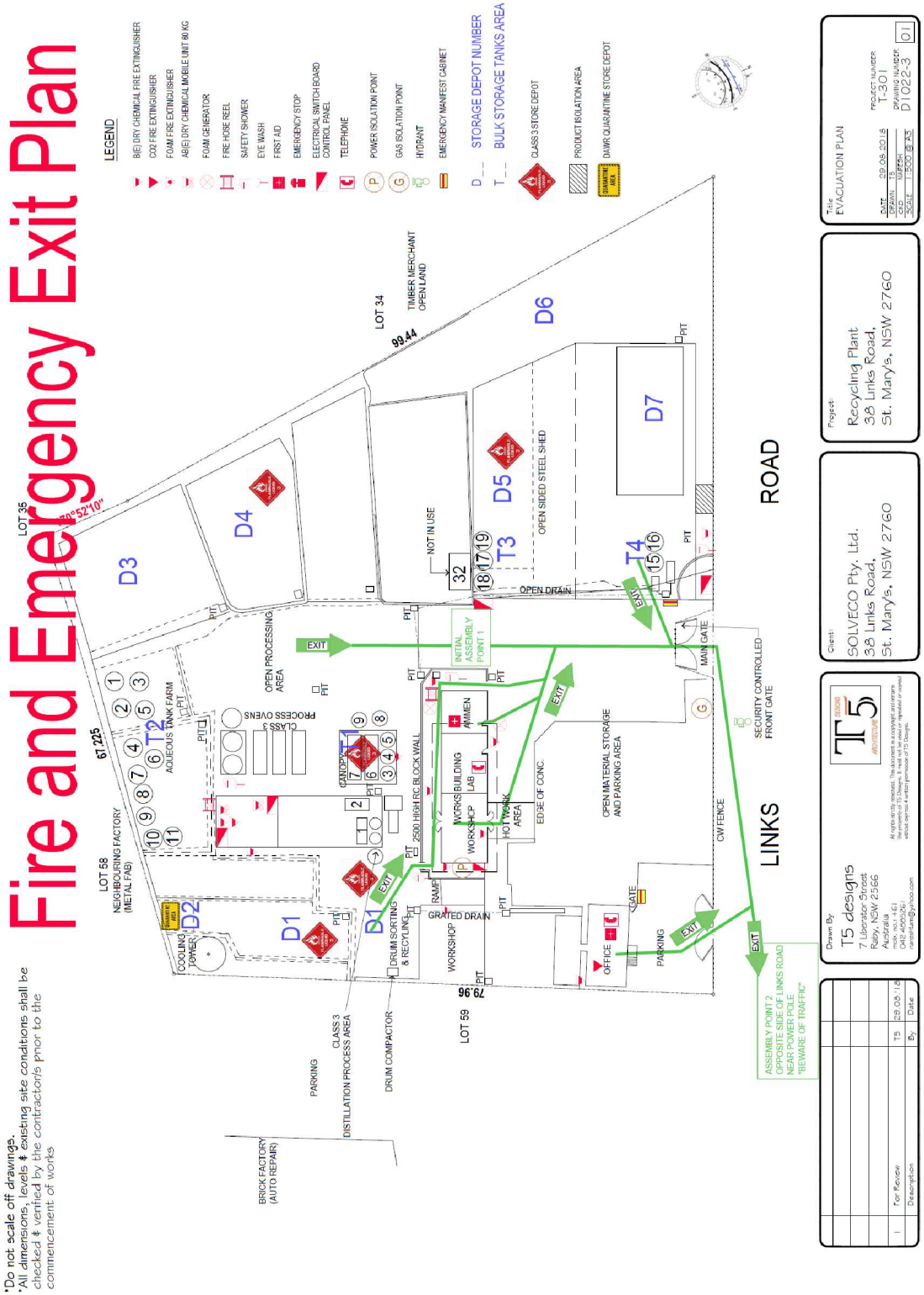
The Pollution Incident Response Management Plan (PIRMP) will be tested annually and/or within one (1) month of an incident, as per our NSW EPA Premises License condition.
The Site Manager is responsible for arranging the PIRMP practice drill and associated scenario. As part of the test an incident scenario will be raised, and employees questioned on their response. The response will be benchmarked against the scenario examples within the PIRMP.

After each test, a management review will be conducted to ensure the document remains active with correct procedures and up to date information. The PIRMP will also be checked against relevant legislation to ensure it is compliant. It is the responsibility of the Manager to update and notify changes to the PIRMP.

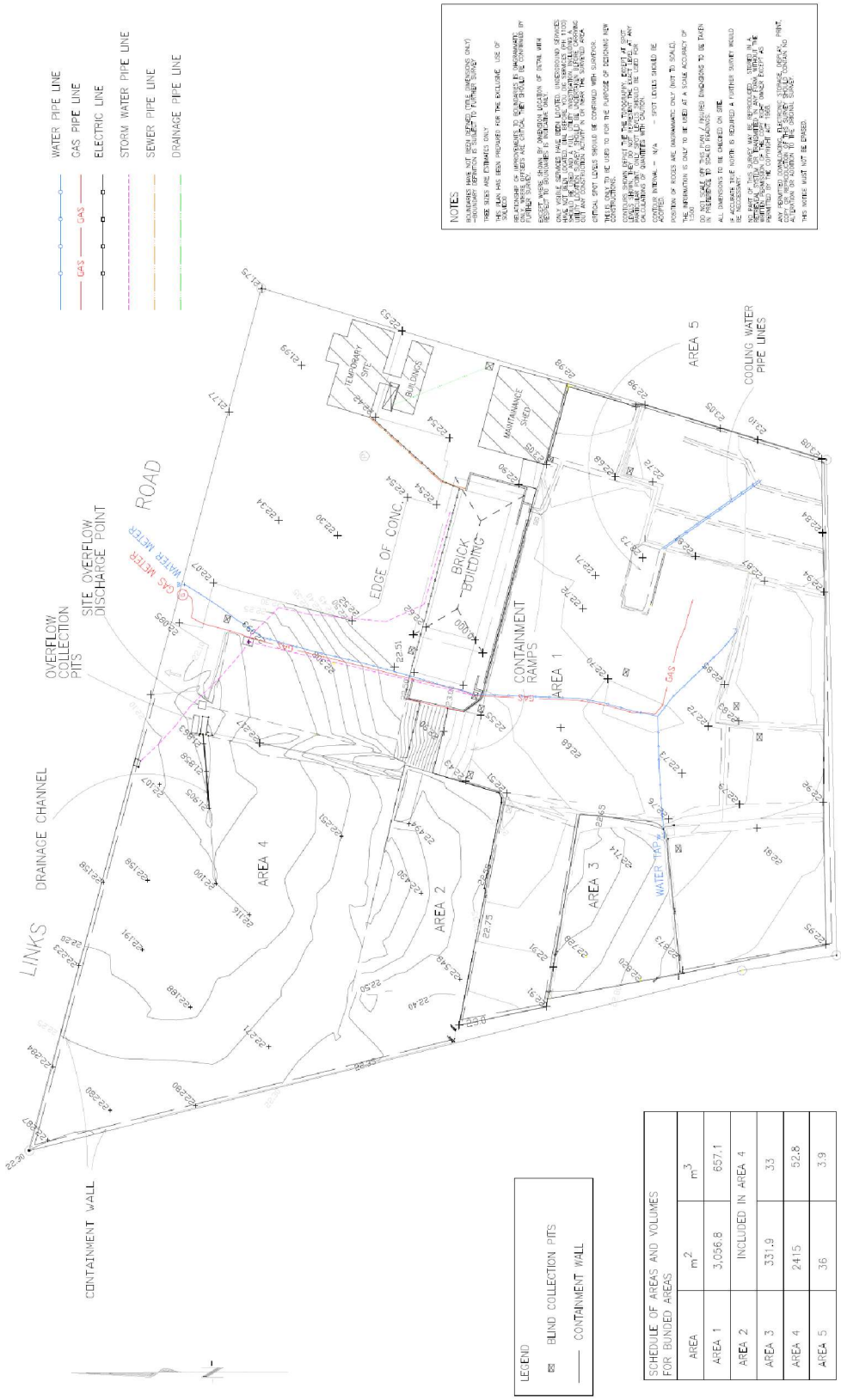
A copy of the PIRMP will be available in the Emergency Manifest Box, lunchroom and within all company vehicles that may transport waste material.

15.0 – Site Specific Information

15.1 Detailed Site Map



15.2 Site Survey Map (including underground services)



15.3 Site Location Map


38 Links Road
Coles Ropes Crossing
Ropes Crossing Public School
Ropes Crossing
South Creek
Ropes Creek
Ropes Crossing Blvd
Forrester Rd
Links Rd
Townsend Cres
Dunheved Golf Club
Dunheved Circuit
Skypeak Adventures
St Marys Rugby League Club
Christie St
Boronia Rd
Sims Metal Management
Bent St
North St Marys
Dunheved Rd
St Marys Indoor Shooting Centre
Maple Rd
Tregear
Debrincat Ave

15.4 SafeWork NSW Notification of Dangerous Goods

Locked Bag 2906, Lisarow NSW 2252
Customer Experience 13 10 50
ABN 81 913 830 478 | www.safework.nsw.gov.au

12 November 2017

SOLVECO PTY LIMITED

ACKNOWLEDGEMENT OF NOTIFICATION OF HAZARDOUS CHEMICALS ON PREMISES

ISSUED UNDER AND SUBJECT TO THE PROVISIONS OF THE WORK HEALTH AND SAFETY ACT 2011 AND REGULATION THEREUNDER

Acknowledgement Number NDG035716

Issued to SOLVECO PTY LIMITED

Trading as

Premises where notified hazardous chemicals are stored/handled

38 Links Rd, ST MARYS NSW 2760, AUSTRALIA

Emergency Contacts for this site:

Geoff Wager	Shane Scott Brownless
02 9833 7035	02 9833 7035
0433 595 232	0418 270 722

This acknowledgement must be retained as PROOF OF NOTIFICATON
You must notify SafeWork NSW of applicable changes, specified in the Work Health and Safety Regulation 2011, to the Hazardous Chemicals used, handled or stored on these premises

15.5 NSW EPA Premises License

Section 55 Protection of the Environment Operations Act 1997

Environment Protection Licence

Licence - 5661

Licence Details	
Number:	5661
Anniversary Date:	26-February

Licensee
SOLVECO PTY LIMITED
PO BOX 7108
SILVERWATER NSW 2128

Premises
SOLVECO PTY LTD
38 LINKS ROAD
ST MARYS NSW 2760

Scheduled Activity
Waste processing (non-thermal treatment)
Waste storage

Fee Based Activity	Scale
Non-thermal treatment of hazardous and other waste	Any annual processing capacity
Waste storage - hazardous, restricted solid, liquid, clinical and related waste and asbestos waste	Any listed waste type stored

Region
Hazardous Materials, Chemicals & Radiation
59-61 Goulburn Street SYDNEY NSW 2000
Phone: (02) 9995 5000
Fax: (02) 9995 5999
PO Box A290
SYDNEY SOUTH NSW 1232

15.6 NSW EPA Transport License

Section 55 Protection of the Environment Operations Act 1997

Environment Protection Licence

Licence - 6730

Licence Details	
Number:	6730
Anniversary Date:	23-December

Licensee
SOLVECO PTY LIMITED
PO BOX 238
RYDALMERE NSW 1701

Licence Type
Transporter of Waste

Scheduled Activity
Transport of trackable waste

Fee Based Activity	Scale
Transport of category 1 trackable waste	0 - All (Vehicles)
Transport of category 2 trackable waste	0 - All (Vehicles)

Region
Waste Operations
59-61 Goulburn Street
SYDNEY NSW 2000
Phone: 02 9995 5000
Fax: 02 9995 5999
PO Box A290 SYDNEY SOUTH
NSW 1232

16.0 Scenario Events

16.1 Site Evacuation Procedure

16.2 In the Event of a Major Chemical Incident

16.3 In the Event of a Bomb Threat or Terrorist Activity

16.4 In the Event of a Hold-Up

16.5 In the Event of a Major Fire and Explosion

16.6 In the Event of Major Gas Leak

16.7 In the Event of a Bushfire or other Natural Disasters

16.8 In the Event of a Neighbourhood Emergency, Serious Traffic Incident or Civil Disorder

16.9 In the Event of a Serious Medical Emergency

16.1. Site Evacuation Procedure

This procedure covers this site in case of an evacuation from an emergency. The Evacuation Coordinator is the Maintenance Foreman.

1. The types of emergencies that could lead to a site or partial site evacuation are: (the following list is not exhaustive):
    a. Fire, various types.
    b. Spill of a Dangerous Good (DG).
    c. Major gas leak.
    d. Bush fire or other natural disasters – e.g. floods, earthquake, or major electrical, hail or other storm.
    e. Hold-up.
    f. Bomb threat or terrorist activity.
    g. Neighbourhood emergency.
    h. Civil incident or serious traffic incident.
    i. Medical Emergency.
2. When the 'evacuation alarm' is sounded (the air horn), all employees operating equipment must shut it down immediately. This is done safely by pressing the e-stop or other approved shut-down method.
3. Additionally, all personnel onsite are to assembly at the initial assembly point, which is located just outside the amenities area, on the main driveway 'the hump'. Move to this point in a brisk but orderly way. **DO NOT RUN!** The Evacuation Coordinator will check all areas (if safe) to ensure all personnel are accounted for.
4. Access to the assembly points is displayed on the 'Evacuation Plan'. The exits, various access/egress routes, and assembly points are also displayed. These plans are displayed at various locations around the site.
5. At this time, the Evacuation Coordinator will decide on the correct course of action. It may include waiting beside the main reception area, moving orderly to the outside assembly point, (Northern side of Links Rd beside the electricity pole) or staying right where we are. The Emergency Services may be called, if required.
6. All employees and visitors onsite shall be accounted for.
7. The Evacuation Coordinator will discuss the situation, including any unaccounted-for personnel, with the Emergency Services. Together, they will decide when it is safe to return to the site. In the event of the Emergency Services not being present the Evacuation Coordinator in consultation with the Manager will decide when it is safe to return to the site.

8. In the event of an evacuation for a serious incident/emergency, activation of Sections 6 - 12 of the PIRMP will be applicable. This decision will be jointly made by the Evacuation Coordinator and/or Manager.

Note: Never try to extinguish the fire alone. Ensure your own safety! Report the fire ASAP to your Leading Hand / Manager and then follow the instructions from the Evacuation Coordinator.

Always obey the requests from the emergency personnel and emergency services.

16.2. In the Event of a Major Chemical Incident

Please note: "This is a waste facility." It is not unusual to see product waste on the ground as drums are cut, emptied and cleaned. When this is finished, the resultant areas are cleaned up.

The Solveco site has been specially designed with bunded areas to contain any spills onsite. Any small spills are contained into the specific area blind pits which are emptied immediately after the clean-up.
There are a number of ways a major chemical spill could occur (this following list is not exhaustive).

1. Bund and tank rupture.
2. Vacuum tanker malfunction.
3. Vandalism where containers are ruptured.
4. Mobile machinery incident.
5. Natural disaster.
6. Loss of electricity (loss of power)

There are two types of **major** chemical spills to be included:

1. Onsite: where all the spillage is controlled by the bund system.
2. Offsite: where the spillage flows offsite onto adjoining properties or roadways or stormwater channels.

In the event of a **major** spillage the following procedure shall be followed:

1. The resultant area shall be evacuated at once.
2. Consult with the Manager for the Safety Data Sheet (SDS) of the spilled chemical, if applicable.
3. If flammable, spray a mist of water over the spill and organise an intrinsically safe pump / truck to collect the spill
4. If non-flammable or aqueous based, consult with the Manager to which holding tank the liquid can be pumped. If no power, use vacuum tankers or diesel pump if not in zone1 or zone2.
5. Clean up the residual with squeegees into the blind pits. In the case of a major spill, an incident report needs to be completed by the Manager.
6. The immediate emergency actions are as follows:
    a. Treat any persons that may be contaminated by washing with copious amounts of water and removing contaminated clothing.

b. Inform the Manager.
c. Inform the Evacuation Coordinator of the situation.
d. Determine the identity of the substance(s) and obtain their Safety Data Sheet/s (SDS) from the amenities hazard station.

7. Isolate the affected area by erecting a temporary barricade or using caution tape to prevent other persons entering the area.
8. Do not attempt to decontaminate the area leave this to the staff that have been trained to deal with the situation.
9. In the case of fire, every effort must be made to prevent undue spreading of contamination. However, firefighting must take precedence over the control of contamination.
10. Normal work must not be resumed until the Manager and Evacuation Coordinator are satisfied that it is safe.
11. If it is an **offsite spillage** from the facility, the above actions must be undertaken in consultation with the Manager. If the area of affect, clean-up costs and environmental harm are deemed to be of concern then:
    a. Activation of the PIRMP, refer Sections 6 -12.
    b. Notification of Regulatory Authorities; refer Section 9.
    c. Notification of neighbours, if required; Section 12.1.
    d. Contact General Manager - Business ASAP.
    e. Control the spread of the offsite spillage ASAP with spill containment systems, the use of vacuum tankers, or other methods applicable to the type of spill. This can include the use of external pump out line, located on right hand of the main gate.
    f. When regulatory bodies arrive, work with them to minimise all harm to personnel and environment.
    g. Clean up area of effect, till all authorities and onsite management are satisfied.
    h. Debrief with relevant authorities and onsite management.

16.3. In the Event of a Bomb Threat or Terrorist Activity

1. Above all: Keep calm and do not alarm employees and visitors.
2. If threat is by telephone:
    a. Prolong call - keep person talking and ask:
        i. Location of Bomb
        ii. Time Set to Explode
        iii. Record information for Police as well as any other relevant information as shown on the 'Bomb Threat Checklist'
3. Report call to the Manager.
4. If object found:
    a. Do not touch
    b. Report find
    c. Keep areas clear
5. Basic Rules:
    a. Treat as genuine
    b. Record exact information (using checklist if possible)
6. Evacuate if required by Emergency Services or Evacuation Coordinator.

16.3.1 Bomb Threat Checklist

1. Initial Action
    - Do not hang up! Keep the caller/s talking!

2. Record the exact wording of the threat.

3. Typical questions to ask, if able:
    - When is the bomb going to explode?
    - Where exactly is the bomb?
    - When did you put it there?
    - What does the bomb look like
    - What kind of bomb is it?
    - Did you place the bomb?
    - Why did you place the bomb?
    - What is your name? Where are you? What is your address?

4. Listen for:
    - VOICE: accent / impediment / tone / speech / diction / manner
    - LANGUAGE: polite / incoherent / irrational / taped / read out / abusive
    - NOISES: traffic / voices / machinery / music / noises on the line / local call / STD / Overseas
    - OTHER: sex of caller / estimated age

Do not hang up

5. After the Call
    - Note the time of the end of the call:_____am/pm
    - Name of recipient (print):_____

    - Signature:_____
    - Date:_____

- Report the call to your local Manager / Supervisor, who will contact the Police and the Directors.

16.4. In the Event of a Hold-Up

1. Note and report suspicious persons to the Manager.
2. If confronted, obey intruder's instructions.
3. Observe carefully:
    a. Any articles touched by the intruder/s.
    b. Physical details and clothing worn.
    c. Any aids to descriptions of persons for e.g. Mannerism, distinctive marks, weapons used etc.
    d. Directions the intruder/s leaves the site.
4. Record information for the Police.
5. Inform Manager and provide details of incident.

16.5. In the Event of a Major Fire and Explosion Incident

In the event of a fire onsite this procedure shall be followed:

1. Ensure you own safety. Alert all other employees to the incident of the fire.
2. If you are trained in the use of fire extinguisher and the fire is less than 1 cubic metre, select the correct extinguisher for the type of fire and try to extinguish the fire. If unable to do this, sound the evacuation siren (air horn) and / or call the office or contact an employee with company mobile phone to contact the emergency services.
3. Follow the evacuation procedure as already stated. If power is lost follow procedures in Section 16.2 (major chemical incident) above.
4. Ensure the smoke / dust / noise is taken in consideration when fire has erupted.
5. If the fire has been extinguished prior to the emergency services arrival, the Evacuation Coordinator will delegate an employee to ring them and explain the situation.
6. Please Note: It is very important not to attempt to extinguish the fire alone. Report it and sound the alarm.

16.6. In the Event of a Major Gas Leak

In the event of a **major** gas leak, the evacuation procedure needs to be followed immediately.

1. Ensure your own safety. Alert all other employees to the incident of a major gas leak. Obey the instructions from the Evacuation Coordinator.
2. Activate the evacuation siren. Notify the emergency services.
3. Turn off the gas at the main valve near the front gate. Communicate with the service provider ASAP to what has transpired.
4. When the emergency services arrive, explain the situation to them with the facts that have transpired.
5. Normal work must not be resumed until the Evacuation Coordinator is satisfied that it is safe.

16.7. In the Event of a Bushfire or other Major Natural Disaster

The types of natural disasters that could include bushfires, floods, earthquakes, and hostile storms: electrical, hail, and / or high wind.

1. With this type of emergency, a partial or full evacuation could be required.
2. With a bushfire, the emergency services must be advised ASAP. Follow the procedure for 'In the event of a major fire' but be aware that the main assembly point may be moved if required by the Evacuation Coordinator or external emergency services.
3. With the other types of major natural disasters, it is important to stay indoors away from falling debris, glass etc.
4. After the disaster has passed a site inspection must be undertaken by the Evacuation Coordinator and Manager to ascertain when it is safe to return to work.

16.8. In the Event of a Neighbourhood Emergency, Civil Disorder or Serious Traffic Incident

1. In the event of a neighbourhood emergency and / or a serious traffic incident, the Evacuation Coordinator will assess the situation and decide on the correct and safest course of action for the site.
2. With a Civil Disorder in the vicinity of the site, it is important that the Emergency Services are contacted ASAP.
3. All employees are to attempt to restrict access to the site, stay calm, and minimise contact to avoid antagonising the group.

16.9. In the Event of a Serious Medical Emergency

1. Assess the situation and make safe if able to do so.
2. Remain with the person, if possible, and send another person for the nearest First Aider. Provide appropriate support.
3. Do not move the person unless they are in a life-threatening situation.
4. The First Aider may request the Emergency Services be notified ASAP. One employee will be designated to meet the ambulance and guide them to the patient.
5. Debrief the incident, document, and investigate and action to prevent a reoccurrence, if applicable.