



# CENTURION

## Transport Emergency Response Plan (TERP)

CEN-HSE-PLN-021

**THINK**  
SAFE  
ACT SAFE

## Contents

<b>1. Introduction</b>	4
<b>2. Scope and Application</b>	4
<b>3. Plan Activation</b>	4
<b>3.1 Situation Evaluation</b>	4
<b>3.2 Internal Alerting</b>	4
<b>3.3 Incidents Classification</b>	6
<b>3.4 Consequence Matrix Incidents Classification</b>	7
<b>3.5 Situation Appraisal</b>	7
<b>4. Resources</b>	8
<b>4.1 TERP Response/Incident Management Team (IMT)</b>	8
<b>4.2 Specialist Resources Available</b>	10
<b>4.3 Emergency Services</b>	10
<b>4.4 Capabilities of Emergency Response Provider (Swan Towing)</b>	10
<b>5. Response Tasks</b>	11
<b>5.1 External Notification</b>	11
<b>5.2 Emergency Action, Containment, Clean Up and Recovery</b>	12
5.2.1 Injuries	12
5.2.2 Spills – Incidents Involving Dangerous Goods	12
5.2.3 Missing Person	13
5.2.4 Breakdown when Transporting Dangerous Goods	13
<b>6. Risks and Procedures</b>	13
<b>6.1 Risk Assessment Overview</b>	13
6.1.1 Traffic Accidents Causing Casualties	14
6.1.2 Traffic Accidents – Fuel or Major Chemical/Dangerous Goods Spill	14
6.1.3 Traffic Accidents Causing Ammonium Nitrate Spill	14
6.1.4 Traffic Accidents Causing Chemical Spill	14
6.1.5 Traffic Accidents Causing Radioactive Exposure	15
6.1.6 Security Incidents Involving Centurion Trucks and Drivers	15
6.1.7 Natural Disasters Including Cyclone and Flooding	15
6.1.8 Road Side Bushfires	15
6.1.9 Vehicle Fire	15
6.1.10 Vehicle Breakdown	16

6.1.11	Freight Falls from Vehicle in Transit (Not causing injury or chemical spill)	16
6.1.12	Leak of Fuel or Other Chemical/Substance Identified in Transit	16
6.1.13	Fuel/Spill Leak During Refuelling (At a service station)	17
<b>7.</b>	<b>Preparedness</b>	<b>17</b>
7.1	Maintenance and Distribution of this TERP	17
7.2	Exercises and Training	17
7.3	Emergency Equipment	17
<b>8.</b>	<b>News Media and Public Relations</b>	<b>18</b>
<b>9.</b>	<b>Deactivation of the TERP</b>	<b>18</b>
9.1	Debriefing	18
9.2	Incident Investigation	18
<b>10.</b>	<b>Tools Available to IMT Members</b>	<b>18</b>
10.1	IMT Leader	18
10.2	Response Coordinator	20
10.3	Log Keeper	21
10.4	Legal Coordinator	22
10.5	HSEQ Coordinator	25
10.6	Human Resources Coordinator	26
10.7	Logistics and Communications Coordinator	26
<b>11.</b>	<b>Quick Driver Response Guide – Incident or Breakdown</b>	<b>28</b>
<b>12.</b>	<b>Referenced Documents and Supporting Information</b>	<b>28</b>
<b>13.</b>	<b>Document Revision</b>	<b>29</b>

### 1. Introduction

Centurion Transport Emergency Response Plan (TERP) is developed to ensure the business meet internal and external requirements and minimise the potential impacts of incidents including harm to personnel, public and stakeholders, damage to the environment, property and to the reputation of the business.

This document has been developed to assist Centurion personnel effectively prepare for an emergency and to manage transport vehicle incidents or emergencies. This document covers Centurion when engaged to transport freight across Australia.

### 2. Scope and Application

This TERP is applicable to all Centurion operations, and applies to Centurion employees, including sub-contractors performing work on Centurion’s behalf, who operate a vehicle or are responsible to managing vehicle operations. It should be used as a guide for responding to on-road incidents which may include:

- Any vehicle accident where any person (including the driver) has sustained injuries
- Single-vehicle incidents where ANY damage/spillage has occurred
- Multi-vehicle incidents where ANY damage/spillage has occurred
- Minor and major vehicle breakdowns where assistance is required
- The salvage and recovery of an incident and the assets involved

Objectives of this TERP are to:

- Facilitate a rapid and effective emergency response and recovery
- Minimise any adverse effect on people, brand, damage to property or harm to the environment in a transport emergency
- Provide assistance to emergency and security services
- Communicate vital information to all relevant persons involved in the transport emergency (both internal personnel and external agencies) with minimal delay

### 3. Plan Activation

#### 3.1 Situation Evaluation

In the event of an accident or incident in transit, drivers will need to evaluate the situation and report by telephone to their line manager in the first instance.

#### 3.2 Internal Alerting

In the event of a transport incident, accident or event requiring emergency response, the driver will contact their immediate manager as below:

WEST/NT			
Department	Primary and Secondary Contact		Contact Number
Bulk DG Transport	1	Raymond O’Dwyer	0427 801 281
	2	Kirsty Glover	0450 909 073
Linehaul	1	Main Number	Landline: 08 9278 3068 Mobile: 0419 953 230
	2	Mel De Beer	0427 724 915
	3	Spencer Dewar	0419 658 320



Bulk Fuel Transport	1	Justin Andrew	0436 285 492
Heavy Haulage West	1	Craig Gavin	0436 478 490
	2	Marc Pritchard	0429 430 171
	3	Steven Bray	0456 660 145
Karratha	1	Alex Weatherby	0417 920 869
	2	Andrew Simpson	0427 868 141
Kununurra	1	Kim May	0408 097 230
	2	Luke Holden	0419 928 602
Darwin	1	Mark Murphy	0400 444 680
	2	Luke Holden	0419 928 602
Derby	1	Troy Fuller	0455 239 840
	2	Andrew Simpson	0427 868 141
Tom Price	1	Robert Rau	0408 923 592
	2	Luke Holden	0419 928 602
Newman	1	Billy Jay Sims	0428 551 132
	2	Andrew Simpson	0427 868 141
Port Hedland	1	Nathan Welsh	0419 928 602
	2	Luke Holden	0419 928 602
Carnarvon	1	John Petera	0417 376 943
	2	Andrew Simpson	0427 868 141
Kalgoorlie	1	David Turich	0418 934 120
	2	Luke Holden	0419 928 602
Broome	1	Bill Dunne	0437 150 561
	2	Steven Bray	0456 660 145
Bunbury	1	Timothy Keays	0419 916 169
	2	Stanislav Yanchoglov	0437 463 326
Albany	1	John Luyten	0407 905 781
	2	Timothy Keays	0419 9ma16 169

EAST			
Department		Primary and Secondary Contact	Contact Number
Bulk DG Transport	1	Raymond O'Dwyer	0427 801 281
	2	Kirsty Glover	0450 909 073
Heavy Haulage East	1	Kelsey Belton-Smith	0488 642 353
	2	Marc Pritchard	0429 430 171
Brisbane	1	Marc Pritchard	0429 430 171
	2	Michael Elmer	0417 785 724
Emerald	1	Thomas Mylrea	0437 513 679
	2	Marc Pritchard	0429 430 171

Mackay	1	Jody Van Sluys	0449 584 291
	2	Dan Pustkuchen	0429 146 016
Rockhampton	1	Phillip O'Dwyer	0429 723 721
	2	Michael Elmer	0417 785 724
Townsville	1	David Monteith	0447 766 067
	2	Michael Elmer	0417 785 724
Gladstone	1	Phillip O'Dwyer	0429 723 721
	2	Michael Elmer	0417 785 724
Wangaratta	1	David Miles	0477 700 949
	2	Russell Baxter	0418 686 236

The immediate Manager in consultation with their Divisional Manager and relevant HSEQ Manager will determine if the TERP must be initiated based on the criteria below:

Response Level	Minor Impact	Medium Impact	Serious Impact	Major Impact	Catastrophic Impact
Local response	Local Management Responds	Local Management Responds	Local Management Responds	Local Management Responds	Local Management Responds
TERP Activated			TERP Considered	TERP Activated	TERP Activated

### 3.3 Incidents Classification

Incidents shall be evaluated using the actual consequences of: Minor, Medium, Serious, Major and Catastrophic. Refer to incident classification table below:

Impact	Examples	Remarks
Minor	A small, localised event, an insignificant equipment malfunction. A minor freight damage	These events can be managed by onsite personnel.
Moderate	A fire, a minor equipment malfunction, considerable damage to freight or property, a minor chemical release, minor injury – typically a first aid or medical treatment case (but not a lost time injury).	An internal incident, which may be visible/detectable off-site and by clients. The situation is under control but the local team with assistance from individuals in Perth and support teams (HSE).
Serious	A serious event resulting in injuries and/or serious damage to property, a serious equipment malfunction, a serious theft or security incident.	Incidents that have the potential to escalate to a more significant incident and/or disrupt operations.



Impact	Examples	Remarks
		The Incident Management Team (IMT) may be placed on standby and may require activation of the team.
Major	A fatality, severe irreversible damage or impairment to one or more people, a major fire, major material release, a major equipment malfunction, natural occurrence, public exposure in national media.	An incident that requires activation of the IMT. This may also be an event that has occurred or is imminent, which poses a threat to community and/or seriously affects the Centurion business.
Catastrophic	A number of fatalities or permanent damage to multiple people. A catastrophic equipment malfunction which is likely to involve internal or external emergency services, a catastrophic environmental spill, reputational damage and public exposure in media.	An incident that requires activation of the IMT. This may also be any business or financial incident reflecting on Centurion's reputation or an event that has occurred (or is imminent), which seriously affects the business.  Operation may be ceased depending on severity of situation (decision by IMT Leader/CEO)

**3.4 Consequence Matrix Incidents Classification**

Refer to CEN-HSE-FRM-214 – Risk Matrix.

**3.5 Situation Appraisal**

When determining that the TERP must be activated in order to respond to the incident effectively and adequately, the immediate manager must collect the information below and submit to the Response Coordinator.

Date:	Time	Location
Nature of the Incident:		
Potential cause of the incident (based on preliminary information):		
Injuries (Name if available and nature of injury):		
Type of Equipment Involved:		
DG Placard and Label and amount of material:		
Manifest Details:		

Weather Condition and Terrain:
Closest regional centre:
Personnel or resources on site:

#### 4. Resources

##### 4.1 TERP Response/Incident Management Team (IMT)

Role	Responsibilities	Name	Mobile
IMT Leader	<ul style="list-style-type: none"> <li>Assumes the leading role in the IMT.</li> <li>Makes the decision to initiate this Emergency Response Plan</li> <li>Forms the IMT and coordinates sufficient resources for effective management of, and recovery from, the situation.</li> </ul>	Spencer Dewar (WA)	0419 658 320
		Michael Elmer (EAST)	0417 785 724
Response Coordinator	<ul style="list-style-type: none"> <li>Reports to the IMT Leader</li> <li>Manages and coordinates operations directly related to the field response.</li> <li>Alerts Swan Towing for dispatch to incident site if necessary</li> <li>Consults with Technical Advisors if necessary and provides telephone advice to those first on the scene regarding hazards and appropriate steps which should be taken at the accident site to preserve public safety (e.g. advises on evacuation distances if necessary)</li> <li>Arranges for whatever additional assistance or equipment and materials are requested from the accident scene.</li> <li>Post incident completes report of incident occurrence</li> </ul>	Steven Bray (WA)	0456 660 145
		Michael Elmer (EAST)	0417 785 724
		Mel De Beer (WA)	0427 724 915
		Marc Pritchard (QLD)	0429 430 171
		Daniel Pustkuchen (QLD)	0429 146 016
		Raymond O'Dwyer	0427 801 281





Role	Responsibilities	Name	Mobile
		(QLD/WA)	
Log Keeper	<ul style="list-style-type: none"> <li>Maintains accurate, up-to-date records of the decisions and actions of the IMT.</li> </ul>	Shenea Hooley	0409 957 640
Legal, marketing and Communications Coordinator	<ul style="list-style-type: none"> <li>Reports to IMT Leader</li> <li>Identifies potential legal implications triggered directly by the incident (such as reporting obligations, investigations, external and internal communications, insurance and labour obligations) and plans communications accordingly.</li> </ul>	Tiana Gilhooley	0432 415 801
HSE Coordinator/ Advisor/Manager	<ul style="list-style-type: none"> <li>Reports to the Response Coordinator</li> <li>Manages and coordinates HSE matters throughout the response.</li> <li>Ensure HSE risks associated with responding to, and recovering from, the situation is identified and assessed.</li> </ul>	Tristan Nunn (WA/NT)	0402 056 181
		Phil Scott (WA/NT)	0407 199 440
		Steven Hicks (QLD – BRISBANE and VIC)	0421 434 443
		Shane Kelly (QLD – MACKAY and REGIONAL)	0418 740 598
IMT Support	<ul style="list-style-type: none"> <li>Report to the Response Coordinator</li> <li>Provides support to IMT and coordinates required assets as identified.</li> </ul>	Andrew Foster	0429 919 694
Human Resources coordinator	<ul style="list-style-type: none"> <li>Reports to IMT Leader</li> <li>Identifies and tracks all personnel involved in the incident.</li> <li>Coordinate and provide feedback to employees, ensure that consistent messages are conveyed to all concerned, advises on union issues.</li> <li>Coordinates counselling services as required.</li> </ul>	Phil Scott	0407 199 440

**4.2 Specialist Resources Available**

Name	Position	Mobile Contact Number
Phil Scott	EGM - People And Culture, Human Resources	0407 199 440
Andrew Foster	Fleet and Asset Manager/Workshop	0409 904 727
Rob Mills	Dangerous Goods (DG) Officer	0429 092 973

**4.3 Emergency Services**

Name	Contact Number	After Hours
<b>National</b>		
Fire and Emergency Services	000	000
Poisons Information Centre	13 11 26	13 11 26
Swan Towing	08 9484 5000	1800 653 544
<b>Western Australia</b>		
Royal Flying Doctor Service	08 9417 6300	1800 625 800
Veolia	13 29 55	13 29 55
Cleanaway/Toxfree	1800 774 557	1800 774 557
Water Corporation	13 13 75	13 13 75
Western Power/Synergy	13 13 51	13 13 51
Worksafe WA	1300 307 877	1300 307 877
<b>Northern Territory</b>		
Royal Flying Doctor Service	08 8238 3333	08 8922 1503
Power and Water Corporation	1800 245 090	1800 245 090
Worksafe NT	1800 019 115	1800 019 115
<b>Queensland</b>		
Royal Flying Doctor Service	07 3860 1100	1300 697 337
Energex	13 19 62	13 19 62
Worksafe QLD	1300 362 128	1300 362 128

**4.4 Capabilities of Emergency Response Provider (Swan Towing)**

Swan Towing will act as the call centre for any Centurion incidents or on-road DG spills regardless of what class they fall under. Swan Towing has been operating for over 35 years, and have depots all over the WA to provide coverage to Centurion no matter where an incident may occur. They have 11 Heavy Recovery Vehicles, 16 company owned tilt trays varying in length and weight, 2 prime movers, 4 trailers varying in capabilities. They also have a fleet of light vehicles and machinery including forklifts, bobcats and a lighting tower to reduce reliance on subcontractors, and 4 staff trained in Dangerous Goods Road Transport Emergency Recovery Operations.

When an incident is called in, the process is as follows:

- Swan Towing will ask for as much detail about the nature and location of incident as possible.
- If Incident involves a DG, incident is escalated to a Swan Towing Supervisor immediately
  - If class 3 or 5.1 DG a Swan Towing Emergency Response Truck and trailer will be immediately dispatched to attend the scene of the incident. In WA, DFES have control of all Emergency scenes, once they have left or deemed the scene safe Swan Towing will take over the recovery.
  - If another class we will engage Tox Free (Cleanaway) and/or ISS to handle the clean-up but we will be their main point of contact.
  - This team of staff take control of DG scenes and are able to liaise with clients and the office to deal with the incident.
- Upon arrival at the scene the operator will liaise with the relevant people on site including Emergency Services and Centurion driver/representative to assess the situation and determine the best way to handle the incident.

Once the incident has been cleared Swan Towing hold a debrief meeting in the following days and advise Centurion of any concerns identified.

## 5. Response Tasks

### 5.1 External Notification

The Legal and Communication Coordinator and HSEQ Advisor/Manager will determine which external agencies or stakeholders should be notified and seek approval from the IMT Leader/CEO for notifying those agencies. Some external agencies who should be considered are as below, however, there might be other regulatory bodies that need to be notified on a case by case basis.

Name	Contact Number	When to notify
<b>Western Australia</b>		
Department of Mines and Petroleum	0439 964 143	DG related incidents
	0437 970 014	
	1800 7233 6243	
Main Roads	13 81 38	Incidents impacting traffic flow on public roads
Department of Fire and Emergency Services (DFES)	000 08 9395 9862	Incidents with the potential to put the public at risk
Radiological Council of WA	08 9222 2000	Incident involving radioactive freight
Worksafe WA	1300 307 877	Severe injuries
<b>Northern Territory</b>		
Department of Infrastructure, Planning and Logistics	1800 720 144	Incidents impacting traffic flow on public roads

Worksafe NT	1800 019 115	Severe injuries
<b>Queensland</b>		
Department of Transport and Main Roads	13 19 40	Incidents impacting traffic flow on public roads
Worksafe QLD	1300 362 128	Severe injuries

## 5.2 Emergency Action, Containment, Clean Up and Recovery

If the TERP is activated, the nearest Centurion Regional Branch Manager (or their delegate or Divisional Manager) must attend the scene, as soon as possible, and assume the responsibilities of On-Scene Controller (OSC) and a nominated employee to be appointed for coordinating logistics at the nearest depot location.

In the event of a motor vehicle accident, personnel involved are to remain within the immediate vicinity. It is imperative that personnel location be known at all times by management and emergency services.

### 5.2.1 Injuries

Where there are casualties involved, as a result of the incident, the priority of the response will be saving lives and minimising the harm to personnel. The IMT Response Coordinator needs to ensure the area is made safe, emergency services are mobilised from the nearest available facility and nearest medical centre/hospital is informed and prepare to admit the injured person(s). In conjunction with medical services the IMT Response Coordinator will ensure adequate care is provided to the injure personnel.

### 5.2.2 Spills – Incidents Involving Dangerous Goods

In the event of an incident involving Dangerous Goods, bulk material or any spill with potential to impact the environment, the IMT Response Coordinator will contact the Centurion preferred incident response provider **Swan Towing** on **1800 653 544** and delegate the responsibilities of Centurion On-Scene Controller to their representative.

The preferred provider’s representative will coordinate the response, equipment required, and all necessary action in order to minimise the impact of the incident on behalf of Centurion IMT and report back on a regular basis to the IMT coordinator (no later than every two hours). Products need to be cleaned up and inspected to ensure no product remains. Account for all products being salvaged and the amount of loss. Ensure clean spill up and restoration of site is to its original condition.

Drivers need to follow steps below:

1. Park truck off the travelled portion of the highway (if able to).
2. Shut off engine, apply brakes and isolate electrics.
3. Take PPE, DG paperwork and fire extinguishers and move away from the vehicle.
4. Look at Dangerous Goods Paperwork.
5. Use the appropriate PPE.
6. Set up the appropriate exclusion zone (keep people and other vehicles away).
  - a. Do not allow anyone in the vicinity to smoke or have any ignition sources nearby.
7. Phone (or get a bystander) to contact Police and Fire Brigade “000”.
8. Contact Centurion Management as soon as possible.
9. If there is a spill or leak and it is safe to do so, stop or minimise leaking. If fire and safe to do so, fight fire with portable extinguisher.
10. Where possible, prevent the leak from spreading especially into drains (containment).

11. Remain in a safe place near the vehicle if the fire cannot be extinguished with the hand extinguishers.
12. With solid media spills (for example, mill balls), the area must be segregated with an appropriate exclusion zone.

5.2.3 Missing Person

1. Driver to remain with vehicle.
2. Divisional Department to arrange IMT to review Journey Management Plan and follow up route to investigate vehicle/missing personnel.
3. Attempt to contact driver – radio, mobile phone, other drivers.
4. Review GPS for vehicle location history.
5. Call nearest Branch to aid search.
6. Notify Police/Next of Kin.

5.2.4 Breakdown when Transporting Dangerous Goods

Get the vehicle off the road if possible and safe. If impossible, then:

1. Switch on flashers.
2. Place warning triangles (double sided) as required by law (50-150m to the front and rear and one alongside vehicle).
3. Notify workshop and immediate leader.
4. If transporting bulk DG, notify Police and Emergency Services of class of DG carried.
5. Workshop to arrange for towing to a safe location/parking area.
6. Immediate leader to contact Main Roads if expected to have an impact on traffic flow for more than 2 hours.

6. Risks and Procedures

6.1 Risk Assessment Overview

The following emergency situations have been identified, with emergency response procedures defined throughout this section of this document. All emergency response procedures follow the processes outlined in this document.

Scenario	Risk Rating
Traffic accident causing casualties	High
Traffic accidents causing fuel or major chemical/DG spills	High
Traffic accidents causing AN spill	High
Traffic accident causing chemical spill	Moderate
Traffic accident causing Radioactive exposure	High
Security incidents involving Centurion trucks and drivers	Moderate
Natural disasters including cyclone and flooding	Moderate
Vehicle fire	Moderate
Vehicle breakdown	Moderate
Freight falls from vehicle in transit	Moderate
Leak of fuel or other chemical/substance identified in transport	Moderate
Fuel spill/leak during refuelling (applicable to Bulk Fuel)	Moderate



#### 6.1.1 Traffic Accidents Causing Casualties

All Centurion vehicles must be fitted with First Aid Kits appropriate for the distance they travel. Centurion will apply a number of controls to minimise the likelihood of traffic accidents and consequently reducing the injury risk.

All Centurion drivers will be trained and competent to perform their duties and will complete regulatory and internal training required to perform their task safely.

Centurion Prime movers will be fitted with Seeing Machine and GPS tracking devices; and drivers will carry an EPIRB to ensure they can be located if out of range. Centurion drivers must carry mobile phones at all times and if drivers do not have a personal phone, Centurion will provide them with a suitable mobile phone device.

#### 6.1.2 Traffic Accidents – Fuel or Major Chemical/Dangerous Goods Spill

Australian regulations include specific duties for a person conducting a business or undertaking to manage the risks to health and safety associated with using, handling, generating and storing hazardous chemicals at a workplace. These include.

- Correct labelling of containers;
- Maintaining a manifest (where relevant) of hazardous chemicals and providing notification to the regulator of manifest quantities if required
- Identifying risk of physical or chemical reaction of hazardous chemicals and ensuring the stability of hazardous chemicals
- Provision of information, training, instruction and supervision to personnel
- Obtaining the current safety data sheet (SDS) from the manufacturer or sender
- Centurion will fully comply with Australian Code for transport of Dangerous Goods (ADG Code).

#### 6.1.3 Traffic Accidents Causing Ammonium Nitrate Spill

All personnel handling or involved in transport of AN will be trained and competent to perform their duties. All containers will be approved for the type of material and Centurion will ensure that there is sufficient preparedness/coverage for routes taken to transport AN.

All drivers transporting AN will be subjected to regular verification of competency, ORICA induction (if applicable) and other relevant regulatory and internal trainings. All prime movers will be equipped with Seeing Machine and GPS tracking devices; and also, driver shall carry a satellite phone at all times.

#### 6.1.4 Traffic Accidents Causing Chemical Spill

When transporting chemicals or DG a valid copy of Safety Data Sheet (SDS) must travel with the freight and driver must have easy access to the SDS. Centurion fully complies with ADG Code. All drivers will receive Dangerous Goods Awareness training and will carry appropriate response and personal protective equipment when transporting DG.

All containers will be sufficiently restrained and packaged and deemed safe to travel prior to departure.



#### 6.1.5 Traffic Accidents Causing Radioactive Exposure

All Radioactive freight will be subjected to a review and approval by Centurion Radiation Officer or applicable manager. Drivers to review the procedure for transporting radioactive material and complete the driver checklist prior to departure.

#### 6.1.6 Security Incidents Involving Centurion Trucks and Drivers

A specific Security Plan must be developed and in place where required.

#### 6.1.7 Natural Disasters Including Cyclone and Flooding

Centurion receives all road closure and weather notifications via Main Roads and/or Bureau of Meteorology.

Centurion advises drivers in affected areas of the road closure and the need to find a safe resting area. These drivers are not permitted to move until Main Roads authorisation has been obtained.

When calls are made to drivers in flooded areas, they are asked to report any depths of water they have been authorised to drive through so that Centurion can assess the risk prior to allowing the fording of shallow waters across the road. This risk assessment covers both safety and damage to equipment.

In an event of a road side fire/smoke seen from a distance (20km away) the driver is required to safely pull over to the nearest parking bay. Notify your supervisor of the road side fire.

Use positive communication with other road users to confirm that the roadway is safe and clear. Driver to assist and contact local fire authorities.

If unable to park into a safe location reduce speed and make contact with other road users.

Be aware of hot dry seasons and the possibility of a bushfires on the side of the road at any time.

When smoke is observed, seek the assistance, direction and advice of other road users who may have been through that area.

#### 6.1.8 Road Side Bushfires

- Be aware of hot dry seasons, lightning strikes and the possibility of a bushfire on the side of the road at any time.
- When smoke is observed, seek the assistance, direction and advice of other road users who may have been through that area.
- When a road side fire/smoke is seen from a distance, the driver is to monitor conditions and make informed choices whether it is safe to continue driving. If the driver is unsure whether it is safe to proceed, safely pull over to the nearest parking bay. If unable to park in a safe location, reduce speed and make contact with other road users.
- Driver to assist with contacting local fire authorities and if advised, follow all directions from fire authorities. In the case of an emergency and the area has no phone reception, you can call the number 112 and it will direct you to the Emergency Service line.
- Notify your supervisor of the road side fire.
- If advised that it is safe to proceed, use positive communication with other road users to confirm that the roadway is safe and clear.

#### 6.1.9 Vehicle Fire

- If vehicle in transit when fire identified:





- put hazard lights on; and
- pull over onto shoulder of road or emergency lane as soon as it is safe to do so.
- Assess the fire, if safe to do so you may retrieve vehicle fire extinguisher and attempt to reduce or extinguish fire.
- Communicate the situation to management (as per contact list in Section 2.2. of this document).
- Notify Emergency services if required (call 000).
- Follow instructions from line manager, emergency services and/or emergency response provider (Swan Towing).

#### 6.1.10 Vehicle Breakdown

- If vehicle in transit when situation identified:
  - Immediately put hazard lights on; and
  - Pull over onto shoulder of road or emergency lane as soon as it is safe to do so.
- Assess the situation in order to gather information about what has gone wrong, so you can communicate the situation to management.
  - This may involve a walk around the vehicle to identify what might be the issue (only if safe to do so and vehicle is clear from traffic areas).
  - If vehicle has broken down in traffic, do not exit the vehicle.
  - Do not attempt to lift truck bonnet.
  - Do not attempt to complete any unauthorised repairs on the vehicle.
- Communicate situation to management (as per contact list in this document).
- Notify Emergency services if there is any immediate threat to safety from the situation or location of vehicle breakdown (call 000).
- Follow instructions from line manager, emergency services and/or emergency response provider (Swan Towing).
- Where authorised to perform a repair (e.g. change tyre) ensure suitable emergency and safety equipment is deployed (e.g. reflective triangles, wheel chocks).

#### 6.1.11 Freight Falls from Vehicle in Transit (Not causing injury or chemical spill)

- Put vehicle hazard lights on and pull over onto shoulder of road or emergency lane as soon as it is safe to do so.
- Assess the situation, if safe to do so you may consider retrieving the freight (if it is small/light) or placing emergency triangles/cones around the freight to warn other drivers who may come along that there is a hazard on the road.
- Notify Emergency services if there is any immediate threat to safety from the situation or location of where the freight has landed (call 000).
- Communicate the situation to management (as per contact list in this document).
- Follow instructions from line manager, emergency services and/or emergency response provider (Swan Towing).

#### 6.1.12 Leak of Fuel or Other Chemical/Substance Identified in Transit

- Pull vehicle over onto shoulder of road or emergency lane as soon as it is safe to do so.
- Assess the situation:
- Apply vehicle hazard lights if you need to exit the vehicle or if the spill is causing any risk to other drivers/members of the public.
- if safe to do so you may retrieve vehicle spill kit and attempt to reduce or extinguish fire.





- Notify Emergency services if there is any immediate threat to safety from the situation (call 000).
- Communicate the situation to management (as per contact list in this document).
- Follow instructions from line manager, emergency services and/or emergency response provider (Swan Towing).

#### 6.1.13 Fuel/Spill Leak During Refuelling (At a service station)

- Immediately Stop fuel flow using emergency stop button.
- Make area safe. This may be done by using a spill kit to contain spill, placing high visibility cones to isolate area etc.
- Notify service station attendants.
- Ensure Emergency services (call 000) are notified.
- Communicate situation to management (as per contact list in this document).
- Follow instructions from line manager and emergency services.

## 7. Preparedness

### 7.1 Maintenance and Distribution of this TERP

The HSEQ Department ensures that this document is reviewed regularly (i.e. annually) or otherwise following:

- After an exercise or emergency event, where lessons learned indicate improvements or updates should be made;
- an audit and/or receipt of feedback from customers;
- an organisational change; or
- legislative change or change to industry standards.

A copy of the TERP must be made available to Centurion leaders, Centurion's approved Emergency Responder and all Centurion Branch/Linehaul/Transport Managers. The latest copy of the TERP must be available in Centurion vehicles; and drivers to be briefed by their managers on key points.

### 7.2 Exercises and Training

Emergency drills or exercises will be held annually to assess the effectiveness of the TERP and for the TERP to serve as a training tool for IMT members.

### 7.3 Emergency Equipment

Swan Towing is the Centurion Approved Emergency Responder. As such, they will provide all equipment required to control the emergency response.

Centurion will also provide equipment necessary for immediate response to an emergency situation which is designed to communicate the situation, protect the driver's safety, protect the environment and, where possible and safe to do so, contain/control the situation. The following are examples of emergency response equipment provided on vehicles or to drivers as appropriate to the nature of the vehicle, freight or trip:

- Fire extinguishers
- Spill kit
- Mobile phone
- Satellite phone
- Breathing apparatus
- Gloves
- First Aid kits

All equipment provided to Centurion must be adequately maintained and in good condition. It forms part of a driver's responsibilities to check the presence and condition of emergency response equipment on their vehicle prior to commencing each trip. Emergency response equipment provided by Centurion must also be maintained.

## 8. News Media and Public Relations

Media will often be present at an emergency. A designated media contact will serve to assist in relaying important information between Centurion and the media.

Communications with the media must be planned in advance. Only authorised (by CEO or delegate e.g. IMT Leader) personnel are permitted to release statements to the media or post on Centurion social network webpages. Statements must be confined to the facts as they are known, avoiding any speculation. An inaccurate answer to the news media can destroy public confidence and exaggerate the emergency.

The ideal news media release should include:

1. Cause of the emergency (if known);
2. Action(s) taken so far; and
3. Expected time the emergency will be terminated.

## 9. Deactivation of the TERP

All clear and re-entry instructions are only to be accepted from the IMT Leader, in consultation with the Approved Emergency Response Controller/OSC. This will be after consultation and agreement with the Emergency Services and/or other regulatory bodies e.g. Main Roads.

### 9.1 Debriefing

IMT Leader will arrange a debriefing session including all parties involved. This meeting will be held, as soon as practical after the emergency has terminated and will review strengths and areas of improvement; and make recommendations to update the TERP documentation.

### 9.2 Incident Investigation

As soon as reasonably possible, a preliminary Incident Notification Report must be completed and sent to the circulation list.

Further incident investigations will proceed along the guidelines of the Centurion Risk Management processes.

All incidents must be investigated with lessons learned and communicated to staff and other interested parties.

## 10. Tools Available to IMT Members

### 10.1 IMT Leader

<b>Name</b>		<b>Date</b>	
<b>Location</b>			
<b>Key Responsibilities</b>			
Provide clear and strong leadership.			
Accountable for driving the responsible to completion.			



Overall responsibility for the effective management of incident response.		
Ensuring the response to the incident takes precedence over all other operations.		
To immediately make available all resources of personnel, equipment and materials needed to respond to an incident whether owned by the company or under contract to the company.		
Manage relationships with key stakeholders and clients.		
Authorise internal and external communications.		
BEFORE AN INCIDENT		
Re	Task	Completed
		x/√
1.	Appoint IMT Members and alternates.	
2.	Maintain currency of the TERP and ensure it's available to all personnel.	
3.	Ensure the TERP is 'user friendly' and capable of being deployed in response to an incident.	
4.	Ensure the team has a clear understanding of their roles and responsibilities and that these are documented in their role descriptions.	
DURING AN INCIDENT		
Re	Task	Completed
		x/√
5.	Confirm resources have been deployed if there is an emergency.	
6.	Call out the IMT if required. Tell the team briefly, <ul style="list-style-type: none"> <li>• Your contact number;</li> <li>• What has happened;</li> <li>• Where you want them to go;</li> <li>• What they should bring;</li> <li>• What immediate information you may need from them.</li> </ul>	
7.	Ensure safety of staff, contractors, customers and visitors.	
8.	Maintain personal and master log of events.	
9.	If there are serious injuries, maintain an up to date record of who they are, where they are and what their condition is. If appropriate ensure that Next of Kin are advised.	
10.	Brief and liaise with Centurion and CFC management. Establish a regular reporting schedule.	

11.	If the media are involved this is likely to revolve around the morning, lunchtime and evening news programs. Establish a 'battle rhythm' in which the IMT has enough time to answer any questions.	
12.	Ensure records are maintained in accordance with legal requirements	
13.	Review and approve any statement issued internally.	
14.	Appoint and brief a spokesperson.	
15.	Ensure major clients affected are informed	
<b>POST INCIDENT</b>		
Re	Task	Completed
		x/√
16.	Make a decision on formally closing the response when situation is over.	
17.	Appoint someone with the responsibility to call all stakeholders concerned provide them with conclusion.	
18.	Ensure of appropriate actions to compile records, logs and documentation of the event for analysis, review and archive securely.	
19.	Establish a timetable for debriefing what has happened, with the IMT.	

**10.2 Response Coordinator**

<b>Name</b>		<b>Date</b>	
<b>Location</b>			
<b>Key Responsibilities</b>			
The Response Coordinator reports to the IMT Leader and manages operations directly related to the field response.			
They activate, organise and direct all resources and activities in the scene of accident.			
The Response Coordinator implements all operational plans to achieve the response objectives and protect people, the environment and property.			
They communicate frequently with the IMT Leader to keep them updated on the progress of response operations.			
The Response Coordinator is responsible for ensuring that response operations meet all legislative and HSE requirements.			
<b>BEFORE AN INCIDENT</b>			
Re	Task	Completed	
		x/√	



1.	Attend training/drills held for preparing IMT.	
2.	Remain familiar with your responsibilities within the IMT.	
<b>DURING AN INCIDENT</b>		
Re	Task	Completed
		* / ✓
3.	Start an Individual Log.	
4.	Obtain all available information on the situation from the emergency services.	
5.	Recommend to the IMT Leader the incident categorisation and the level of response required.	
6.	Mobilise any additional resources or specialist advisors immediately required to assist with the situation.	
7.	Notify the relevant agencies as required with approval of IMT leader.	
8.	Support the Emergency Response services.	
9.	Ensure all personal and group actions, decisions, instructions and events are accurately recorded and documented in the Log.	
10.	Ensure arrangements are in place to deal with sub-contractors and visitors during an incident.	
<b>POST INCIDENT</b>		
Re	Task	Completed
		* / ✓
11.	Inform the IMT leader when the crisis is over.	
12.	Identify any follow-up actions required for the field response and allocate responsibilities, resources and deadlines.	
13.	Conduct incident review and consolidate feedback points.	

**10.3 Log Keeper**

<b>Name</b>		<b>Date</b>	
<b>Location</b>			
<b>Key Responsibilities</b>			
The Log Keeper reports to the Response Coordinator and is responsible for maintaining an accurate, up-to-date record of the decisions and actions of the IMT.			
<b>BEFORE AN INCIDENT</b>			



Re	Task	Completed
		x/√
1.	Attend all training activities organised for the IMT.	
2.	Ensure status boards, charts, maps and other tools/aids are readily available.	
<b>DURING AN INCIDENT</b>		
Re	Task	Completed
		x/√
3.	Maintain a chronological log of events and make tape recordings as appropriate (pay special attention to times of significant activities and events).	
4.	Manage the flow of hard copy information and retain copies for the permanent log.	
5.	Alert other IMT members to major changes, issues and outstanding actions.	
<b>AFTER AN INCIDENT</b>		
Re	Task	Completed
		x/√
6.	Assist with the collection and filing of all documentation from all IMT members.	
7.	Ensure allocated post-incident follow-up actions are completed.	

**10.4 Legal Coordinator**

<b>Name</b>		<b>Date</b>	
<b>Location</b>			
<b>Key Responsibilities</b>			
Focus on legal implications triggered directly by the incident (such as reporting obligations, investigations, external and internal communications and insurance).			
Understand that all legal advice provided may have an impact on the reputation (internally and externally) of Centurion.			
<b>DURING AN INCIDENT</b>			
Re	Task	Completed	
		x/√	
<b>Security Considerations</b>			



1.	Confirm with the IMT that actions are being taken to secure the incident location.	
2.	Ensure measures are being taken to protect evidence from being removed, destroyed or compromised.	
<b>Witnesses</b>		
3.	<p>Identify, interview and document witness statements as quickly as possible. Witnesses might include:</p> <ul style="list-style-type: none"> <li>• People who saw the incident</li> <li>• People who were at the site prior to or during the incident taking place</li> <li>• Emergency Services personnel who responded to the incident</li> <li>• Managers of the activity involved in the incident e.g. Linehaul</li> </ul>	
4.	<p>Plan witness interviews in advance. Consider asking the following points:</p> <ul style="list-style-type: none"> <li>• Ensure you are legally allowed to interview the witness</li> <li>• What kind of information is being provided?</li> <li>• What did the witness see, hear, feel and smell?</li> <li>• Where did the incident happen and who else was there?</li> <li>• Facts or information the witness wants to share.</li> <li>• Recognise the witness may want to offer an opinion, be sensitive, listen carefully and try to keep the interview centred on facts.</li> </ul>	
<b>Securing evidence</b>		
5.	<ul style="list-style-type: none"> <li>• Ensure a survey is carried out of the location where the incident happened (suggest video, GPS tagging, mobile phone camera's etc. if possible).</li> <li>• Photograph, tag and document all physical evidence.</li> <li>• Make sure evidence is stored in a secure location.</li> <li>• Photographs: efforts should be made to ensure that any photos associated with the fatality are only taken by authorized personnel and for the purpose of investigating, and that these photos are not emailed or electronically stored where there is the possibility that they may be viewed by personnel not specifically involved in the incident investigation.</li> <li>• A chain of custody should be implemented to ensure evidence is secured and handled correctly at each step of the investigation.</li> </ul>	
<b>Document Management</b>		
6.	Identify all relevant documents including all training records of employees who may be involved, their certifications/qualifications for the job they were performing, work shifts, etc.	



7.	Contact contractors and send a written request to collect copies of all relevant documents (previously identified), if required.	
8.	Confirm scope and application of legal privilege.	
9.	Ensure data privacy requirements are considered when dealing with information regarding employees.	
10.	Make a full copy of all files collected and keep the originals in a locked and secure location.	
11.	Manage emails referencing the incident carefully.	
<b>Media Contact</b>		
12.	To avoid contradictions or misrepresentations ensure information is only provided by authorised representatives.	
13.	Only facts must be provided, not opinions.	
14.	Where required Key messages and, as the incident progresses, questions and answers (Q&A) will need sign off from IMT Legal Coordinator before they are communicated.	
<b>Family Contact</b>		
15.	Work with HR and local authorities to confirm the legal protocols for informing next of kin.	
16.	If contact is made by the company, key messages for Next of Kin will need sign off from IMT Legal Coordinator.	
<b>Regulatory Agencies</b>		
17.	Centurion representatives (and internal legal counsel) should be involved and cooperative with the appropriate regulatory agencies.	
18.	Relevant information to be provided to the authorities within the relevant statutory time-frames.	
19.	Share all legally required information with the authorities and cooperate fully with their investigations.	
20.	Work proactively to establish trust with Regulatory agencies by working and coordinating closely with them.	
21.	Information provided to agencies must be documented and evidence of delivery must be kept in files and e room.	
<b>External Legal Counsel</b>		
22.	Use outside legal counsel for identifying: <ul style="list-style-type: none"> <li>• Applicable legislation to the incident</li> </ul>	





	<ul style="list-style-type: none"> <li>• Notification obligations to authorities (timeframes for this and specific forms of reporting) as well as other formalities associated with the reporting;</li> <li>• Legal contingencies, risks and proceedings that could be triggered by the incident.</li> </ul>	
--	--	--

**10.5 HSEQ Coordinator**

<b>Name</b>		<b>Date</b>	
<b>Location</b>			
<b>Key Responsibilities</b>			
Provide a strategic overview of the safety and environmental concerns in all the response activities being undertaken.			
<b>BEFORE AN INCIDENT</b>			
<b>Re</b>	<b>Task</b>	<b>Completed</b>	
		x/√	
1.	Develop Contact Directory for local authorities and emergency services		
2.	Ensure regular liaison between the emergency services and Centurion		
<b>DURING AN INCIDENT</b>			
<b>Re</b>	<b>Task</b>	<b>Completed</b>	
		x/√	
3.	Start a personal log.		
4.	Maintain awareness of the overall scene to see how the circumstances may affect responder safety.		
5.	Provide a view of the safety concerns in all the response activities to the IMT Leader and Response Coordinator.		
6.	Ensure you have sufficient HSE support to focus attention on safety.		
7.	Forecast and advise the IMT Leader of any safety requirements that may be needed as the incident evolves.		
8.	Assess hazards and report them to the IMT Leader.		
9.	Confirm information about the hazards are being received and understood by the responders.		
10.	Provide risk assessments for the IMT Leader.		
11.	Facilitate characterisation and assessment of environmental impact.		
<b>AFTER AN INCIDENT</b>			



Re	Task	Completed
		x/√
12.	Coordinate appropriate investigation into sequence of events	
13.	Report to Management on environmental impacts and outcomes of on-going monitoring programs.	

**10.6 Human Resources Coordinator**

<b>Name</b>		<b>Date</b>	
<b>Location</b>			
<b>Key Responsibilities</b>			
Development of policies and relationships in respect of the provision of counselling and welfare to employees and next of kin.			
<b>BEFORE AN INCIDENT</b>			
Re	Task	Completed	
		x/√	
1.	Establish and maintain a network of welfare and counselling services.		
2.	Ensure access on and off site to up to date employee / next of kin records.		
3.	Participate in periodic IMT simulation and testing.		
<b>DURING AN INCIDENT</b>			
Re	Task	Completed	
		x/√	
4.	Access information on employees at or impacted by risk.		
5.	Make appropriate transport and accommodation arrangements for immediate families of the injured (in the event they have been taken to hospitals / specialist units some distance from their normal residence.)		
6.	Ensure counselling services are made available to all involved		

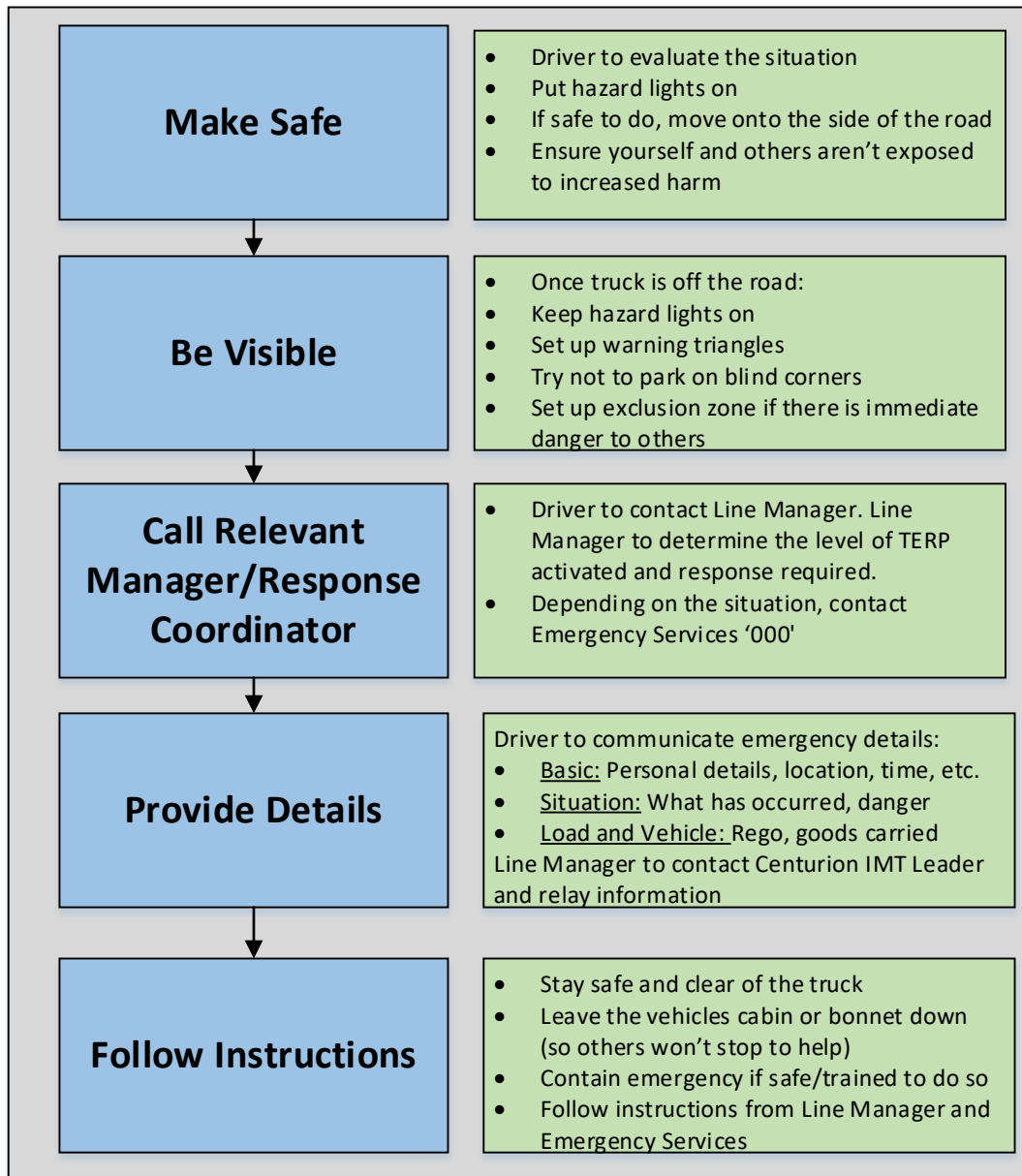
**10.7 Logistics and Communications Coordinator**

<b>12 Name</b>		<b>Date</b>	
<b>Location</b>			
<b>Key Responsibilities</b>			
Responsible for the management of resources available to respond to a physical emergency.			



Importantly, the role does not involve the actual performance of emergency response work, but relates to the management of the resources available.		
Responsible for communications hardware and the maintenance of communication systems during and immediately following an incident.		
<b>BEFORE AN INCIDENT</b>		
Re	Task	Completed
		x/√
1	Identify and evaluate the availability and capacity of on-site and off-site emergency facilities and resources.	
2	Ensure professional resources are available for recovery of impacted equipment.	
<b>DURING AN INCIDENT</b>		
Re	Task	Completed
		x/√
3	Communicate with Emergency Response Teams. Evaluate emergency response and the need for additional or reduced resources.	
4	Communicate with IMT Leader on availability of Team Members.	
5	Call out any replacements for the IMT when instructed by the IMT Leader.	
6	Ensure adequate resources are mobilised to assist in recovery	
<b>AFTER AN INCIDENT</b>		
Re	Task	Completed
		x/√
7	Assess adequacy of resources and identify improvement opportunities	

**11. Quick Driver Response Guide – Incident or Breakdown**



**12. Referenced Documents and Supporting Information**

- CEN-HSE-FRM-214 – Risk Matrix
- CEN-RMS-PLN-003 – Business Continuity Plan
- CEN-HSE-PLN-020 – Business Resilience Management Plan
- CEN-HSE-PLN-002 – Emergency Response Plan
- CEN-TLD-TRN-022 – TERP Presentation

### 13. Document Revision

Revision	Revision Date	Reviewed By	Changes/Comments
1	11/03/2017	A. Rastani	New document
2	15/05/2017	A. Rastani	Updated with new names
3	26/06/2017	M. Johnson	Updated for new First Responder
4	08/01/2019	J. Parker	Reviewed contacts throughout
5	03/03/2020	S. Rowe, C. Russ	Document transferred to new template and contact details updated
5.1	10/03/2020	R. Hunt, C. Russ	Minor changes to contact details
5.2	07/04/2020	C. Russ	Contacts list updated as per HSE Committee Meeting discussion 06/04/2020. Driver response guide flowchart updated.
5.3	21/08/2020	M. Vasyli, C. Russ	Contacts list updated to reflect current organisational chart
5.4	25/08/2020	M. Vasyli	Corrected contact hierarchy and removed table reference column at 6.1.
5.5	30/06/2021	C. Blackwell, R. Biddle. C. Russ	Document updated and approved by the bulk DG team for the 2021 contract.
5.6	02/02/2022	R. O'Dwyer	<ul style="list-style-type: none"> <li>• <b>Added Section</b> - Natural Disasters Including Cyclone, Flooding and Bushfire.</li> <li>• <b>Added and Updated</b> - Contacts for each site.</li> </ul>
5.7	09/03/2022	K. Richardson, A. Bunn, M. Mackay	<p><b>Updated 4.1 - TERP Response/IMT</b></p> <ul style="list-style-type: none"> <li>• Legal, marketing and Communications Coordinator</li> <li>• HSE Coordinator/ Advisor / Manager</li> </ul> <p><b>Updated 3.2 - Internal Alerting</b></p> <ul style="list-style-type: none"> <li>• Brisbane, Rockhampton, Townsville, Gladstone added.</li> </ul> <p><b>Added and Updated</b> - Contacts for each site.</p>

### Document Approval

Name	Title
Raymond O'Dwyer	Bulk DG & Explosives Manager
Tristan Nunn	Senior HSE Adviser