Contents

Transport Emergency Response Plan – Controlled Waste Transport

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Page 1 of 40

1 Purpose

1.1 The purpose of this plan is to provide a planned response to support the emergency services in managing a transport emergency**.**

1.1.1 The objectives of this plan are to:

1.1.1.1 Minimise any adverse effects on people, property the environment from a transport emergency.

1.1.1.2 Facilitate a rapid and effective emergency response and recovery.

1.1.1.3 Provide assistance to emergency and security services.

1.1.1.4 Communicate information to relevant persons involved in the transport emergency (both internal personnel and external agencies) with a minimum of delay.

2 Scope

2.1 This plan covers all transport movements controlled by the Toll Transport business.

3 References

3.1 Australian Code for the Transport of Dangerous Goods by Road and Rail Seventh (7) Edition.

3.2 United Nations Recommendations for the Transport of Dangerous Goods, Model Regulations, 17th Edition.

3.3 International Maritime Dangerous Goods (IMDG Code) as amended.

3.4 National Transport Commission - Load Restraint Guide.

3.5 State Based Legislation and Regulations.

3.6 RES C PRO 6.1.1 Emergency Planning - Site Operations and Transport

4 Definitions

4.1 Vehicle Breakdown
Where a vehicle is disabled due to mechanical failure.

4.2 Minor Vehicle Incident
Is an incident where a vehicle requires minor repairs/adjustments to allow it to continue its journey and there is no loss of containment of product. Additional repairs may be required at completion of journey. A replacement vehicle may be required or utilised to complete the journey.

4.3 Major Vehicle Incident
Is an incident where a vehicle requires major repairs or there is an actual or potential product loss of containment or injuries have occurred.

4.4 TERP
Transport Emergency Response Plan

Transport Emergency Response Plan – Controlled Waste Transport

Page 2 of 40

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4.5 PEDA

Plant and Equipment Defect Advice

5 Responsibilities

5.1 Drivers

5.1.1 To follow the Subcontractor and Driver's TERP Plan as documented.

5.2 Subcontractors

5.2.1 To follow the Subcontractor and Driver's TERP Plan as documented.

5.2.2 Ensure all Drivers have received appropriate training in the TERP.

5.2.3 Ensure all Vehicles carrying for Toll have a copy of the Drivers TERP.

5.2.4 Intermodal Carriers Emergency Response Plans
5.2.4.1 Major Intermodal Transport Contractors such as rail or sea carriers or interstate road transport contractors may operate under their own Emergency Response and Security plans.
5.2.4.2 Toll are responsible for reviewing these plans and ensuring their effectiveness prior to the contractor commencing work.
5.2.4.3 In the absence of Contractors own Emergency Response Plans or Security Plans, the carrier must operate under the Toll Emergency Response and Security Plans.

5.3 Operations Manager

5.3.1 To follow the TERP Plan as documented.

5.3.2 Ensure all Drivers have received appropriate training in the TERP.

5.3.3 Ensure all Vehicles carrying for Toll have a copy of the Subcontractors and Drivers TERP.

5.4 Incident Responder

5.4.1 To follow the TERP Plan as documented.

5.5 Incident Coordinator

5.5.1 To follow the TERP Plan as documented.

5.5.2 Maintain communication with Incident Responder, Clients and Toll Management, external parties.

5.5.3 Is responsible for ensuring all of the actions required of a coordinator are completed by either completing the actions or delegating to others.

5.6 Toll Managers

5.6.1 To follow the TERP Plan as documented.

5.6.2 Ensure the following have received the appropriate Training

5.6.2.1 Drivers

5.6.2.2 Subcontractors

5.6.2.3 Operations Managers

5.6.2.4   Incident Responders

5.6.2.5   Incident Coordinator

5.6.3   Ensure appropriate resources are available in the event of an incident.

5.6.4   Ensure copies of the TERP are readily available to appropriate people.

5.6.5   Appoint appropriate people to be Incident Responders and Coordinators.

5.6.6   Advise Senior Management in accordance with the crisis reporting procedure, including brief details of the incident, potential business impacts and media coverage

5.6.7   Contact with the families of affected personnel. Priority should be given to advising families of injured personnel.

5.6.8   Ensure relevant customer contacts, internal and external, have been advised

5.6.9   Maintain Incident Response Equipment.

5.7   Toll General Manager

5.7.1   To follow the TERP Plan as documented.

5.7.2   Ensure resources are provided:

5.7.2.1   During an emergency

5.7.2.2   For testing of the TERP

5.7.3   Provide communication to Senior Management as appropriate and in accordance with crisis reporting matrix.

5.7.4   Coordinate media responses with Toll Company Secretary.

5.8   National HSE Manager

5.8.1   Ensure TERP meets statutory requirements.

5.8.2   Ensure plan is tested and reviewed as specified.

5.8.3   Ensure all appropriate training is conducted in a timely fashion

5.8.4   Maintain currency of documents and contact numbers

6   Management of incidents

6.1   Immediately after an incident is reported to the relevant Toll Manager or nominee, they shall determine if the incident is a vehicle breakdown, minor vehicle incident or a major vehicle incident and ensure the relevant procedure is followed. NOTE: Initial information may not be 100% accurate, if any doubt then escalate the response.

6.2   When a report of a major vehicle incident is received the person receiving the initial report shall advise the relevant Toll Manager who shall ensure a TOLL representative (the Incident responder) is dispatched to the scene and an incident coordinator is nominated. An incident command centre may need to be set up depending on severity and scope of the incident.

6.3   The Incident Coordinator can be a Toll Manager or an external emergency response contractor such as

Transport Emergency Response Plan – Controlled Waste Transport

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Page 4 of 40

ISS. To avoid confusion only one contract Emergency response provider is to be used to coordinate an incident.

6.4 ISS Emergency Services' maintain a 24 hours per day, 7 days per week contact systems and resources. These providers have different strengths and Toll Managers should determine in advance which provider will suit their operations needs.

6.5 Where the client or external government agencies assume control over an incident Toll personnel shall work in conjunction with the client or external body and provide whatever assistance is required. Where a government body sets up an emergency operations command centre, which may be remote to the incident site, Toll should offer/provide a suitable person to be a part of that centre to provide additional support and information. This could include a client or product specialist as well.

7   Public relations / Media policy

7.1 All media enquiries regarding Toll personnel and equipment shall be managed according to the Toll Group Media policy.

7.2 Statements to the media can only be issued on the authorisation of the TG Managing Director, TG Chief Financial Officer & TG GM Group Corporate Affairs. Any media personnel at the site of the incident asking for comment should be asked to supply their contact details and these forwarded to senior management

7.3 All media enquiries regarding the customer's product, equipment, and personnel shall be referred to the appropriate customer representative.

7.4 Any enquiries from members of the public or families of employees should be redirected to the Business Manager.

8   Communications

8.1 A complete list of Toll telephone numbers is located the Emergency Contact List (To be developed). Additional numbers of local suppliers and support agencies should be added to this list at a local level. A short version of these numbers suitable for Subcontractors and Drivers is located in the Subcontractors and Drivers Emergency Contact List (To be developed).

8.2   Currency of Emergency Contact Numbers

8.2.1 The National Health Safety and Environmental Manager shall confirm the currency of Emergency Contact numbers for both Toll and Client Representatives every 6 months or upon changes of Toll and Clients staff. Emergency Contact numbers shall be retained in the TERP Manuals.

8.2.2 Local numbers should be updated and checked on a frequent basis.

8.2.3 Issue of amended Emergency Contact Numbers shall be maintained by the National HSE Manager and issued via email distribution.

8.2.4 The Toll Group ERS (ISS) radio room maintains the currency of Australia wide outside contractor services by way of weekly currency checks.

8.3   Mobile Telephones

8.3.1 During Incidents calls to and from mobile telephones should be restricted to necessary calls only in order to conserve battery power.

8.4   UHF Radio Sets

8.4.1 Normal communications are conducted on various channels. In an emergency the operator will inform base and switch set over to approved site channel

8.5 Satellite Telephones

8.5.1 Be aware not all satellite telephones are capable of dialling "1800" or 000 numbers as used in Supplier Emergency Response Procedures. If satellite phone use is required and does not have the ability to contact "1800" or "000" due to service provider or reception restrictions use the alternative contact numbers list in the Emergency Contact Lists or the nearest Depot Manager.

8.5.2 Satellite phones may be available from:

8.5.2.1 Toll;

8.5.2.2 Local Toll Depots

8.5.2.3 Most vehicles carrying HCDGs have Satellite phones installed

8.5.2.4 Local communication companies may hire them.

8.6 2 Way Radio Communication System

8.6.1 If 2 Way Radio communications are available the operator at the scene should declare an emergency on air to keep the channel open for further communications between the incident scene and base station. On site personnel will be advised of further communication arrangements as required.

9 Emergency Procedures

9.1 Vehicle Breakdown

9.1.1 Driver

9.1.1.1 If the disabled vehicle constitutes a traffic hazard:

(a) Turn on Hazard Lights

(b) Chock vehicle wheels (where required), and place out portable warning devices (50m-150m in front and behind vehicle and beside the vehicle on the side closest to the traffic)

(c) Contact the Operations Manager

(d) Maintain regular contact with Operations Manager. Keep them updated on progress, expected delay or when able to resume journey.

(e) Maintain security of vehicles, critical with Security Sensitive Goods.

9.1.2 Repairer

9.1.2.1 Before proceeding to the disabled vehicle ensure you are aware of / take with you:

(a) Location details of disabled vehicle

(b) Road Map or Street Directory

(c) Contact details of the person requiring assistance

(d) All tools and known replacement parts needed

(e) Ensure vehicle is in safe position to perform repairs

Transport Emergency Response Plan – Controlled Waste Transport

Page 6 of 40

Printed documents are uncontrolled unless otherwise specified on the document.

9.1.3 Operations Manager

9.1.3.1 If Toll vehicle, organise repairs otherwise owner of vehicle to organise repairs.

9.1.3.2 Contact affected parties if delivery expected to be delayed outside of agreed time frames.

9.1.3.3 Provide any support required such as organisation of recovery vehicles, alternative vehicles to continue the affected work.

9.1.3.4 Maintain contact with Driver until repairs completed or vehicle recovery affected.

9.2 Minor Vehicle Incident

If in any doubt if incident is minor or major, treat as major incident.

9.2.1 As for Vehicle Breakdown, with additional items as follows:

9.2.1.1 The vehicle may need to be moved (towed) to a safe area before repairs can commence

9.2.1.2 Minor repairs may not be possible and a replacement vehicle may be required

9.2.1.3 Freight may have moved and assistance and manual handling equipment could be required

9.2.1.4 Property or third party damage may have occurred where details will need to be reported along with photographs on an incident / hazard report.

9.2.1.5 The driver shall fill out a plant & equipment defect advice (PEDA) form

9.2.1.6 The driver shall perform a Daily Operator check prior to continuing the journey.

9.2.1.7 The driver shall ensure the load is correctly restrained as per the Load Restraint Guide.

Note: If the repaired vehicle is to continue the journey, then the repairer is to sign off the plant and equipment defect advice (PEDA) form indicating the truck is safe to drive.

9.3 Major Vehicle Incident, Product Loss of Containment, Fire or Injury

A representative of Toll must attend the scene.

Do not assume the spill/ Incident is minor and does not require a response.

Transport Emergency Response Plan – Controlled Waste Transport

Printed documents are uncontrolled unless otherwise specified on the document.

Page 7 of 40

9.3.1 Driver

<p style="text-align:center"><strong style="color:red">Do Not Place Yourself at Risk.</p>

9.3.1.1 Turn off vehicle ignition and any electrical equipment.

9.3.1.2 If phone contact is not available initiate duress alarm

9.3.1.3 Exit the vehicle taking with you (only if safe to do so):

   (a) Mobile Phone/Communication Equipment

   (b) Duress alarm

   (c) Manifest Information

   (d) DG Initial Emergency Response Guide (HB 76) / Emergency Procedure Guide (EPG)

   (e) Fire Extinguisher/s

   (f) Personal Protective Equipment (PPE)

   (g) First Aid Kit

   (h) Reflective Triangles

9.3.1.4 Move to a safe location (upwind if carrying DG)

9.3.1.5 Ring 000 if necessary, advise Dangerous Goods involved, situation and number of people involved

9.3.1.6 Contact Operations Manager followed by Regional / State Manager then finally ISS 1800 639 621 or (03) 8769 0211, do not hang up until instructed – advise following

   (a) Product name/class/UN Number

   (b) Precise Location

   (c) Injuries

   (d) Extent of damage and loss of containment

   (e) Other Parties Involved

   (f) Condition of roadway

   (g) Weather conditions

   (h) Drivers Contact details

   (i) Do not hang up until instructed

9.3.1.7 Don additional PPE if available / necessary

9.3.1.8 Assess situation and if safe to do so take appropriate action if safe to do so which could include:

   (a) Maintain security of incident scene

   (b) Place out reflector triangles to warn other road users

   (c) Keep public away

   (d) Keep ignition sources away from vehicle

   (e) Assist injured persons

Transport Emergency Response Plan – Controlled Waste Transport

Page 8 of 40

Printed documents are uncontrolled unless otherwise specified on the document.

(f) Take action to contain spilt material to prevent or reduce contamination to surrounding areas if safe to do so and you have sufficient product skills and knowledge.

9.3.1.9 In the event of fire evacuate area to 1 kilometre;

9.3.1.10 Refer to MSDS, Initial ER Guide (HB 76) or advice from Toll or client personnel / specialist advice number on EIP for product information

9.3.1.11 If able to do so maintain security of the incident site until Incident Responder arrives or relieved by authorities

Note: do not approach the vehicle to make contact if not safe. It may be more applicable to provide above information to a member of the public and send them with contact details of Operations Manager to nearest communication point. Do not leave the scene of the Incident unless injuries require medical attention.

9.3.2 ISS Responder shall:

9.3.2.1 Phone Notification

(a) Record all details on the Initial Emergency Response Report (To be developed)

(b) Contact Incident Coordinator, advise details of the incident and actions to date, advise communications medium will be changed to email to avoid phone clutter.

9.3.2.2 GPS Notification

(a) Contact driver by phone if possible

(b) Locate the vehicle via GPS system

(c) Determine nature of emergency

(d) If unable to raise driver and vehicle is stationary then contact emergency services on 000

(e) Record all details on the Initial Emergency Response Report (To be developed)

(f) Contact Incident Coordinator, advise details of the incident and actions to date, advise communications medium will be changed to email to avoid phone clutter

9.3.3 Incident Coordinator:

9.3.3.1 If GPS notification:

(a) Call emergency services by ringing 000, if deemed necessary.

(b) Ring client Emergency Response Number as per contact list.

9.3.3.2 Nominate Incident Responder to attend scene

9.3.3.3 Arrange means of transport for Incident Responder where travel by road travel is not preferred eg. Alternate transports such as light aircraft, helicopter following management approval

9.3.3.4 Liaise with Incident Responder and provide regular updates.

Transport Emergency Response Plan – Controlled Waste Transport

Printed documents are uncontrolled unless otherwise specified on the document.

Page 9 of 40

9.3.3.5 Document all details and communications.

9.3.3.6 Advise senior management of incident and details

9.3.3.7 Notify appropriate statutory authorities as per Emergency Planning Site Operations and Transport and Emergency Response Contact List.

9.3.3.8 The Incident Coordinator will operate as the base station to coordinate the resources and communications required to respond to the incident. The Incident Coordinator is responsible for ensuring all of the actions are completed by either completing the actions or delegating to others.

9.3.3.9 It may be appropriate to set up an incident command centre depending on the size and complexity of the incident. When setting up a command centre considerations need to be given to:

(a) Access to communications (phones, mobile phones, faxes, data communications)

(b) Number of people required (people to man phones, conduct errands, experts, clients, etc)

(c) Facilities, food, water

(d) Access to command centre

(e) Removed from day to day activities and interferences

9.3.3.10 The incident Coordinator shall ensure the following actions are taken

(a) Make contact with client's representative or ERS as listed in the contacts list and advise contact details and communication plan.

(b) Advise attending emergency services of Toll and suppliers contact details where practical.

(c) Dispatch containment and clean up crew.

(d) Advise external bodies and authorities such as Government Departments (NOTE: Most State Authorities require that they be informed as soon as practicable following personal injury or after a vehicle transporting DGs is involved in an incident).

(e) Arrange any permits, concessions, etc to move equipment and products.

(f) Advise Toll Manager of incident and update as to status of incident at regular intervals.

(g) Maintain regular contact with Incident Responder.

(h) Arrange for any emergency response equipment required which may include:

(i) neutralising and absorption agents

(j) additional clean up equipment

(k) empty containers/ vehicles

(l) provide salvage, security, protection and transportation of incident affected cargoes / equipment

(m) Food, water & facilities for people in attendance

(n) Depending on clean up time, relief of staff may be required

(o) Communicate with utilities and Government Agencies as appropriate and provide a representative to any emergency operations centre as required.

(p) Maintain an activity log of events

Transport Emergency Response Plan – Controlled Waste Transport

Printed documents are uncontrolled unless otherwise specified on the document.

Page 10 of 40

9.3.4   Incident Responder:

9.3.4.1   Before leaving for the scene:

(a)   All details regarding the address or location of the incident site are known and understood

(b)   Any additional equipment requested by the Incident Coordinator/Driver is taken.

(c)   Where possible take the emergency response trailer/equipment–plus the following:

9.3.5   Incident Responders may need to take the following equipment:

9.3.5.1   Mobile/Satellite Phone and phone chargers

9.3.5.2   Camera or Camera Phone

9.3.5.3   Torch

9.3.5.4   Street Directory/Maps

9.3.5.5   Initial Emergency Response Guide (HB 76), MSDS, Product Information

9.3.5.6   Notebook and pens.

9.3.5.7   TERP and contact lists

9.3.5.8   PPE (long clothing, board brim hat, sunscreen, respirators, safety glasses, boots, gloves, etc)

9.3.5.9   Water and food

9.3.5.10   Funds (cash, credit cards, etc)

9.3.5.11   Additional clothing and personal effects

(a)   It is important to be prepared for a longer stay than planned as most major incident clean ups are under estimated.

9.3.6   In transit:

9.3.6.1   DO NOT SPEED.

9.3.6.2   Obey all road speed limits and regulations

9.3.6.3   If traffic flow is an issue arrange a police escort

9.3.7   Upon arrival at the scene:

9.3.7.1   If you are first at the scene,

(a)   Do not rush in and put yourself in unnecessary risk. Stop, move upwind, and assess the scene and the hazards.

(b)   Beware of fallen power lines

(c)   Carry a fire extinguisher as you approach the vehicle

(d)   Watch for fumes or smoke

(e)   If safe, switch off power to vehicle

Transport Emergency Response Plan – Controlled Waste Transport

Page 11 of 40

Printed documents are uncontrolled unless otherwise specified on the document.

(f) Do not attempt to move trapped individuals unless there is an immediate threat to life.

(g) Check for emergency product information, drivers door, EIP, DG diamonds

(h) If the vehicle is at a rail yard beware of overhead lines which are head height when standing on equipment

9.3.7.2 If you are not first at the scene

(a) Introduce yourself to the senior emergency officer and any other authority, which may be present.

(b) Ensure the health and well being of the Toll driver and any third parties involved.

(c) If Workplace Health & Safety or EPA Inspectors are at the scene, make yourself known and be part of any decision making in regards to special cleanup requirements.

(d) Obtain and examine paperwork for products, which may pose a risk, e.g. dangerous goods, hazardous substances or products that could pose a risk to the environment. Pass all such information onto the Incident Coordinator

(e) Ensure site of incident is isolated from non-critical personnel

(f) Maintain a log of events (photos are very useful, seek permission to take photos first).

Note: In some more serious situations you may find that you are denied access to the area by emergency services until the scene is declared a safe zone or any rescue or investigation has been completed. In these situations comply with the instructions of the Emergency Services Incident Controller until your services are required.

9.3.7.3 Communication:

(a) After establishing the facts of the situation and ensuring the initial response actions are in place inform the Incident Coordinator

(b) Continue to provide updates at regular intervals

(c) Do not make statements to the media.

9.3.7.4 Product containment and clean up

(a) Product containment and clean up support will be provided by Incident Controller

(b) The primary responsibility for ensuring the incident scene is safe lies with the emergency services. Their instructions are to be followed and support provided as requested. Once the site has been rendered safe Toll is responsible to arrange clean up and transfer of product.

(c) Incident Coordinator may engage ISS for spill clean up and site remediation, however the need for this will be determined in conjunction with TOLL Management

(d) Ensure that any contaminated, spilt or recovered substances or any other form of Dangerous Goods are safely recovered, stored and disposed of.

(e) Clean up is to be completed in consultation with the relevant authorities and client as promptly as possible with minimum disruption to the public.

(f) Complete a DG Spillage and Disposal Record (Top be developed).

9.3.7.5 Product transfer:

(a) In the event of product transfer for DG or Hazardous Goods authority shall be obtained from Emergency Services and / or Technical Product Experts prior to any transfer of product.

Transport Emergency Response Plan – Controlled Waste Transport

Printed documents are uncontrolled unless otherwise specified on the document.

Page 12 of 40

(b) If transfer of the product to another container / tanker is required the supply of equipment will be coordinated by Incident Coordinator. The tankers and equipment will be diverted from normal operations in the first instance and supplemented from mutual aid sources and waste disposal companies. This equipment must be deemed fit for purpose by a suitably competent person.

(c) Prior to a transfer of the load Job Safety Analysis (To be developed) is to be conducted and the transfer carried out in accordance with known transfer procedures otherwise seek advise from the incident Coordinator.

9.3.7.6 Vehicle salvage:

(a) Vehicle salvage will be coordinated through the Incident Coordinator.

(b) Do not allow untrained persons to attempt salvage of a vehicle or tanker.

(c) Loaded or partially loaded tankers should not be lifted. The tanks are not designed for this load and are likely to split losing the contents.

(d) Lifting lugs on tankers are designed for maintenance and positioning but are NOT designed to lift the tanker. Slings and timber to spread the load must be used as per load restraint guidelines.

9.3.7.7 Termination of Emergency

(a) Following the cleanup inspect site carefully and ensure all equipment, materials and rubbish associated with the incident have been removed and the site is left in a safe condition.

(b) If necessary secure the area until deemed by technical experts to be safe.

(c) Photograph site.

(d) Environmental samples may also need to be taken as evidence of site clean up

(e) Advise Incident Coordinator the site has been cleaned up and is in a safe condition.

9.3.8 Toll Management

9.3.8.1 Advise Senior Management in accordance with the crisis reporting procedure including brief details of the incident, potential business impacts and media coverage

9.3.8.2 Contact other agencies (Workplace Health and Safety, Environmental Protection Agency, Transport department that have not already been advised by the Incident Coordinator)

9.3.8.3 The Toll Manager shall be responsible for contacting site employees' families to provide advice regarding employees' safety. Priority should be given to advising families of injured personnel.

9.3.8.4 Ensure relevant customer contacts, internal and external, have been advised.

Transport Emergency Response Plan – Controlled Waste Transport
Printed documents are uncontrolled unless otherwise specified on the document.

Page 13 of 40

9.3.9 Toll General Manager

9.3.9.1 Ensure required resources are made available.

9.3.9.2 Provide communication to Senior Management as appropriate.

9.3.9.3 Coordinate media responses with Toll Company Secretary.

10 Threats

10.1 Phone Threats

10.1.1 In the event of a bomb or arson threat by telephone–

10.1.1.1 Remain calm

10.1.1.2 DO NOT hang up

10.1.1.3 Move away from the vehicle (The vehicle should be stationary whenever a phone is being used)

10.1.1.4 Obtain as much information as possible from the caller if possible refer to RES C FOR 1017 Security Threat Checklist

10.1.1.5 If possible, discretely alert nearby people as to the situation

10.1.1.6 At the end of the call notify the police on 000 and act on their instructions

10.1.1.7 Inform your supervisor

10.2 Suspect Article

10.2.1 In the event of a bomb or arson threat by suspect article –

10.2.1.1 If the Vehicle is in motion, if possible, park the vehicle where it can be isolated from people

10.2.1.2 Notify Police on 000 and act on their instructions

10.2.1.3 Inform Operations Supervisor

10.2.1.4 DO NOT handle the article and move away from the immediate area

10.2.1.5 Keep other people away from the vehicle

10.2.1.6 Await the arrival of Police and follow their directions

10.3 Personal Security

10.3.1 In the event of a personal or security threat by either armed or unarmed persons (including verbal abuse):

10.3.1.1 Remain calm!

10.3.1.2 Notify Police on 000 and act on their instructions

10.3.1.3 Notify Operations Supervisor immediately when safe to do so

10.3.1.4 If able, move away from immediate area

10.3.1.5 Await arrival of Police, and follow their directions.

10.3.1.6 Any government official should display identification, if there is concern over legitimacy of ID or person, than remain in secured vehicle and contact your supervisor who should contact the relevant government department.

10.4 Civil Disturbance / Protest Action

10.4.1 If the route is clear

10.4.1.1 Advise Operations Manager

10.4.1.2 Proceed with caution

10.4.1.3 Confirm when clear

10.4.2 If Route blocked with no violence

10.4.2.1 Stop Vehicle

10.4.2.2 Stop engine and remain in the vehicle

10.4.2.3 Activate Duress Alarm (where fitted)

10.4.2.4 Do not engage with debate

10.4.2.5 Inform Base

10.4.2.6 Await Police

10.4.3 If Route is blocked and violence evident

10.4.3.1 Stop Vehicle and lock doors

10.4.3.2 Stop engine and remain in the vehicle

10.4.3.3 Do not engage with debate

10.4.3.4 Communicate with Base

10.4.3.5 Await Police

11 Product Recovery / Site Remediation

11.1 Personnel shall be assigned to help facilitate site clean up as directed by the Incident Coordinator, according to the location of the incident.

11.1.1 For specific clean up requirements refer to:

11.1.1.1 Appropriate appendix

11.1.1.2 Appropriate MSDS

11.1.1.3 DG Initial Emergency Response Guide (HB 76) / Emergency Procedure Guide (EPG)

Transport Emergency Response Plan – Controlled Waste Transport

Printed documents are uncontrolled unless otherwise specified on the document.

Page 15 of 40

11.1.1.4   Client Specific Information/Personnel

11.1.2   A listing of telephone numbers for contractors and company drivers available for the transport of large quantities of recovered product is located in Emergency Contact List. Allocation of these vehicles is the responsibility of the Incident Coordinator.

11.1.3   In the event of a remote incident the Toll ERS will allocate suitable vehicles to undertake recovery tasks.

12   TERP Maintenance

12.1   Training

12.1.1   All personnel holding responsibilities under this Plan must be trained to meet the competencies required.

12.2   Post Incident Debrief

12.2.1   A debrief of all relevant parties shall be conducted following each significant incident and appropriate minor incidents

12.3   Exercises

12.3.1   Regular exercises shall be conducted to ensure the effectiveness of this Plan. The National HSE Manager is responsible for ensuring that exercises are carried out involving all personnel and Emergency Services, where appropriate.

12.3.2   As a minimum:

12.3.2.1   Every 6 months, a small scale exercise will be conducted. This small scale exercise may consist of a spill response, small fire response, etc. Where possible, this will be conducted as a practical exercise.

12.3.2.2   A desk-top exercise of a major incident will be conducted annually. This desk-top exercise should involve external services (eg Fire and Rescue Service, Customer Representatives, ISS).

12.3.2.3   Prior to conducting any practical exercises, a risk assessment must be completed to identify any hazards that may be associated with the exercises. These risk assessments should consider other work activities that may be continuing during the exercise.

12.4   Review

12.4.1   This Plan shall be reviewed and updated:

12.4.1.1   At least annually; and

12.4.1.2   After any deficiencies are identified during exercises or incidents;

12.4.1.3   Whenever a significant change is made to the operations. Eg change to key personnel, suppliers, equipment, products, routes etc

Transport Emergency Response Plan – Controlled Waste Transport

Printed documents are uncontrolled unless otherwise specified on the document.

Page 16 of 40

13   Documentation

13.1   RES C PRO 6.1.1 Emergency Planning - Site Operations and Transport

13.2   RES C FOR 1017 Security Threat Checklist

13.3   MIN O NAT FOR 002 ER Trailer Stock List

13.4   MIN O NAT FOR 003 Subcontractors & Drivers Emergency Contact List

13.5   MIN O NAT FOR 004 Emergency Contact List

13.6   MIN O NAT FOR 005 DG Spillage and Disposal Record

13.7   MIN O NAT FOR 006 TERP Initial Emergency Response Report

13.8   MIN O NAT PLA 002 Subcontractor's and Driver's TERP

13.9   Controlled copy of the TERP is located on the Toll Intranet

Transport Emergency Response Plan – Controlled Waste Transport

Page 17 of 40

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Appendices

The Australian Code for the Transport of Dangerous Goods by Road & Rail is developed by the National Transport Commission. The code provides classifications of dangerous goods as:
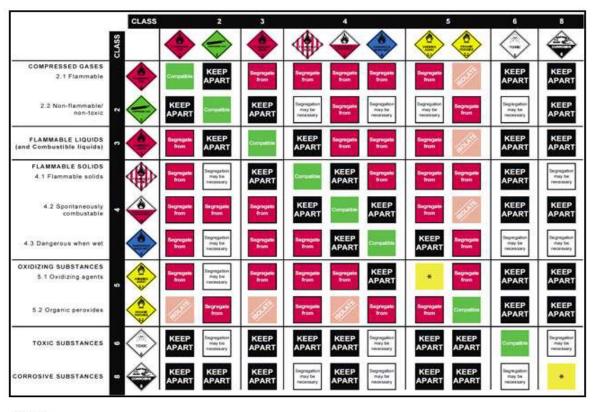
- Class 1 – Explosive.
- Class 2 – Gases.
- Class 3 – Flammable liquids.
- Class 4.1 – Flammable solids, self-reactive substances and solid desensitised explosives.
- Class 4.2 – Substances liable to spontaneous combustion.
- Class 4.3 – Substances which in contact with water emit flammable gases.
- Class 5.1 – Oxidising substances.
- Class 5.2 – Organic peroxides.
- Class 6.1 – Toxic substances.
- Class 6.2 – Infectious substances.
- Class 7 – Radioactive material.
- Class 8 – Corrosive substances.
- Class 9 – Miscellaneous dangerous substances.

The code includes a detailed list of dangerous goods by classification. The code also sets standards for storage and handling of dangerous goods including packaging, labelling, stowage and restraint, segregation and safety equipment. With regard to Class 7 – Radioactive material, the code refers to the Code of Practice for the Safe Transport of Radioactive Material.

Tellus' waste acceptance criteria will exclude many dangerous goods from being accepted for permanent isolation at site. It is however important to recognise some wastes, which may be dangerous goods, may be delivered to site and undergo treatment on site (e.g. blending with Kaolin clay) to make a waste form which meets Tellus' waste acceptance criteria and is suitable for in-cell permanent isolation.

Guidance for segregating incompatible dangerous goods is provided in Australian/New Zealand Standard AS/NZS 3833 The Storage and Handling of Mixed Classes of Dangerous Goods in Packages and Intermediate Bulk Containers which is referenced in the code of practice[2] which, in turn, supports the National Standard. Toll will adopt the segregation protocols presented in AS/NZS 3833 for all waste materials that are transported and stored on site prior to transfer at Tellus' facilities. The Dangerous Goods segregation chart is presented in Figure 2-1

Figure 2-1: Dangerous Goods Segregation Chart (Australian Standard AS3833 figure 6.1)

LEGEND:

Compatible	Dangerous goods of the same Class should be compatible; consult MSDS or suppliers about requirements for individual substances.
*	Dangerous goods of the same Class could be incompatible or react dangerously. Consult the MSDS or suppliers about requirements for individual substances.
Segregation may be necessary	Segregation of these Classes may be necessary. Consult the MSDS or supplier.
KEEP APART	Dangerous goods of these Classes should be kept apart by at least 3 m. Consult the MSDS or supplier.
Segregate from	These combinations of dangerous goods should segregated by at least 5 m and kept in separate compounds or building compartments.
ISOLATE	This requirement applies to organic peroxides, for which dedicated stores or storage cabinets are recommended. Adequate separation from other buildings and boundaries is required.

NOTES:

1 In all cases, the MSDS or supplier of the goods should be consulted.

2 The segregation of dangerous goods of Division 1.4S may be necessary. Consult the MSDS or the supplier of the goods.

3 Combustible liquids shall be segregated in the same manner as flammable liquids of Class 3.

4 Dangerous goods of Class 9 should be segregated in accordance with MSDS.

6 If the dangerous goods have a Subrisk of another class, then the segregation requirements for the Subrisk need to be determined and the more stringent segregation requirements applied.

7 Where smoke detectors are to be stored, their supplier should be consulted and any specific storage and handling recommendations followed.

Appendix 1: Class 1 – Explosive

Appendix 2: Class 2 – Gases

Appendix 3: Class 3 – Flammable liquids

Appendix 4: Class 4.1 – Flammable solids, self-reactive substances and solid desensitised explosives

Appendix 5: Class 4.2 – Substances liable to spontaneous combustion

Appendix 6: Class 4.3 – Substances which in contact with water emit flammable gases

Appendix 7: Class 5.1 – Oxidising substances

Appendix 8: Class 5.2 – Organic peroxides

Appendix 9: Class 6.1 – Toxic substances

Appendix 10: Class 6.2 – Infectious substances

Appendix 11: Class 7 – Radioactive material

Appendix 12: Class 8 – Corrosive substances

Appendix 13: Class 9 – Miscellaneous dangerous substances.

1. **General**

   Ensure Incident Coordinator contacts appropriate Toll Manager and advises them of the incident. The Toll Manager shall notify customer as soon as possible

2. **Recovered Product**

   Upon receiving recovered product into a nominated depot immediately advise Supplier of location and quantity and request disposal instructions. Complete waste recovery and disposal record and forward to Supplier representative. Maintain security of product at all times.

3. **On the Road product Spill**

   1. STOP the vehicle in a safe position on the road if possible and SHUT OFF THE ENGINE. Stopping on a sealed surface and away from drains are a top priority.
   2. For a spill that cannot be handled with the resources on the vehicle call "000" immediately.
   3. Contact supervisor and state type of incident and location.
   4. TAKE ACTION – Determine what product is leaking, put on correct PPE and start the 3 x Cs
      a. **Control** the spill.
      b. **Contain** the spill.
      c. **Clean Up** the spill.

      Use the emergency response kit contained in the vehicle.

      If you have no PPE do not attempt to clean up the spill but containment measures can potentially be done from a distance.

      If it is unsafe to control the spill, setup a containment line.

   5. ESTABLISH an exclusion zone with any suitable devices (witches hats, triangles or sentries). Keep the public away from the incident.

6. DRIVER to keep control of the incident site until either emergency services arrive or spill has been cleaned up.

7. All spills / incidents on the public road are reported to the appropriate regulatory authority.

On Site Spill while transferring Product

1. STOP loading procedures by using the emergency STOP BUTTON.
2. If the spill cannot be treated without assistance contact site manager or representative immediately, otherwise make contact once the spill is controlled.
3. Report to supervisor once spill is contained.

4. TAKE ACTION – start the 3 x C's
   a. **Control** the spill.
   b. **Contain** the spill.
   c. **Clean Up** the spill.

5. Use the emergency response kit contained in the vehicle or facility based resources to clean up the spill.

6. Keep unauthorised persons out of the unloading exclusion zone.

7. Site representatives to report to regulatory authorities.

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