

# CLEANAWAY ALICE SPRINGS

## SITE EMERGENCY MANAGEMENT PLAN (SEMP)

**ADDRESS:** 6 Wilkinson Street, Alice Springs, NT, 0870

**SITE TELEPHONE:** (08) 8952 1336

**BRANCH MANAGER:** Blake Duncombe  
**TELEPHONE:** 0402 975 840

**EMERGENCY CONTROLLER:** Blake Duncombe  
0402 975 840

**REGIONAL MANAGER:** Jason Gornall  
**TELEPHONE:** 0419 090 298

### HEALTH SAFETY

**BUSINESS PARTNER** Patrick Hart  
0401 282 946

### Revision Status

Date	Issue	By	Checked	Approved
21/04/2021	Rev 3	Blake Duncombe	Nick Gerrard	Blake Duncombe
30/06/2022	Rev 4	Blake Duncombe	Sean Parr	Blake Duncombe
30/6/2023	Rev 5	Blake Duncombe	Patrick Hart	Blake Duncombe
30/1/2024	Rev 6	Blake Duncombe	Patrick Hart	Blake Duncombe

**Next Review Date:** February 2025



## 1.0 Glossary of Terms, Acronyms and Abbreviations

Acronym / Abbreviation	Meaning
Area Warden	Responsible for managing designated area in event of emergency and evacuating all personnel from that area
AS 3745	Latest revision of Australian Standard 3745 (Planning for Emergencies in Facilities)
Chief Warden	Overarching responsibility for managing emergency events on site
Deputy Chief Warden	Second in charge behind Chief Warden. Follows Chief Warden direction and steps up as Chief Warden if required
CWY	Cleanaway Pty Ltd.
ECC	Emergency Control Centre
ECO	Emergency Control Organisation
SEMP	Site Emergency Management Plan

## 2.0 SITE EMERGENCY DETAILS

### 2.1 Site Address – Cleanaway Alice Springs

ADDRESS	DETAILS
Street Number:	6
Street Name:	Wilkinson Street
Suburb:	Alice Springs
Post Code:	0870
Nearest Cross Street:	Fogarty Street

### 2.2 Site Activities

Activities undertaken at site	<ul style="list-style-type: none"> <li>• Collections:               <ul style="list-style-type: none"> <li>○ Commercial and Industrial (C&amp;I);</li> <li>○ Liquids.</li> <li>○ Medical; and</li> <li>○ Municipal.</li> </ul> </li> <li>• Warehouse Storage.</li> <li>• Truck Wash.</li> <li>• Temporary Packaged Hazardous Liquid Storage.</li> <li>• Administration:               <ul style="list-style-type: none"> <li>○ Operational organisation and management; and</li> <li>○ Finance and admin.</li> </ul> </li> </ul>
Property Size / Type of Buildings	<ul style="list-style-type: none"> <li>• Total Area – 4,100 m<sup>2</sup> <ul style="list-style-type: none"> <li>○ Main Shed – 608 m<sup>2</sup></li> <li>○ Office &amp; Ablutions – 86 m<sup>2</sup></li> <li>○ Wash Bay – 91 m<sup>2</sup></li> </ul> </li> </ul>
Number of Personnel	<ul style="list-style-type: none"> <li>• 5 x Permanent Employees (Including Branch Manager and Leading Hand)</li> </ul>

	Note: Typically, only 2 x Employee is on site at any given time (Branch Manager/ Leading Hand).
Location of Site Emergency Evacuation Plan	<ul style="list-style-type: none"> <li>Site Office and Front Gate.</li> </ul>
Location of Site Emergency Contacts List	<ul style="list-style-type: none"> <li>Site Office and Front Gate.</li> </ul>

### 3.0 EMERGENCY CONTACTS

A copy of the site Emergency Evacuation Plans and Site Emergency Contact List are available in the Site Office and at the Front Gate.

#### 3.1 Internal Emergency Contact List – Included as Appendix A

#### 3.2 Emergency Services

SERVICE	PHONE NUMBER
Police	131 444 (Emergencies – 000)
Fire Brigade	08 8999 3473 (Emergencies – 000)
Ambulance	000
State Emergency Service – Floods, Storms & Cyclones	132 500
NT EPA	08 8927 4218
Pollution Hotline	1800 064 567
Poisons Information Centre	13 11 26
Power & Water	1800 245 092
<u>Gas:</u>	
Origin	132 462
Kleenheat	08 8953 1344
WHS Regulatory Authority (ComCare)	1300 366 979

SERVICE	PHONE NUMBER
Alice Springs Town Council	08 8950 0500

### 3.3 Neighbouring Facilities

COMPANY	CONTACT NAME	PHONE	REASON FOR RASING ALARM
ATG (Australian Transquip Group) Downunder	Murray	08 8952 5688	Fire / Explosion
	Russell	0447 477 053	
Cold Zap Refrigeration			Fire / Explosion
Bush Fires NT	Josh Fischer		Fire / Explosion

### 3.4 Cleanaway Emergency Notification / Escalation Process

Any event with the potential for an emergency scenario will be managed in the same fashion as responding to a site incident or injury. The Cleanaway Alice Springs Manager is to be notified immediately should an event occur, and then they shall notify the NT Regional Manager.

## 4.0 INTRODUCTION

### 4.1 Emergency Management Plan

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The purpose of this Site Emergency Management Plan (SEMP) is to provide a structured and coordinated strategy to site personnel in the event of an emergency.

The strategy outlined considers both health and safety and environmental management requirements.

This Plan has been developed by identifying key potential hazard scenarios that could be encountered on site through the risk management process.

If a hazard scenario is encountered that is not addressed in this document, this document will be reviewed and amended accordingly.

This Plan has been produced by Cleanaway in anticipation of an unplanned event that may have negative consequences for people, the environment or the facilities covered. This Plan also recognises the key phases of emergency management activities.

The fundamental elements of this plan are:

- Prevention measures.
- Provision of assistance and information to the emergency services, employees, and investigators.
- Support to persons injured at the facilities (including provision of immediate First Aid if required and subsequent medical assistance);
- Safety of the facilities.
- Management of emergencies including incident reporting.
- Support and counselling to all staff if required; and
- Facility recovery.

This Plan has been developed in accordance with the latest revision of AS 3745 Planning for Emergencies in Facilities.

### 4.2 Authority

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This Plan has been produced with the authority of the Cleanaway Alice Springs Manager in accordance with National WHS legislation, and the latest revision of AS 3745.

### 4.3 Aim

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The aim of this Plan is to detail the agreed arrangements for:

- The prevention of;
- The response to; and
- The recovery from emergencies that could occur on site.

### 4.4 Objectives

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The broad objectives of this Plan are to:

- Implement measures to prevent or reduce the causes or effects of emergencies.
- Manage arrangements for the response to emergencies when they occur; and
- Assist employees, the facility and Cleanaway recover following an emergency.

### 4.5 HAZARDS (Emergency Types)

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A hazard analysis of perceived threats under the scope of works has been conducted and displayed below. This process is not intended to exclude any form of emergency and, to this end, this document has adopted a flexible "all hazards approach".

A summary of the identified hazards and assessment of the risk each represents to the site is as follows. These risk ratings are based on a "pre-control" scenario following the below Risk Score Matrix.

### Cleanaway Risk Matrix

This matrix is used by all Cleanaway personnel to evaluate risks based on likelihood and consequence



The Cleanaway Risk Matrix is a visual tool that represents the potential risks affecting our business. The risk matrix is based on two factors: the **likelihood** that the risk event will occur, and the potential **consequence** that the risk event will have on our business. The risk matrix helps Cleanaway personnel to understand and manage risks in a consistent manner, to prioritise different risks, and to develop appropriate mitigation strategies.

Table 1: Consequence Categories

Consequence Category	People	Environment (Impact)	Assets (fixed or mobile)	Reputation	Compliance	Finance
<b>SIGNIFICANT (A)</b>	Multiple fatalities (public or workers) Severe health impact on the public	>10 years impact to highly valued ecosystem	Long-term or permanent loss or closure of a business-critical site Loss of multiple assets impacting on the viability of the business	Extreme public attention, material and direct impact on share price Loss of long-term major customer or large number of customers Increased sustained scrutiny by regulators nationally across the business	Criminal charges against director or, senior executive/ manager Significant litigation or inquiry – potential significant damages/ costs/time Court imposed penalties >\$5mil Loss of licence	>= AUD \$25M EBIT
<b>MAJOR (B)</b>	Single fatality and / or total permanent disability (public or worker) Mild but widespread health impacts on the public	1-10 years impact to a highly valued ecosystem >10 years impact to an ecosystem	Loss of assets at a business-critical site such that its operations are closed or severely restricted for the foreseeable future	National impact - National public concern Loss of one or a few customers Increased scrutiny by regulators to multiple sites or states	Major litigation – potential major damages/ costs Court imposed penalties \$1-5mil Suspension or restriction on licence to operate	>=AUD \$10M to <AUD \$25M EBIT
<b>SERIOUS (C)</b>	Serious injury, illness or disability (public or worker), or incident resulting in a lost time injury Serious injury or illness to a member of the public Widespread serious odour/ dust/noise impacts	<1 year impact to a highly valued ecosystem 1-10 years impact to an ecosystem	Loss of assets at a non-business-critical site such that its operations are closed or severely restricted for the foreseeable future	Considerable impact - Regional public concern Customer unease Increased scrutiny by regulator to one or a few sites	Serious non-compliance with licence Litigation – (except above) Court imposed penalties <\$1mil	>=AUD \$5M to AUD <\$10M EBIT
<b>MODERATE (D)</b>	Injury or illness to worker requiring medical treatment outpatient treatment Localised/short-term severe odour/dust/ noise impacts	<1 year impact to an ecosystem	Major damage to asset Some disruption to operations	Limited impact - Local public concern Customers impacted by event, with minor damage to relationship	Direction notice, infringement, or official warning from regulator Moderate non-compliance with regulatory, contractual, or other legal obligations Litigation possible	>=AUD \$1M to AUD <\$5M EBIT
<b>MINOR (E)</b>	Injury or illness to worker requiring first aid or no treatment Mild and infrequent odour/ dust/noise impacts	No immediate impact to ecosystem	Minor vandalism or damage to asset No disruption to operations	Slight impact - Public awareness may exist but no public concern Customers affected by event, with little to no impact to relationship	Minor non-compliance with regulatory, contractual or other legal obligations (except above)	AUD \$0k – AUD < \$1M EBIT

Table 2: Likelihood Categories

Likelihood Category	RARE	UNLIKELY	POSSIBLE	LIKELY	ALMOST CERTAIN
<b>Experience / Frequency</b>	Has occurred once or twice in the waste industry in the last 10 years	Has occurred multiple times in the industry, but not at Cleanaway in the last 10 years	Has occurred at least once at Cleanaway in the last 10 years	Has occurred less than once per year at Cleanaway in the last 10 years	Has occurred at least once per year at Cleanaway in the last 10 years
<b>Probability of occurrence</b>	May occur in exceptional circumstances in the next 3 years (<1%)	Unlikely to occur in the next 3 years (<10%)	Could possibly occur in the next 3 years (<40%)	Likely to occur in the next 3 years (40-80%)	Expected to occur in the next 3 years (>80%)

Table 3: Risk Matrix

	A	H	V	E	E	E
<b>SIGNIFICANT</b>	A	H	V	E	E	E
<b>MAJOR</b>	B	M	H	V	V	E
<b>SERIOUS</b>	C	M	M	H	H	V
<b>MODERATE</b>	D	L	L	M	M	H
<b>MINOR</b>	E	L	L	L	M	M
<b>Consequence</b>	↑	1	2	3	4	5
<b>Likelihood</b>	→	RARE	UNLIKELY	POSSIBLE	LIKELY	ALMOST CERTAIN
<b>Risk Rating</b>		Extreme (E)	Very high (V)	High (H)	Medium (M)	Low (L)

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### Cleanaway Risk Matrix

How to assess & manage risk



#### How to use the Risk Matrix

- 1 IDENTIFY & DESCRIBE THE RISK**
  - Identify and describe the risk in terms of what could happen, its causes and potential effect/impact on the site, business or enterprise objectives
- 2 IDENTIFY & ASSESS EXISTING CONTROLS**
  - Identify and assess the existing controls against the criteria in TABLE 4. This is the current **control rating**
  - Consider any related major/significant incidents, near miss events and assurance activities when assessing controls
- 3 ASSESS THE CONSEQUENCE**
  - Use TABLE 1 to assess the highest credible impact using the PEARCF hierarchy (people, environment, assets, reputation, compliance and finance), taking into account the current **control rating**
  - Use TABLE 1 to identify the highest relevant **consequence category**
- 4 ASSESS THE LIKELIHOOD**
  - Use TABLE 2 to assess the chance of the risk occurring for each consequence identified, taking into account the current **control rating**
  - Use TABLE 2 to identify the relevant **likelihood category**
- 5 DETERMINE THE CURRENT RISK RATING**
  - Use the risk matrix (TABLE 3) to plot the **consequence category** (left) against the **likelihood category** (bottom)
  - The current risk rating is where these categories intersect
- 6 RISK RATING ACCEPTANCE**
  - Use TABLE 5 to determine who can approve / accept the risk rating at its current level (risks can be accepted, rejected or require additional controls)
  - For additional controls - repeat the above process from step 3, this time considering the proposed controls and subsequent actions (include these actions into risk assessment document)

For more information or detailed methodology, please refer to the [Cleanaway Guideline - ERM Methodology](#)

Table 4: Current Control Rating

<b>SATISFACTORY</b>	All controls are installed, operational and maintained Controls are well designed and address the root cause(s) of the risk No improvement required
<b>PARTIALLY CONTROLLED</b>	Some controls are installed, operational and maintained, but not all Some of the controls are well designed, and address some of the root cause(s) of the risk Some controls require improvement
<b>UNSATISFACTORY</b>	Majority of controls are not installed, operational and maintained Majority of controls are not well designed and do not address root cause(s) of the risk Majority of controls require improvement

Table 5: Risk Endorsement

Risk Rating	Acceptance Authority
Extreme	CEO / Executive Team
Very high	Executive General Manager
High	General Manager / Heads of
Medium	Regional Manager
Low	Branch Manager

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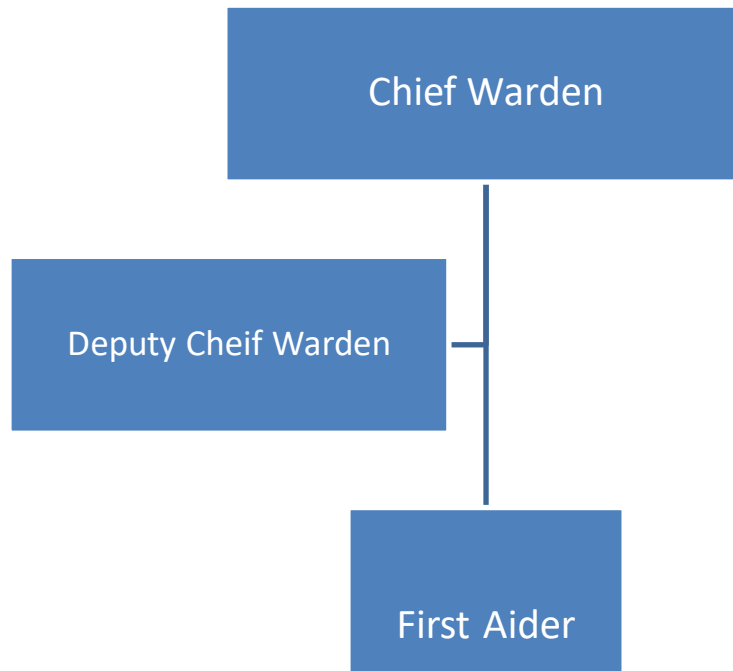


A hazard analysis of perceived threats under the scope of works at Cleanaway Alice Springs has been conducted as displayed below:

HAZARD	LIKELIHOOD	CONSEQUENCE	RISK
Armed or Dangerous Intruder	Unlikely	Major	17 (High)
Bomb Threat	Rare	Major	16 (High)
Building Collapse	Rare	Moderate	11 (Medium)
Earthquake	Rare	Major	16 (High)
Explosion	Rare	Major	16 (High)
Electrical Failure	Rare	Moderate	11 (Medium)
External Emergency	Rare	Moderate	11 (Medium)
Fire	Possible	Major	18 (High)
Hazardous Materials Incident	Possible	Moderate	13 (High)
Medical Emergency	Possible	Moderate	13 (High)
Person Entrapment	Rare	Major	16 (High)
Windstorm	Possible	Minor	8 (Medium)
Asbestos Exposure	Possible	Moderate	13 (High)

## EMERGENCY MANAGEMENT ARRANGEMENTS

### 4.6 Emergency Control Organisation Alice Springs depot



These positions will form the **Emergency Control Organisation (ECO)** for the site.

Key members of the ECO will convene at least twice per year to discuss matters arising from the following:

- Evacuation exercise requirements.
- Implementation of suggestions and ideas from other staff.
- Any modifications to buildings, plant, or operations necessitating changes to the Plan.
- Review this Plan; and
- Staff training needs.

**NOTE:** IN THE CASE OF A FIRE THE FOLLOWING MUST ALSO BE CONTACTED:

- NT Regional Manager; and  
WA / NT Senior Health and Safety Business Partner.

## 4.7 Non-Emergency Roles of the Emergency Control Organisation

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### Emergency Controller / Chief Warden

The non-emergency responsibilities of the Emergency Controller are to:

- Coordinate and manage the ECO process in a proactive fashion.
- Provide oversight and guidance to the ECO.
- Develop the Chief Warden to be able to progress to become the Emergency Controller as required.
- Ensure emergency exercises are being completed in consultation with the Chief Warden and CWY requirements (minimum of two every 12 months);
- Review emergency drills and identify opportunities for improvement; and
- Escalate any issues or shortcomings to senior Health and Safety management for action at a wider Group level.
- Chair ECO meetings for the sites;
- Assist in the review and update of this Plan;
- Arrange exercises and specific hands-on training for staff as appropriate (in consultation with the CWY Health and Safety Business Partner);
- Ensure that all visitors and contractors on site are recorded in a visitor book (this should occur as normal process when entering site);
- Ensure that a debriefing is conducted after all exercises and emergencies; and
- Always ensure sufficient coverage of emergency response personnel, taking into consideration rostering, holiday leave and other leave.

### Deputy Chief Warden

- The role of the Deputy Chief Warden is to assist the Chief Warden in the general administration of the ECO and follow Chief Warden direction at all times.
- Additionally, the Deputy Chief Warden may be required to fulfill Chief Warden duties if the Chief Warden is otherwise engaged.

### Additional Requirements for ECO Members

The Emergency Controller / Chief Warden and Deputy Chief Warden shall also ensure that they are:

- Familiar with the layout of the facility and the location of personnel including contractors within their designated areas of responsibility;
- Familiar with any emergency shut-down or reactive requirements;
- Familiar with the location and use of all first aid facilities and other emergency equipment in their area of responsibility;
- Ensure new employees within their area of responsibility are thoroughly briefed on emergency procedures as part of their induction process; and

- Oversee the contractors within their area of responsibility in the event of an emergency.

Additionally, they will take appropriate action to ensure:

- Good housekeeping so that litter does not accumulate to increase the danger of fire;
- Hazardous materials are not stored or used incorrectly notwithstanding the nature of work;
- Furniture and / or equipment does not impede access / egress;
- Fire or smoke doors are not wedged or fixed open;
- Passageways are free of obstruction;
- Fire extinguishers are not discharged accidentally or inappropriately and are regularly maintained;
- Hydrants and hose reels are not impeded;
- Access to and egress from emergency equipment is not obstructed;
- Unauthorised persons are challenged;
- Maintenance of safety signs and equipment is continual; and
- Any excessive shrubs / weeds or green waste which may lead to additional fire risk is addressed in a timely fashion.

## 4.8 Emergency Equipment

### 4.8.1 Fire Fighting Media on Site

FIRE FIGHTING MEDIA	TYPE	LOCATION	NUMBER
Fire Extinguisher	Dry Powder	Reception Office	x 1
Fire Extinguisher	Dry Powder	Medical Waste Storage	x 2
Fire Extinguisher	Dry Powder	Warehouse (mobile)	x 3
Fire Hose	Water	Warehouse	x 1
Fire Extinguisher	Dry Powder	In each vehicle:	
		Trucks	x 8
		Ute	x 1
		Forklift	x 1

FIRE FIGHTING MEDIA	TYPE	LOCATION	NUMBER
Fire Hydrants	N/A	N/A	N/A

FIRST AID EQUIPMENT	TYPE	LOCATION	NUMBER
First Aid Kit		Reception Office	1
First Aid Kit		Medical Waste Storage	1
First Aid Kit		Warehouse	1
First Aid Kit		In each vehicle:	
		Trucks	x 8
		Ute	x 1
Emergency Eye Wash		Medical Waste Storage	1
Emergency Eye Wash		Warehouse	1
Spill Response Kit		Wash Bay	1
Spill Response Kit		Medical Waste Storage	1
Spill Response Kit		Warehouse	1
Spill Response Kit		In each vehicle:	
		Trucks	x 8

## 4.9 Emergency Control Centre

The preferred location for the Emergency Control Centre (ECC) is the Office Cleanaway Alice Springs. Should this location be unusable due to the emergency, the alternate ECC will be the Emergency Muster Point used during the evacuation.

During emergencies, there is a likelihood that the media will want to obtain an interview or statement from Cleanaway personnel. On no account is any comment to be made to the media by

any Cleanaway personnel. All approaches by the media must be directed to the Cleanaway Alice Springs Manager for further escalation.

#### **4.10 Debriefing Arrangements**

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A debrief will take place as soon as practicable after an emergency scenario or any practice drills.

The Emergency Controller / Chief Warden or Deputy Chief Warden will convene the meeting with a view to assessing the adequacy of this Plan and to recommend any changes as required.

It may also be appropriate to conduct a separate recovery / continuity debrief to address any potential business recovery or continuity issues.

#### **4.11 Maintenance of the Plan**

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This Plan will be reviewed every twelve months, and immediately following an incident, to ensure that the information it contains is accurate and current.

#### **4.12 Testing the Plan**

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Upon completion of this Plan, and thereafter on a twice-annual basis, arrangements pertaining to this Plan should be tested.

This will be conducted in a form determined by the ECO in conjunction with management.

Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed, and rectified at the earliest opportunity.

### **5.0 PREVENTION ARRANGEMENTS**

#### **5.1 The Role of the Company**

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Management and employees recognise that they have a joint role in prevention and mitigation activities to reduce the risk or minimise the effects of emergencies that may occur.

Review of existing Policies, acting in accordance with Codes of Practice, Regulations and Industry Standards combine to ensure that all measures possible are addressed to reduce the likelihood of an emergency situation arising.

#### **5.2 Preparedness**

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Cleanaway Alice Springs shall ensure that:

- An ECO has been identified and trained.
- Muster Points have been determined for use during emergencies; and

- Regular emergency exercises are conducted help prepare sites to deal with emergency situations and identify improvement opportunities in this Plan.

### 5.3 Hazard Review

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During the preparation of this Plan, a hazard analysis (refer to Section 4.5) was carried out to identify potential natural and man-made hazards that may impact the facilities. This analysis was based on industry knowledge and experience, and inherent risks which may be present due to the nature of operations.

The ECO is tasked with the annual re-assessment of this Plan which includes ant new or additional threats to the facilities.

### 5.4 Education and Awareness

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The ability of employees to respond to, and in turn, recover from the effect of an emergency will depend on the level of training and awareness of the people affected. Obtaining the preferred response from employees during emergencies will require education and awareness programs to be implemented for this purpose.

The ECO in conjunction with the CWY Health and Safety Business Partner shall:

- Ensure new personnel receive induction training on this Plan;
- Ensure all personnel are familiar with the location of emergency equipment and muster points; and
- Ensure evacuation drills are conducted every six months.

## 6.0 RESPONSE ARRANGEMENTS

### 6.1 Evacuation

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The total evacuation of the premises will in most instances be initiated by the Emergency Controller / Chief Warden or the Deputy Chief Warden.

This will be conducted by three sharp blasts on the whistle kept in the Office (repeated as required).

Due to the depot size, the headcount, the fact that drivers are on the road during the day and visitors are kept to a minimum a quick sweep of site by Emergency Controller / Chief Warden and / or the Deputy Chief Warden shall be implemented to ensure the site is fully evacuated in the event of an emergency.

## 6.2 Personnel and Visitors with a Disability

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When developing this Plan, consideration has been given to personnel and visitors who for one reason or another may need assistance or are unlikely to be able to act optimally in an emergency. This would include but not be limited to personnel and visitors who:

- Are accompanied by an assistant.
- Have a guide or companion animal.
- Use alternative forms of information and communication.
- Have an ambulatory disability.
- Use a wheeled mobility appliance, including wheelchair or scooter.
- Are easily fatigued;
- Easily experience acute anxiety in an emergency; or
- Easily experience extreme confusion in an emergency.

A list of the names, work areas and other necessary information relating to Cleanaway employees with a disability or impairment shall be communicated to the Emergency Controller / Chief Warden and stored with this Plan if required.

Suitable strategies in an emergency or evacuation should be discussed with those personnel who have a disability or impairment so preparations can be made ahead of time.

## 6.3 Responsibilities of ECO and Supporting Persons

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### Emergency Controller / Chief Warden

The emergency responsibilities of the Emergency Controller / Chief Warden are:

- Overarching management of the entirety of the emergency response process;
- Escalation of the emergency event to the emergency services and Cleanaway management;
- Coordination of the emergency management process;
- Overarching management of the incident log to ensure all details in relation to the emergency event are being captured;
- Incident investigation and reporting (including corrective actions at a site and Group level if required);
- Ensuring that the ECO have safely evacuated all persons from site (where required) and that no persons re-enter site unless specifically required to do so to combat the emergency event (i.e. emergency services).
- At the outbreak of any emergency event, take control of the situation and ensure all personnel, employees, visitors and / or contractors are assembled and accounted for;
- On the arrival of the Emergency Services (if required), hand over control to the Senior Officer of the attending Emergency Service and offer whatever assistance is required. He / she will provide evidence that all personnel including visitors and contractors are accounted for.



- Ensure the Cleanaway NT Regional Manager and Cleanaway WA / NT Senior Health and Safety Business Partner are notified to allow for appropriate escalation and management; and
- Maintain a log of the incident with all key details and timings captured.

### Deputy Chief Warden

If the Emergency Controller / Chief Warden is not at the facility or is otherwise engaged, the Deputy Chief Warden will assume all responsibilities, duties, and control as per the Emergency Controller / Chief Warden. Additionally, the responsibilities include:

- During an emergency, the Deputy Chief Warden will be delegated tasks by the Emergency Controller / Chief Warden.
- The Deputy Chief Warden will provide confirmation of personnel marshalling and safety, or otherwise, to the Emergency Controller / Chief Warden by runner or other appropriate communication means.

**IT IS NOT THE RESPONSIBILITY OF A CHIEF WARDEN TO ACTIVELY COMBAT EMERGENCIES** (unless trained and competent to do so, and if directed by the Emergency Controller / Chief Warden).

### All other personnel

All other personnel (including members of the public) will act as directed by the ECO. Specific personnel may be allocated site emergency shutdown tasks. These will always be subject to specific written Work Instructions and will only be carried out if safe to do so.

## 7.0 TYPES OF THREAT

All emergency events will be escalated to the Cleanaway NT Regional Manager and Cleanaway WA / NT Senior Health and Safety Business Partner as soon as possible should an event arise, considering the health and safety of all those on site as the initial priority.

### 7.1 Armed or Dangerous Intruder Response Guide

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#### ANY PERSON DIRECTLY INVOLVED

- Be deliberate in your actions;
- Be reasonably slow (consider your safety) in handing over keys, money, or information;
- If possible, move the situation from other staff; and
- Observe the offender (height, weight, age, clothing, speech disabilities, accent etc.).

#### FIRST PERSON ABLE TO DO SO

- Immediately notify an ECO member;
- Warn others unobtrusively;
- Restrict access to staff and visitors;
- Do not approach intruder; and

- Evacuate quietly.

**DEPUTY CHIEF WARDEN**

- Assist first person able to do so (**if possible and safe to do so**); and
- Ensure Emergency Controller / Chief Warden has been notified.

**EMERGENCY CONTROLLER / CHIEF WARDEN**

- Seek information on whereabouts and details of intruder;
- Contact Police;
- Determine safest evacuation route;
- Marshall personnel as best as possible; and
- Provide details to Police on arrival.

**SPECIAL CONSIDERATIONS:**

- DO NOT PROVOKE OR CONFRONT THE INTRUDER
- Some events may require immediate notification to the Police as the primary response from the first person able to do so.

## 7.2 Bomb Threat Response Guide

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### PERSON RECEIVING CALL

- Attract someone's attention and obtain assistance;
- **Immediately** notify an ECO team member;
- Do not notify any others of the threat;
- Try to keep caller talking;
- Fill out Bomb Threat Check List;
- Remain at telephone until relieved; and
- **Do not hang up the telephone.**

### DEPUTY CHIEF WARDEN

- **Immediately** notify **POLICE**;
- Notify Emergency Controller / Chief Warden (if not already aware);
- Put on helmet;
- Ensure no radio transmitters are used;
- **Never** ignore a threat;
- If possible, relieve person receiving call to allow completion of Bomb Threat Check List; and
- Assess need to evacuate site immediately.

### EMERGENCY CONTROLLER / CHIEF WARDEN

- Ensure Police have been notified;
- Put on Helmet; and
- Determine and communicate need to evacuate.

### ALL OTHER PERSONNEL

- Evacuate when instructed;
- Take bags and personal items where safe to do so; and
- Report any suspicious items to an ECO team member.

### **WARNING:**

IF A SUSPICIOUS ARTICLE IS DISCOVERED – DO NOT TOUCH UNDER ANY CIRCUMSTANCES.

### 7.3 Building Collapse Response Procedure

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A situation where normal action, emergency controls and evacuation orders may no longer be sufficient.

#### DEPUTY CHIEF WARDEN

- Notify the appropriate Emergency Service;
- Put on helmet;
- Proceed to evacuate immediately;
- Note degree and nature of damage;
- Assist and guide personnel encountered;
- Direct all personnel to nearest Muster Point;
- **Take care not to move people from safety to danger!**
- Proceed to Muster Point and collect names of persons present;
- Administer first aid as required;
- Await further instructions;
- If Muster Point is under threat, evacuate all persons to next nearest Muster Point; and
- Assist Emergency Services as required.

#### EMERGENCY CONTROLLER / CHIEF WARDEN

- Confirm Emergency Services notified;
- Put on helmet;
- Establish Emergency Control Centre (ECO), **if safe to do so.**
- If not safe to stay, proceed to evacuate immediately;
- Note degree and nature of damage;
- Establish that all persons on site have been accounted for and inform Emergency Services on arrival;
- Identify missing or injured persons; and
- Assist Emergency Services on arrival.

## 7.4 Earthquake Response Guide

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A situation where normal action, emergency controls and evacuation orders may no longer be sufficient.

### DEPUTY CHIEF WARDEN

- Notify the appropriate Emergency Service;
- Put on helmet;
- Proceed to evacuate immediately;
- Note degree and nature of damage;
- Assist and guide personnel encountered;
- Direct all personnel to nearest Muster Point;
- **Take care not to move people from safety to danger!**
- Proceed to Muster Point and collect names of persons present;
- Administer first aid as required;
- Await further instructions;
- If Muster Point is under threat, evacuate all persons to next nearest Muster Point; and
- Assist Emergency Services as required.

### EMERGENCY CONTROLLER / CHIEF WARDEN

- Confirm Emergency Services notified;
- Put on helmet;
- Establish Emergency Control Centre, **if safe to do so**;
- If not safe to stay, proceed to evacuate immediately;
- Note degree and nature of damage;
- Establish that all persons on site have been accounted for and inform Emergency Services on arrival;
- Identify missing or injured persons; and
- Assist Emergency Services on arrival.

## 7.5 Electrical Failure Response Guide

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### EMERGENCY CONTROLLER / CHIEF WARDEN

- Determine the emergency situation or scenario;
- Contact power company, confirm outage and indicate priority level;
- Arrange alternative power; and
- Marshall personnel to Muster Point (if required).

**NO CLEANAWAY EMPLOYEE IS TO ATTEMPT TO CONDUCT ANY ELECTRICAL WORKS ON SITE.**

## 7.6 Explosion Response Guide

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### FIRST PERSON ABLE TO DO SO

- Turn off gas and electricity, if practicable, and remove any person in danger (**if safe to do so**);
- Quickly assess and notify a Warden;
- Vacate the area immediately; and
- Keep personnel away from the area.

### DEPUTY CHIEF WARDEN

- Quickly assess the situation and ensure the alarm has been raised;
- Put on helmet;
- Remove any persons in danger (**if safe to do so**); and
- Consider evacuation.

### EMERGENCY CONTROLLER / CHIEF WARDEN

- Determine extent of situation;
- Put on helmet;
- Call Emergency Services if required;
- Establish Emergency Control Centre;
- Determine appropriate Muster Points(s) (noting wind direction);
- Establish that all persons on site have been accounted for and inform Emergency Services on arrival;
- Identify missing or injured persons; and
- Assist Emergency Services on arrival.

### SPECIAL CONSIDERATIONS:

- Do not attempt to remove debris or electrical equipment.
- If irritating or noxious vapours are present, withdraw immediately and stop all personnel from entering the area.

## 7.7 External Emergency Response Guide

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### **EMERGENCY CONTROLLER / CHIEF WARDEN**

- Determine the situation;
- Contact Emergency Services (if necessary);
- Advise Deputy Chief Warden and staff (and contractors and public if necessary) of actions required; and
- Marshall personnel to Muster Point, if required.

### **SPECIAL CONSIDERATIONS:**

- Take care to not inadvertently move people from a place of safety to a place of danger

## 7.8 Fire Response Guide

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### FIRST PERSON ABLE TO DO SO

- Quickly assess and raise the alarm by immediately notifying an ECO team member;
- *\*Attack base of fire with available firefighting equipment **if safe to do so**; and*
- Withdraw when instructed.

### DEPUTY CHIEF WARDEN

- Quickly assess the situation and ensure the alarm has been raised;
- Put on helmet;
- Remove any persons in danger (**if safe to do so**);
- Consider evacuation; and
- Ensure Emergency Controller /Chief Warden has been notified.

### EMERGENCY CONTROLLER / CHIEF WARDEN

- Determine extent of situation;
- Put on helmet;
- Contact Fire Brigade;
- Establish Emergency Control Centre;
- Determine appropriate Muster Point(s) (noting wind direction);
- Establish that all persons have been accounted for and inform Emergency Services on arrival;
- Identify missing or injured persons;
- Assist Emergency Services on arrival; and
- Notify Cleanaway Management asap.

### SPECIAL CONSIDERATIONS:

\*Only persons trained in use of extinguishers and firefighting techniques are to attempt first response (if comfortable and safe to do so).



## 7.9 Hazardous Materials Incident Response Guide (Including spills)

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### FIRST PERSON ABLE TO DO SO

- Keep personnel away from the area;
- Do not attempt to rescue without appropriate protection (see special considerations);
- Contain the event (**if a spill and if safe to do so**);
- Withdraw to safe position; and
- Advise an ECO team member.

### DEPUTY CHIEF WARDEN

- Quickly assess the situation and ensure the alarm has been raised;
- Put on helmet;
- Remove any persons in danger (**if safe to do so**); and
- Consider evacuation.

### EMERGENCY CONTROLLER / CHIEF WARDEN

- Determine the extent of the situation;
- Put on helmet;
- Contact Emergency Services;
- Establish Emergency Control Centre;
- Determine appropriate Muster Point(s) (noting wind direction);
- Establish that all persons have been accounted for and inform Emergency Services on arrival;
- Identify missing or injured persons; and
- Assist Emergency Services as required.

### SPECIAL CONSIDERATIONS:

- In the event of a hazardous material emergency, rescue personnel must wear breathing apparatus and other personal protection as required.
- If not trained and competent, or equipment is not readily available, any rescue effort is only to be performed by the Emergency Services.
- Take additional precautions if handling medical waste (as identified in the Work Instruction).

## 7.10 Medical Emergency Response Guide

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### **FIRST PERSON ABLE TO DO SO**

- Administer first aid as appropriate (**if trained and safe to do so**); and
- Notify an ECO team member.

### **DEPUTY CHIEF WARDEN**

- Determine extent of situation;
- Contact Ambulance if required;
- Keep uninvolved personnel away; and
- Notify Emergency Controller / Chief Warden asap.

### **EMERGENCY CONTROLLER / CHIEF WARDEN**

- Determine extent of situation;
- Put on helmet;
- Confirm Ambulance contact; and
- Assist Emergency Services on arrival.

### **FIRST AID OFFICER**

- Determine extent of situation;
- Respond to location of incident; and
- Attend to injured person (**if safe to do so**).

### **SPECIAL CONSIDERATIONS:**

- **Personnel involved in treating injured should ensure they make use of personal protective equipment such as rubber gloves, face masks etc.**

## 7.12 Person Entrapment Response Guide

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### FIRST PERSON ABLE

- Turn off any machinery if practicable and remove any persons from danger **(if safe to do so)**;
- Quickly assess and notify an ECO team member; and
- Render First Aid **(if trained and safe to do so)**.

### DEPUTY CHIEF WARDEN

- Quickly assess the situation and ensure the alarm has been raised;
- Put on helmet;
- Remove any persons in danger **(if safe to do so)**;
- Render first aid **(if trained and safe to do so)**; and
- Keep other personnel away.

### EMERGENCY CONTROLLER / CHIEF WARDEN

- Confirm appropriate Emergency Services have been notified;
- Put on helmet;
- Determine the extent of the situation; and
- Assist Emergency Services on arrival.

### FIRST AID OFFICER

- Determine extent of situation;
- Respond to location of incident; and
- Attend to injured **(if safe to do so)**.

### WARNING:

- **DO NOT ENTER A CONFINED SPACE WITHOUT THE APPROPRIATE PERSONAL PROTECTION, AND ONLY IF PROPERLY TRAINED AND COMPETENT IN SUCH PROCEDURES.**

## 7.13 Windstorm Response Guide

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### FIRST PERSON ABLE TO DO SO

- Turn off gas and electricity, if practicable, and remove any person in danger (**if safe to do so**);
- Quickly assess situation and notify an ECO team member;
- Vacate the area immediately; and
- Keep personnel away.

### DEPUTY CHIEF WARDEN

- Quickly assess the situation and ensure the alarm has been raised;
- Put on helmet;
- Remove any persons in danger **if safe to do so**; and
- Consider evacuation.

### EMERGENCY CONTROLLER / CHIEF WARDEN

- Determine extent of situation;
- Put on helmet;
- Contact Emergency Services if required;
- Establish Emergency Control Centre;
- Determine appropriate Muster Point(s) (noting wind direction);
- Establish that all persons on site have been accounted for and inform Emergency Services on arrival;
- Identify missing or injured persons; and
- Assist Emergency Services on arrival.

### SPECIAL CONSIDERATIONS:

- Do not attempt to remove debris or electrical equipment.
- If irritating or noxious vapours are present, withdraw immediately and stop all personnel from entering the area.

## 7.14 Asbestos Exposure

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### FIRST PERSON ABLE TO DO SO

- Contact an ECO team member immediately; and
- Evacuate the immediate area, secure the scene, and keep personnel away.

### DEPUTY CHIEF WARDEN

- Quickly assess the situation and ensure the Emergency Controller / Chief Warden has been notified;
- Remove any persons in the immediate vicinity who are not responding with the asbestos event; and
- Consider further evacuation depending on the prevailing wind to the incident location.

### EMERGENCY CONTROLLER / CHIEF WARDEN

- Determine extent of situation;
- Prevent entry to the area until further assistance arrives, and site remediation is complete;
- Issue emergency response personnel involved in treating the hazard with appropriate masks and protective disposable clothing; and
- Manoeuvre vehicles and staff treating the hazard to be positioned upwind of the specific site.

## 8.0 Evacuation Procedure

**NOTE:** Please refer to Appendix B for evacuation routes from site.

### 8.1 INITIAL

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Upon hearing three blasts of the Office whistle (repeated):

- Keep calm!
- Assist in keeping staff, visitors, and members of the public calm;
- Prepare for evacuation from your area through the closest available exit;
- Plan for shortest / safest route to the nearest Muster Point; and
- Exits and Muster Points are displayed and signposted in many locations on site and in the **Emergency Evacuation Plan (Appendix B)**.

### 8.2 EVACUATION DECISION

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Upon the evacuation order from the Emergency Controller / Chief Warden (or believing it appropriate to evacuate):

**NOTE:** The Emergency Controller / Chief Warden will determine the safest option(s) for muster based on the event, severity, wind direction etc.

- Move self and assist to move others away from the incident towards the closest exit and Muster Point;
- Assist to check area including rooms, and move people away from the threat zone;
- Once people have left the building / area, no one is to re-enter until the Police or Fire Brigade declares the building / area safe and the Emergency Controller / Chief Warden has given the "All Clear";
- Move to the designated Muster Point and report to a member of the ECO;
- Ensure your name is recorded on the roll call list;
- Immediately report to an ECO team member any casualties, persons known or thought to be missing;
- Assist and reassure people at the Muster Point; and
- A member of the ECO is required to be at the Muster Point until the "All Clear" is given.

**The Emergency Controller / Chief Warden will continually monitor the situation and advise the Deputy Chief Warden of any change regarding the emergency incident, actions required, and time frames expected.**

## 8.3 STAGES OF EVACUATION

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Generally, it is accepted that the evacuation process for a single level building or site involves three stages, with people being progressively moved clear of danger.

**The three stages of evacuation are:**

**Stage 1: IMMEDIATE EVACUATION**

The evacuation of staff and visitors in immediate danger to a nearby safer place. (i.e. move from office to passage and close office door to provide temporary barrier between threat and person at risk).

**Stage 2: HORIZONTAL EVACUATION**

The movement of all those involved in Stage 1, plus any additional people who could be in danger, to a further safe place on the same level away from the risk. (i.e., to a Muster Point).

**Stage 3: TOTAL EVACUATION**

Involves the total evacuation of the building or site to the designated Muster Point located outside the front gate.

The Muster Point is shown in Appendix B (*Emergency Evacuation Plan*).

## 8.4 SEQUENCE OF MOVING PEOPLE

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- Ensure the most efficient movement of people, particularly along passageways and through exit doors, using a prioritised approach;
- Move persons clear of threat area, ensuring that exits and exit routes are kept clear;
- Reinforce the fact that they must not re-enter area; and
- Ensure no re-entry under any circumstances.

### 8.5 Information Log

It is vitally important that accurate details of actions taken, and decisions made in times of emergency are kept.

Detailed below is an example of an Emergency Response Action Log (available on the Cleanaway Portal) which should be completed during emergency events (including drills).

Copies of this Log are to be stored in Cleanaway's HSE management system MyOSH Viking.



SECTION 1. Record of Incident			
Date of incident:	___/___/___	Time of incident:	___ am ___ pm
Branch:	___	Site/Location:	___
Type of incident:	___		
Location of incident:	___		
Emergency Coordinator Name	___	Time notified	___ am ___ pm
		Time arrived	___ am ___ pm
Technical Supervisor Name	___	Time notified	___ am ___ pm
		Time arrived	___ am ___ pm
Emergency Controller Name	___	Time notified	___ am ___ pm
		Time arrived	___ am ___ pm
Notified by: ___			
SECTION 2. Emergency Coordinator			
Time of arrival of Emergency Coordinator:			___ am ___ pm
Was ER Coordinator replaced? Name	___	Time arrived:	___ am ___ pm
Details of incident: ___			
___			
___			
___			
___			
___			
SECTION 3. Activities undertaken on first response			
Time Commenced	Description of Activity	Person/s Involved	Time Completed
___:___	___	___	___:___
___:___	___	___	___:___



## 8.6 Muster points

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When advised by the Emergency Controller / Chief Warden, all persons on site are to make their way in an orderly fashion to the nominated Muster Point.

The Deputy Chief Warden will assist in this function, and once located at the Muster Point, account for all personnel.

The selection of the appropriate Muster Point at the time of emergency will be made by the Emergency Controller / Chief Warden who will consider the following:

- Location of the emergency.
- Type of emergency; and
- Wind direction.

## 8.7 Fauna

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The Emergency Controller / Chief Warden or delegate will ensure that no fauna on site observed to be in a distressed state will suffer. Management will contact the Department of Wildlife to assist in removing the animal from site.

In the event of a snake being observed on site, the Emergency Controller / Chief Warden is to be advised and they will contact a local snake handler to catch and remove the snake from site. Staff who sight the snake will keep a visual presence whilst making enquiries for assistance until the snake handler arrives.

Staff are not permitted to capture or maim any fauna on site and will report to management any members of the public they observe harming fauna.

## 9.0 RECOVERY ARRANGEMENTS

### 9.1 Post Trauma Recovery

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Being involved in emergencies, particularly those resulting in the death or serious injury of a work colleague may have both short and lasting impacts for employees.

Post incident debriefing and presence of the Employee Assistance Program should be considered to assist with the management of such an event. The EAP service number is

### 9.2 Client Services

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In the event of a major emergency, it may take some time before the desired level of operation and customer service activity can return to an acceptable level.

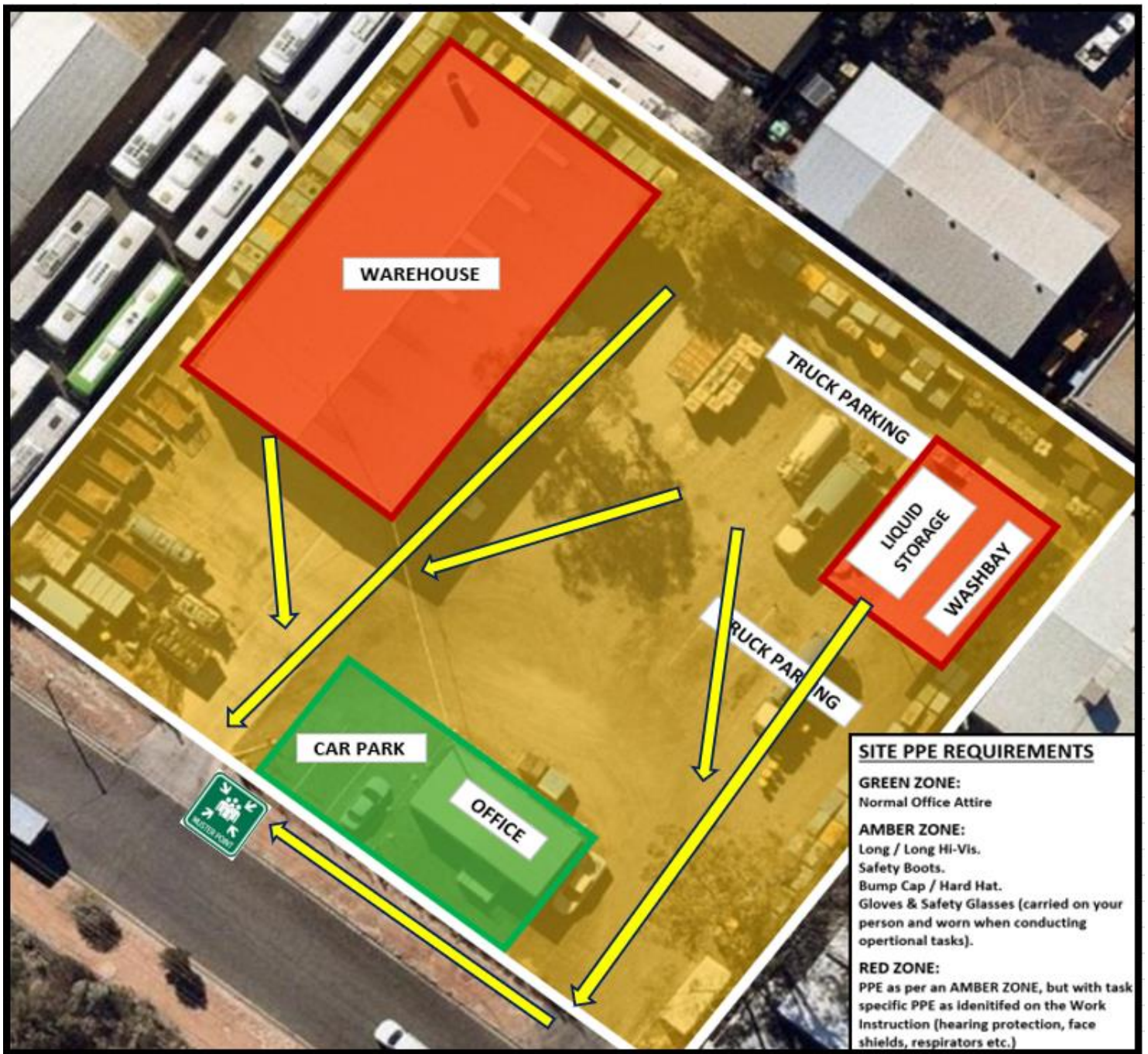
Communication shall be held with clients in relation to service levels and temporary alternative arrangements to ensure continuity of service delivery should this arise.

## Appendices

### Appendix A – Contact List

POSITION	NAME	PHONE	AFTER HOURS
Regional Manager	Jason Gornall	0419 090 298	0419 090 298
Branch Manager Emergency Controller / Chief Warden	Blake Duncombe	0402 975 840	0402 975 840
Leading Hand Deputy Chief Warden	Ian Mundy	0424 969 189	0424 969 189
Health & Safety	Patrick Hart	0401 282 946	0401 282 946
First Aider	Blake Duncombe	0402 975 840	0402 975 840

## Appendix B – Emergency Evacuation Plan



# **SITE EMERGENCY MANAGEMENT PLAN**

## **HSE MANAGEMENT SYSTEM**

