

## 1. Purpose

The purpose of this Emergency Response Plan (ERP) is to detail possible site specific emergencies, emergency response, emergency response training requirements and emergency equipment requirements.

## 2. Scope

- 2.1 This ERP applies to 31 O'Sullivan Circuit, East Arm, Darwin also known as Toll Express.
- 2.2 This ERP shall be read in conjunction with HSE-13-PRO-ALD-ALL-003 Site Emergency Management
- 2.3 The emergencies covered by this ERP include, but are not limited to:
  - Vehicle or powered mobile plant incident
  - Contamination – atmosphere, environment, personal
  - General site muster/ evacuation
  - Injury to personnel
  - Chemical spill
  - Fire or explosion
  - Personnel trapped or injured
  - Bomb threat
  - Suspicious package
  - Illegal occupancy/ civil disorder

## 3. Responsibility

- 3.1 The Operations Manager is responsible for ensuring:
  - 3.1.1 Compliance to the requirements of this ERP.
  - 3.1.2 All personnel involved in emergency response have undergone emergency response training e.g. spill control, fire extinguisher, first aid, warden.
  - 3.1.3 Employees are debriefed in relation to any incident or emergency evacuation exercise.
  - 3.1.4 Emergency response exercises are completed
  - 3.1.5 Notification of emergency incidents to customers and Toll senior management.
- 3.2 The Branch Manager is responsible for reviewing the ERP on an annual basis or where significant changes to scope of work or operations occur.
- 3.3 The Operations Manager is responsible for ensuring that emergency response exercises are completed as detailed and the communication of this ERP.

Note: ERT positions are defined in appendices

## 4. Site Profile

- 4.1 Site activities include:
  - Loading/ unloading of freight from trucks
  - Material Handling Equipment operations
  - Medium to long-term storage of materials and equipment
  - Laydown areas
  - Loading/ unloading offshore containers
  - Storage and transit of dangerous goods/ hazardous chemicals.
- 4.2 The site Evacuation Diagram is provided at appendices.

## 5. Emergency Contacts

- 5.1 Emergency contact details are shown in appendices
- 5.2 Designated first aid officers' details are displayed on the HSE Noticeboards and in prominent locations throughout the site.

## 6. Emergency Scenarios

### 6.1 Emergency Evacuation

- 6.1.1 An emergency evacuation can be initiated by any Toll Express or inducted personnel.
- 6.1.2 Any person on site when an emergency evacuation is initiated shall:
  - Shut down any machinery or vehicle they are operating (if it is safe to do so).
  - Move without panic to the designated emergency assembly area, where a roll call will be made by a warden.
  - If the designated emergency assembly area is deemed unsafe to use, the alternative emergency assembly area will be used. Assist any injured person to assembly area, if they are able to be moved.
  - The nominated person shall take the visitors sign-in book, Emergency Response Plan and portable first aid kit to the assembly area.
  - Visitors shall follow directions from their host and the Area Warden.
  - No person shall re-enter the site without clearance from the ERTL, DERTL or Emergency Services.
- 6.1.3 When notified of an emergency on or affecting the premises the DERTL shall:
  - Communicate with Area Warden of affected area and ascertain nature of emergency.
  - Contact appropriate emergency services and coordinate response.
  - Contact neighbouring sites, refer to Appendix, and inform them of the emergency.
  - Ensure Area Wardens are directing personnel to meet at assembly area. If evacuation required, Area Warden to check all areas including offices, toilets, lunch rooms etc. - closing all doors after checking and communicate to DERTL.
  - Place an Area Warden in position to stop people from entering affected area if safe to do so.
  - Position Traffic Warden at front gates to stop people entering site by vehicle, and to direct Emergency Services if required.
  - Proceed to the safest assembly area. Take note of prevailing weather conditions, or existing threat and relocate personnel to avoid dangerous fumes, smoke or danger, if necessary.
  - Call the Roll - check all employees and visitors are at the assembly area.
  - Liaise with emergency services on arrival and follow their directions.

### 6.2 Injury

- 6.2.1 Render first aid treatment to casualty. Remember D-R-S-A-B-C-D = Danger – Response – Send for help - Airway – Breathing – CPR – Defibrillation.
- 6.2.2 Determine the nature of the injury and cause(s) including any remaining hazard sources.
- 6.2.3 Remove injured person/s to safe place – if safe to do so.
- 6.2.4 Conduct appropriate level of First Aid.
- 6.2.5 Call ambulance by dialling 000.
- 6.2.6 Report injuries to ERTL.

### 6.3 Spill

- 6.3.1 Determine the nature of the leak or spill and raise alarm
- 6.3.2 Ensure all ERT members have appropriate personnel protective equipment, refer to SDS.
- 6.3.3 Determine an appropriate method of clean up and recovery, refer to SDS.
- 6.3.4 Evacuate non-essential personnel from the immediate area. Remember; “walk - do not run.”

- 6.3.5 Recover and dispose of any spilled substance, in accordance with site specific spill and waste control procedures.
- 6.3.6 Report situation and advise if complete evacuation is required to ERTL.
- 6.3.7 If evacuation is required remain at Assembly Area and await instructions or all clear from ERTL.

#### 6.4 Fire

- 6.4.1 Determine the nature of the emergency and raise alarm.
- 6.4.2 Inform the ERTL.
- 6.4.3 Attempt to shut off electricity to the affected area.
- 6.4.4 Notify neighbours if required.
- 6.4.5 If safe to do so, co-ordinate an attack on the fire - if not, then call external Emergency Services.
- 6.4.6 Communicate with ERTL giving details of the present situation and whether evacuation is warranted.
- 6.4.7 Check all areas of responsibility, indoors and out. Close all doors after checking buildings. Remove any vehicles from incident site, if safe to do so.
- 6.4.8 Report evacuation completed and/ or fire extinguished to ERTL.

#### 6.5 Bomb Threat

- 6.5.1 Person receiving call to complete Bomb Threat Checklist – keep calm do not hang up.
- 6.5.2 At end of call raise alarm - enact site emergency evacuation procedure.
- 6.5.3 Inform/ brief Regional Manager.
- 6.5.4 Call Police on 000.
- 6.5.5 Follow any directions given by Police or Emergency Services.

#### 6.6 Suspicious Package

- 6.6.1 Raise alarm and evacuate building
- 6.6.2 Inform DERTL
- 6.6.3 Contact Police on 000.
- 6.6.4 Follow any directions given by Police or Emergency Services.

#### 6.7 Illegal Occupancy and Civil Disorder

- 6.7.1 Notify the police and request assistance.
- 6.7.2 Alert ERT
- 6.7.3 Restrict illegal occupants to affected area (illegal occupancy) or restrict access and egress from the facility (civil disorder) if safe to do so.
- 6.7.4 Inform occupants and visitors of unaffected areas to remain at their location unless otherwise advised.

## 7. Emergency Security Provisions

- 7.1 Any employee, tenant, service provider or labour hire employee that has been inducted can raise the emergency alarm.
- 7.2 When the alarm is raised, all personnel, other than those directly concerned with minimising the effect of the emergency, shall move at the designated emergency assembly area or alternative emergency assembly area, following directions of the area warden.
- 7.3 The DERTL will be responsible for ensuring that a response team and equipment is available and that the site is made appropriately secure.
- 7.4 The DERTL will ensure that all personnel involved in the emergency response have undergone emergency response training e.g. spill control, firefighting, first aid, warden.
- 7.5 Any person exposed to dangerous goods/ hazardous chemicals should be considered as potentially contaminated and treated appropriately. First aid shall be administered and medical checks arranged, as appropriate.

## 8. Notification of neighbours

- 8.1 It is the responsibility of the ERTL or in their absence the DERTL, to ensure that neighbours adjoining the premises are notified of emergencies, in particular FIRE and a major leak of a hazardous chemical.
- 8.2 Neighbours should be aware in advance that if a fire emergency or a major chemical leak occurs and they are notified, they are to enact their own emergency response plan.
- 8.3 A list of neighbours to notify is listed in appendices.

## 9. Remediation

- 9.1 Toll Group has contracted ISS as Toll's national emergency responder. ISS have:  
  
Personnel with appropriate knowledge and experience who can respond in a timely manner to a dangerous situation or an incident involving dangerous goods/ hazardous chemicals.  
  
Equipment that may be required for clean up after an incident or product release.  
  
National Towing and Salvage Service  
  
ISS contact 1300 131 001 24/7/365
- 9.2 The person contacting the emergency responder is responsible for requesting that they take any necessary soil samples and forward them to a NATA accredited laboratory, to verify that the spill has not resulted in a negative impact to the environment.
- 9.3 Regulatory reporting shall be accordance with HSE-13-PRO-ALD-ALL-001 Incident Management and Reporting Procedure.

## 10. Emergency Response Exercises

- 10.1 Two scheduled emergency response exercises shall be held per annum, based on scenarios identified within this ERP and operational risk assessments.
- 10.2 Emergency response exercises shall be documented using TRAC

## 11. Incident Reporting and Investigation

- 11.1 All incidents are reported, recorded and investigated in accordance with HSE-13-PRO-ALD-ALL001 Incident Management and Reporting Procedure.
- 11.2 In the event of a serious injury, fatality or major incident, all directly affected equipment shall be isolated and left in the same condition as when the incident occurred, until authorities and/ or the Regulator have released the site – this requirement is not to restrict or impede any rescue efforts or environmental pollution controls.
- 11.3 All personnel directly involved in an incident resulting in a reportable injury, or injury to a member of the public, or significant plant or equipment damage, or damage to customer freight or materials, or a reportable environmental/ controlled waste incident, must undergo Drug and Alcohol testing, wherever possible.
- 11.4 Initial notification for all Significant Safety Incidents, Lost Time Injuries (LTI), Medical Treatment Injuries (MTI) and reportable environmental spills, shall be reported within two hours. This will ensure timely notification to relevant parties that have or may be able to assist in the ensuing incident.

## 12. Record Management

- 12.1** This ERP shall be reviewed by the Operations Manager and Supervisors on an annual basis or where significant changes to scope of work or operations occur.
- 12.2** This ERP will be issued to members of the Emergency Response Team after each review.

## 13. Training

Role	Training	How to book
All employees	<ul style="list-style-type: none"> <li>Emergency Response Training; and</li> <li>Participate in annual evacuation exercise</li> </ul>	<ul style="list-style-type: none"> <li>Learning @ Toll</li> <li>Booking not required</li> </ul>
ECO Members	<ul style="list-style-type: none"> <li>ECO training; and</li> <li>Participate in annual evacuation exercise</li> </ul>	<ul style="list-style-type: none"> <li>Lessor representative or Learning @ Toll</li> <li>Booking not required</li> </ul>
First Aid Officer	Provide First Aid	Learning @ Toll

## 14. Document Control

Effective Date: 30 September, 2020

Owner: Branch Manager, Toll Express, Palletised Express, Darwin

Author: Regional Manager HSE, Northern Territory

## 15. Amendments

Version	Amendment	Section	Date	Author
1.0	Document creation	All	30/09/2020	Peter Thorne

## Appendix A. Roles and Responsibilities

[This is a mandatory heading and the following roles and responsibilities have been approved by the Board].

Role	Responsibilities
People and Site Managers	<ul style="list-style-type: none"> <li>• Liaise with ECO to ensure that there is an adequate and competent number of wardens in the manager’s area. Unless otherwise defined in a risk assessment, the following is to be implemented 1 x Floor Warden per floor, and 1 warden per every 20 people on the floor);</li> <li>• Accountable to ensure workplace inspections are undertaken to check local emergency preparedness/capability; and</li> <li>• Inform the floor Warden of people with a disability who may require special assistance during in the event of an emergency.</li> </ul>
ECO	<ul style="list-style-type: none"> <li>• Check fire safety systems and emergency equipment are tested;</li> <li>• Relay instructions from the Chief Warden to the building occupants and relevant emergency services during emergencies;</li> <li>• Provide instruction to ensure the orderly and efficient evacuation of people from a building during an evacuation exercise or emergency;</li> <li>• Identify and inform Chief Warden of people with a disability who require special assistance during an emergency; and</li> <li>• Provide information relating to the full range of relevant hazards present at the site to attending emergency services in the event of an emergency.</li> </ul>
EPC	<ul style="list-style-type: none"> <li>• Establish and maintain key ECO members;</li> <li>• Nominate Chief Warden and their deputies based on suitability and likelihood that the person would be normally present in the building during work hours;</li> <li>• Define emergency response exercises to practice emergency plans; and</li> <li>• Review emergency response exercise reports and identify and implement improvements.</li> </ul>

## Appendix B. Definitions

Term	Definition
Emergency	<ul style="list-style-type: none"> <li>An event, which arises from internal or external sources which may adversely affect the safety of persons in a building that requires an immediate response by the occupants.</li> </ul>
Emergency Organisation Control (ECO)	<ul style="list-style-type: none"> <li>The ECO directs and controls the implementation of the site/facility Emergency Plan and associated emergency response procedures. It is typically comprised of the following roles Chief Warden, Deputy Chief Warden, Floor Warden, Warden and First Aid Officers.</li> </ul>
Emergency Plan (EP)	<ul style="list-style-type: none"> <li>A document which outlines the emergency management arrangement for a site/facility. It consists of preparedness, prevention and response activities and includes agreed emergency roles, responsibilities, strategies, systems and arrangements.</li> </ul>
Emergency Planning Committee (EPC)	<ul style="list-style-type: none"> <li>The EPC document and maintain the Emergency Plan.</li> </ul>
Emergency Response Exercise	<ul style="list-style-type: none"> <li>A site specific exercise implemented to determine the effectiveness of emergency response procedures.</li> </ul>
Emergency Response Procedures (ERP)	<ul style="list-style-type: none"> <li>A documented scheme of assigned responsibilities action and procedures within a designated section of the Emergency Plan.</li> </ul>

## Appendix C. Emergency Response Personnel

Emergency Response Personnel		
Position	Name	Contact
Emergency Response Team Leader	Dale Harman, Branch Manager	0418 307 286
Deputy Emergency Response Team Leader	Stephen Cherry	0422 123 833
Chief Warden	Kristina Godden	0431 753 799
Deputy Chief Warden	Nathan Hartley	0439 065 509
Area Warden	David Loudon	0405 983 868
Area Warden	Jy Dean	08 8944 1100
Area Warden	Richard Bosman	08 8944 1103
First Aider	Kristina Godden	0431 753 799
First Aider	Jason Youngman	08 8944 1100
First Aider	Jy Dean	08 8944 1100
First Aider	Craig Rapana	08 8944 1100
First Aider	Ian Redding	0405 983 868
First Aider	Daniel White	08 8944 1100