

ISS TRANSPORT EMERGENCY RESPONSE PLAN (TERP)

PURPOSE

This Transport Emergency Response Plan (TERP) has been developed by NT Recycling Solutions (ntrs) in conjunction with **ISS First Response (ISS)**. ISS is the contracted transport emergency response provider for NTRS. ISS may be engaged to contain and manage an incident by NTRS in circumstances where the Company is not equipped to respond in-house.

ISS can be contacted on **1300 131 001**.

The key objectives of this plan are to:

- Clearly outline procedures that, in the event of a transport incident, aim to minimise any adverse effects on employees, customers, members of the public, property and the environment.
- Clearly identify the roles and responsibilities of NTRS employees (and **ISS** where appropriate) in the event of a transport emergency.

SCOPE

This Transport Emergency Plan applies to all ntrs Dangerous Goods (DG) Transport Vehicles operating within NT ("the ISS Registered Vehicles").

PROCEDURE

EMERGENCY RESPONSE PLAN

The following sections describe the procedures to be undertaken, including communications with relevant NTRS personnel and the engagement of **ISS**, in the event of a vehicle incident.

1. Notification of an incident:

All ntrs vehicles carry an Emergency Response Plan (ERP) that will be utilised in the event of an incident.

Should an incident occur, the driver will first ensure the well-being of any involved persons and undertake initial emergency response procedures (extinguish fire / contain spill) if safe. The driver will then, as soon as reasonably practicable, contact the Emergency Contact shown on the ERP (usually the Branch or Depot Manager) and Emergency Services as necessary.

2. The role of ntrs

Following the internal alert or notification of the incident from **ISS**, the NTRS Emergency Contact or other designated person must undertake the following steps to determine the appropriate response.

- Are there any fatalities?
- Are any persons injured?
- Have emergency services been contacted?

- Are persons still at risk as a result of the incident (fire, fumes, spill, explosion)?
- Has an exclusion zone been imposed?
- Has the incident been contained (fire, spill etc.)?

Depending on the nature of the incident (e.g. fatality), the scene, once contained, may need to be isolated to allow authorities (Police, WH&S Inspector, TMR Inspector) to investigate.

What trucks, plant or equipment may be required to mitigate/remediate the situation?

ntrs manager or trained spill responder be mobilised to attend the site directly.

Is *ISS* required to assist with management of the scene?

The use of *ISS* in response to an incident is to be determined by the relevant ntrs Manager.

However, whilst all incidents are unique, key incident characteristics indicating that *ISS* should be involved may include:

A major incident involving a serious accident, rollover or major spill; and/or

An incident in a location that cannot be accessed or serviced adequately by available NTRS resources.

3. The Role of *ISS* First Response

ISS provides heavy transport emergency response services across Australia, including the operation of a 24/7 full-time emergency response call centre.

If *ISS* receives a phone call from the public/emergency services concerning an incident associated with an ntrs vehicle, *ISS* must follow the communication chain for the relevant region (attached as Table 1 - Internal Contacts), to ensure that relevant ntrs managers and personnel are aware of the incident.

Table 1 includes three (3) contacts, (first contact, second contact, third contact) for each identified region. To report an incident, *ISS* will systematically call ntrs contacts for the relevant region, starting with the first contact.

The contacts listed in Table 1 are the only ntrs personnel authorised to engage the services of *ISS* in relation to an incident. The *ISS* contract will state that, if *ISS* contacts ntrs in relation to an incident, only personnel listed in Table 1 are authorised to provide information and/or approve the involvement of *ISS*.

Only when *ISS* has been approved to act on behalf of ntrs can they mobilise resources to manage the incident. *ISS* will maintain communications with NTRS staff during incident management. Once *ISS* are engaged by NTRS to attend or manage an incident it will remain at the discretion of NTRS management to determine the extent of their involvement.

The role of *ISS* First Response as an Emergency Response Service Provider is summarised below;

- To cooperatively participate with other organisations involved in emergency response situations.
- Provide timely information to ntrs during an incident. To identify critical characteristics of each incident reported to the call centre or directly to ntrs and to initiate an appropriate response, as required by and in conjunction with ntrs.
- Subject to authorisation by ntrs, to provide timely response to incidents by the dispatching of *ISS* First Response emergency response coordinators or contractors to incident locations.
- To attend to the needs of injured or distressed drivers, provide first aid equipment to trained first aid officers and coordinate directing ambulance services to the injured personnel.

- To contain spills and minimise impact on people, equipment and environment.
- Assist in securing the incident scene area upon arrival and assist emergency authorities and environmental personnel as required.
- To assist with salvage, security, protection and transportation of accident affected vehicles, equipment and loads.
- Provide follow-up written and photographic reports as requested by ntrs.

ISS Number	Contact name	Position	Contact Number
1300 131 001	John Fortescue	General Manager	Mobile: 0439 699 269 Office: (08) 8984 1500
	Peter Siebrecht	Sales Manager	Mobile: 0499 006 739 Office: (08) 8984 1500
	Rodney Awty	Operations Supervisor	Mobile: 0477 266 020 Office (08) 8984 1500

Acknowledgment

I acknowledge that I have received, read, and understand NT Recycling Services document and agree to comply with the guidelines and expectations outlined in this policy.

Employee Name: _____

Signature: _____

Date: _____

REVIEW

Frequency	2 yearly	Administrator	Compliance Officer
Next review date	02/2026	Custodian	General Manager

VERSION CONTROL

Version number	1.0	Author	Jenny Orban
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NTRS / ISS Incident Notification Parameters and Special Instructions:

- Notify the relevant NTRS contacts below
- Only when ISS have been given approval to act on behalf of NTRS can ISS mobilise resources to manage the incident.

