CLEANAWAY DARWIN

SITE EMERGENCY MANAGEMENT PLAN (SEMP)

ADDRESS:	**875 Stuart Highway, Holtze, Darwin, NT, 0829**
SITE TELEPHONE:	**(08) 8935 1111**
BRANCH MANAGER:	**Mark Anderton**
TELEPHONE:	**0499 331 211**
EMERGENCY CONTROLLER:	**Shaun Rynne**
TELEPHONE:	**0400 358 038**

Revision Status

Date	Issue	By	Checked	Approved
17/10/2020	Revision 1	Mark Anderton	Nick Gerrard	Jason Gornall
07/07/2021	Revision 2	Mark Anderton	Nick Gerrard	Jason Gornall
2/11/21	Revision 3	Tiana Austine		

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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

SITE EMERGENCY MANAGEMENT PLAN
HSE MANAGEMENT SYSTEM

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2.0   SITE EMERGENCY DETAILS

2.1   Site Address

ADDRESS	DETAILS
Street Number:	875
Street Name:	Stuart Highway
Suburb:	Holtze
Post Code:	0829
Map Reference:	Refer to Section 11 of this Plan.

2.2   Emergency Evacuation Plan Locations

A copy of the site Emergency Evacuation Plan is available in the Office, Staff Crib Room and at the Front Gate of the facility.

Additionally, this Plan forms part of the training and induction process for operating on site for all Cleanaway employees.

3.0   EMERGENCY CONTACT LIST

A copy of the site Emergency Contact List available in the Office, Staff Crib Room and at the Front Gate of the facility.

3.1   Internal Emergency Contact List (Appendix A)

An Internal Contacts List for responding to a site emergency event is included as Appendix A.

3.2   Emergency Services Contact List

SERVICE	PHONE NUMBER
State Emergency Services	13 14 44
Police	000
Fire Brigade	000

SERVICE	PHONE NUMBER
Ambulance	000
Poisons Information Centre	13 11 26
Power & Water	General – 1800 245 092 Emergency – 1800 245 090
Comcare	1300 366 979
NT EPA	General – (08) 8927 4218 Pollution Hotline – 1800 064 567
Local Council (Litchfield)	(08) 8983 0600

3.3   Neighbouring Facilities

COMPANY	CONTACT NAME	PHONE	AFTER HOURS
Vacant Building	Real Estate Agent	(08) 8932 2813	N/A – Number diverts
Bin Storage	Cleanaway	N/A	N/A
Pro Panel 'N' Paint	Paul Tinning	(08) 8931 3323	N/A – Number diverts
Vacant Building	Cameron Arnott	0448 882 399	N/A – Same number

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 Branch Manager, Regional Manager and Senior Health and Safety Business Partner are to be notified immediately should an event occur.

All incidents relating to site emergencies or site emergency management processes are to be managed in accordance with Cleanaway incident and injury reporting requirements as outlined in the Reporting, Investigation and Corrective Actions Quick Reference Guide.

4.0 INTRODUCTION

4.1 Site Emergency Management Plan

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 through the use of 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

This Plan has been produced with the authority of the Cleanaway Darwin Branch Manager in accordance with State OHS legislation, and the latest revision of AS 3745.

4.3 Aim

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

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 Darwin recover following an emergency.

4.5 HAZARDS (Emergency Types)

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.

RISK SCORE MATRIX
HSE MANAGEMENT SYSTEM

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1. CONSEQUENCE / IMPACT CRITERIA

Consequence / Impact Ratings
(Where an event has more than one 'Loss Type', choose the 'Consequence / Impact' with the highest rating. If 'Near Miss' select potential rating).

Description	Insignificant	Minor	Moderate	Major	Significant
Health and Safety	No treatment required	First aid treatment required	Medical treatment required	Lost time injury to worker, injury to member of the public or permanent injury or disability (public or workers)	One or more fatalities (public or workers)
Environmental	Limited or no environmental damage with no intervention required	Limited or minor damage requiring assessment on need for intervention	Environmental impact requiring treatment inside or outside site	Serious environmental harm requiring restoration and/or remediation inside or outside of site with possible regulatory intervention	Permanent/material damage to environment requiring ongoing remediation and monitoring with regulatory involvement and possible further enforcement action
Business Interruption	A temporary delay in servicing a small number of customers	Delay affecting customers but no damage to relationships	Inconvenience to customers that cause some harm to relationships	Widespread damage to customer relationships (some permanent)	Irreversible damage to a large number of customers (impacts viability of the business)
Reputational	Slight impact- public awareness may exist but no public concern.	Limited impact- local public concern.	Considerable impact- regional public concern. Client unease.	National public concern. Leads to share price volatility. Loss of client.	International public attention. Direct impact on share price. Loss of core client.
Financial *(Set locally)*	AUD $0 to < AUD $ X K EBIT	> AUD $ X K to < AUD $ X M EBIT	> AUD $ XM to < AUD $ XM EBIT	> AUD $ XM to < AUD $ XM EBIT	> AUD $ X M EBIT

2. LIKELIHOOD / PROBABILITY & RISK RATING

Likelihood / Probability	Examples (Near-misses as well as actual events)	% chance of occurring	Risk Rating				
Almost Certain	The unwanted event has occurred frequently; occurs in order of one or more times per year & is likely to reoccur within 1 year	>75% - 99%	5	10	15	21	25
Likely	The unwanted event has occurred infrequently; occurs in order of less than once per year & is likely to reoccur within 5 years	>50%-<74%	4	9	14	20	24
Possible	The unwanted event has happened in the business/industry at some time; or could happen within 10 years	>25%-<49%	3	8	13	18	23
Unlikely	The unwanted event has happened in the business/industry at some time; or could happen within 20 years	>11%-<24%	2	7	12	17	22
Rare	The unwanted event has never been known to occur in the business/industry; or it is highly unlikely that it will occur within 20 years	0- <10%	1	6	11	16	19

Risk Level: **Extreme** *NO WORK TO BE CONDUCTED* | **High** *Requires Manager/Regional Manager Sign off* | **Medium** *Requires Supervisor Sign off*
Low *Monitor*

HAZARD	LIKELIHOOD	CONSEQUENCE	RISK
Armed or Dangerous Intruder	Unlikely	Major	17 (High)
Bomb Threat	Rare	Major	16 (High)
Building Collapse	Rare	Major	16 (High)
Earthquake	Rare	Major	16 (High)
Explosion	Unlikely	Major	17 (High)
Electrical Failure	Unlikely	Moderate	12 (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)
Pandemic	Likely	Major	15 (High)
Person Entrapment	Unlikely	Major	17 (High)
Cyclone	Likely	Moderate	14 (High)

4.6   Description of the Facilities

Activities undertaken by the Cleanaway Darwin operation	**Operations:** • Commercial & Industrials (C&I) collections; • Municipal collections; • Liquid collections; • Materials Recycling Facility (MRF); • Workshop / Maintenance; • Bin cleaning; • Bin storage; and • Dangerous Goods (collections, handling and storage). **Administration:** • Operational organisation and management; and • Finance and admin.
Property Size	• 28,400m² (Total Area) • 4,400m² (Office Space)
Number / Description of Buildings	• 1 x Admin building • 1 x Workshop • 1 x MRF • 1 x DG Shed • 1 x Washbay
Number of personnel	• 46 (Approximate based on resourcing fluctuations) • 1 x RM • 1 x BM • 7 x Admin / Sales • 2 x Supervisors • 2 x Contract Coordinators • 6 x MRF Operators • 2 x Leading Hands • 2 x Yard Hands • 23 x Drivers

5.0   EMERGENCY MANAGEMENT ARRANGEMENTS

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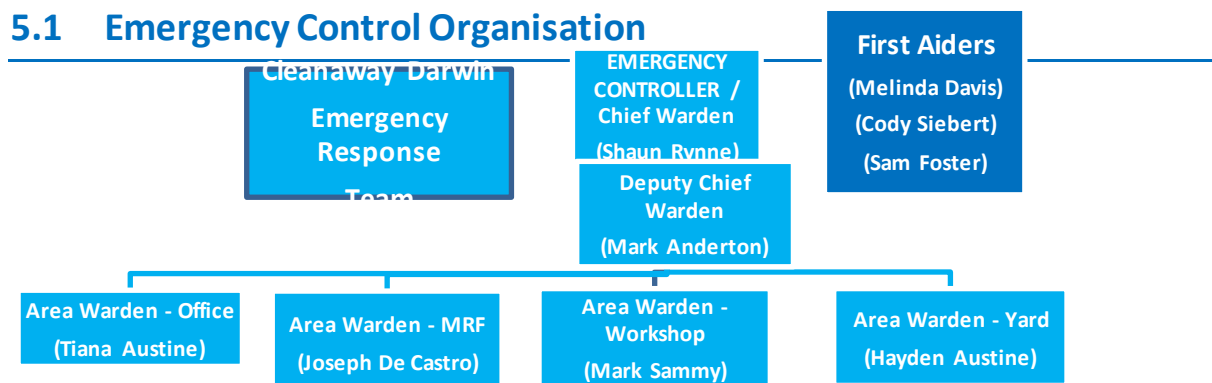
These positions will form the **Emergency Control Organisation (ECO)** for the site.

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.

5.2   Non-Emergency Roles of the Emergency Control Organisation

Emergency Controller

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 (if applicable);
- Ensure emergency exercises are being completed and CWY requirements are being met (minimum of two every 12 months);
- Review emergency drills and identify opportunities for improvement; and
- Escalate any issues or shortcomings to the Senior Health and Safety Business Partner for further escalation as required.

Chief Warden

The responsibilities of the Chief Warden are to:

- 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 personnel, 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.

Area Wardens

Wardens will 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.

Wardens 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; and
- Maintenance of safety signs and equipment is continual.

5.3 Emergency Equipment

5.3.1 Using Fire Containment Equipment

There are two general types of fire containment equipment provided throughout the facility. These are:

1. Fire Extinguishers; and

2. Fire Hose Reels.

Note: There are also fire hydrants on site but these are currently for Fire Brigade use only.

5.3.2 Fire Fighting Media on Site

LOCATION	FIRE FIGHTING MEDIA	TYPE / COMMENT	SIGNAGE	INSPECTED
DG Storage	Extinguishers	2 x A:B (E) Powder 9 kg 2 x Foam 9 L	Yes	Yes
DG Storage	Hose Reel	On shed adjacent to MRF	Yes	Yes
MRF	Extinguishers	2 x A:B (E) Powder 9 kg 2 x A:B (E) Powder 4.5 kg	Yes	Yes
MRF	Hose Reel	2 x In MRF building	Yes	Yes
Lunchroom	Hose Reel	In hallway outside room	Yes	Yes
Lunchroom	Fire Blanket	Driver's lunchroom	Yes	Yes
Workshop Office	Extinguishers	1 x A:B (E) Powder 4.5 kg	Yes	Yes
Workshop	Extinguishers	2 x A:B (E) Powder 9 kg 1 x A:B (E) Powder 4.5 kg 3 x Foam 9 L	Yes	Yes
Workshop	Hose Reel	In Workshop	Yes	Yes
Boilermaker Area	Extinguishers	2 x A:B (E) Powder 9 kg 1 x Foam 9 L	Yes	Yes
Boilermaker Area	Hose Reel	Adjacent to work area	Yes	Yes

LOCATION	FIRE FIGHTING MEDIA	TYPE / COMMENT	SIGNAGE	INSPECTED
Boilermaker Area	Fire Blanket	Adjacent to work area	Yes	Yes
Spray Paint Area	Extinguishers	1 x A:B (E) Powder 9 kg 2 x Foam 9 L	Yes	Yes
Spray Paint Area	Hose Reel	Corner of Workshop Building and Spray Paint Area	Yes	Yes
Wash Bay	Extinguishers	1 x A:B (E) Powder 9 kg 1 x Foam 9 L	Yes	Yes
Liquid Storage	Extinguishers	1 x A:B (E) Powder 9 kg 1 x Foam 9 L	Yes	Yes
Admin Area	Extinguishers	2 x A:B (E) Powder 2.5 kg 1 x CO_2 3.5 kg	Yes	Yes
Board Room	Extinguishers	2 x A:B (E) Powder 2.5 kg	Yes	Yes
Lunchroom	Extinguishers	1 x CO_2 3.5 kg	Yes	Yes
Lunchroom	Fire Blanket	In Lunchroom	Yes	Yes
Operations Area	Extinguishers	1 x CO_2 3.5 kg	Yes	Yes

5.3.3   First Aid on Site

LOCATION	TYPE	COMMENT	SIGNAGE	INSPECTED
DG Storage	First Aid Station	N/A	Yes	Yes
Operations Area	First Aid Station	N/A	Yes	Yes
Workshop	First Aid Station	N/A	Yes	Yes
Boilermaker Area	First Aid Station	N/A	YES	Yes

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LOCATION	TYPE	COMMENT	SIGNAGE	INSPECTED
MRF	First Aid Station	N/A	No	Yes

5.3.4 Emergency Showers and Eyewash Stations on Site

LOCATION	TYPE	COMMENT	SIGNAGE	INSPECTED
DG Shed	Shower & Eyewash	N/A	Yes	Yes
DG Shed	Eyewash Station	Next to First Aid Station	Yes	Yes
Liquid Storage	Shower & Eyewash	Next to liquid tanks	Yes	Yes
Workshop	Shower & Eyewash	Back of Workshop	Yes	Yes
Workshop	Eyewash Station	Next to First Aid Station	Yes	Yes
Boilermaker Area	Eyewash Station	1 x In Work Area	Yes	Yes
		1 x In Storeroom	Yes	Yes
MRF	Eyewash Station	Next to First Aid Station	Yes	Yes

5.3.5 Spill Kit Stations on Site

LOCATION	TYPE	COMMENT	SIGNAGE	INSPECTED
Workshop	Spill Kit	Back of Workshop	Yes	Yes
Workshop	Spill Kit	2 x In Workshop Storeroom	Yes	Yes
DG Shed	Spill Kit	2 x In DG Shed	Yes	Yes

5.4 Emergency Control Centre

The preferred location for the Emergency Control Centre (ECC) is the Admin Area on site. Should this location be unusable due to the emergency, the alternate ECC will be the primary 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 Darwin Branch Manager for further escalation.

5.5   Debriefing Arrangements

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

The Emergency Controller and / or 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.

5.6   Maintenance of the Plan

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

5.7   Testing the Plan

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.

6.0   PREVENTION ARRANGEMENTS

6.1   The Role of the Company

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.

6.2   Preparedness

Cleanaway Darwin 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.

6.3 Hazard Review

During the preparation of this Plan, a hazard analysis (refer to Section 3.5) was carried out to identify potential natural and man-made hazards that may impact the facility. 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.

6.4 Education and Awareness

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; and
- Ensure evacuation drills are conducted every six months.

7.0 RESPONSE ARRANGEMENTS

7.1 Evacuation

The total evacuation of the premises will in most instances be initiated by the Chief Warden or delegate via an air horn and through communications to Area Wardens. However, it should be noted that in some circumstances it may be appropriate for employees to only partially evacuate site / an area of site, and that some types of emergency may not require evacuation at all.

7.2 Personnel and Visitors with a Disability

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 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.

7.3   Responsibilities of ECO and Supporting Persons

Emergency Controller

The emergency responsibilities of the Emergency Controller are:

- Overarching management of the entirety of the emergency response process;
- Escalation of the emergency event to the emergency services and Cleanaway management;
- Attendance to site to coordinate the emergency management process. If attendance to site cannot be met, remote support is to be provided to the ECO, and in particular, the Chief Warden;
- 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); and
- 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).

Chief Warden

- At the outbreak of any emergency event the Chief Warden will take control of the situation and ensure all personnel, employees and visitors are assembled and accounted for and that members of the public have been escorted from site.
- On the arrival of the Emergency Services (if required), the Chief Warden will 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 Darwin Manager is notified to allow for appropriate escalation to occur; and
- Maintain a log of the incident with all key details and timings captured.

Deputy Chief Warden

If the 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 Chief Warden. If the Chief and Deputy Chief Warden are not available, the Emergency Controller or next ranking Warden on duty will assume control as Chief Warden.

- During an emergency, the Deputy Chief Warden will be delegated tasks by the Chief Warden.

- The Deputy Chief Warden, or nominated Warden, will provide confirmation of personnel marshalling and safety, or otherwise, to the Chief Warden by runner or other appropriate communication means.

Area Wardens

The primary responsibility of the Area Wardens is to ensure as far as practicable the safety of personnel within their designated area and, when necessary, to arrange their orderly evacuation from danger. This includes Cleanaway employees, contractors, visitors and all members of the public.

IT IS NOT THE RESPONSIBILITY OF AN AREA WARDEN TO ACTIVELY COMBAT EMERGENCIES (unless trained, and competent to do so, and if directed by the Chief Warden).

When required, Area Wardens will ensure that their areas of responsibility have been totally evacuated and report to the Chief Warden.

All other personnel

All other personnel will act as directed by an Area Warden or the Chief Warden. 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.

8.0   TYPES OF THREAT

All emergency events will be escalated to Cleanaway Darwin Management as soon as possible should an event arise, considering the health and safety of all those on site as the initial priority.

8.1   Armed or Dangerous Intruder Response Guide

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 a Warden;
- Warn others unobtrusively;
- Restrict access to staff and visitors;
- Do not approach intruder; and
- Evacuate quietly.

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

CHIEF WARDEN
- Seek information on whereabouts and details of intruder;
- Contact Police **(000)**;
- 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.**

8.2   Bomb Threat Response Guide

PERSON RECEIVING CALL

- Attract someone's attention and obtain assistance;
- **Immediately** notify a Warden;
- 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.**

AREA WARDEN

- **Immediately** notify **POLICE (000)**;
- Notify 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.

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 a Warden.

WARNING:

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

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8.3 Building Collapse Response Procedure

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

AREA 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.

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.

8.4   Earthquake Response Guide

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

AREA 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.

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.

8.5   Electrical Failure Response Guide

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.

8.6 Explosion Response Guide

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.

AREA 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.

CHIEF WARDEN

- Determine extent of situation;
- Put on helmet;
- Call Emergency Services if required **(000)**;
- 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.**

8.7   External Emergency Response Guide

CHIEF WARDEN
- Determine the situation;
- Contact Emergency Services (if necessary);
- Advise Areas Wardens 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**

8.8   Fire Response Guide

FIRST PERSON ABLE TO DO SO
- Quickly assess and raise the alarm by immediately notifying a Warden;
- **Attack base of fire with available firefighting equipment **if safe to do so**;* and
- Withdraw when instructed.

AREA 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 Chief Warden has been notified.

CHIEF WARDEN
- Determine extent of situation;
- Put on helmet;
- Contact Fire Brigade **(000)**;
- 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).

8.9 Hazardous Materials Incident Response Guide

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 a Warden.

AREA 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.

CHIEF WARDEN
- Determine the extent of the situation;
- Put on helmet;
- Contact Emergency Services **(000)**;
- 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.**

Uncontrolled document when printed

8.10 Medical Emergency Response Guide

FIRST PERSON ABLE TO DO SO
- Administer first aid as appropriate **(if trained and safe to do so)**; and
- Notify a Warden and First Aider.

AREA WARDEN
- Determine extent of situation;
- Contact Ambulance if required **(000)**;
- Keep uninvolved personnel away; and
- Notify Chief Warden asap.

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.**

Pandemic – Covid

Activate Covid confirmed case plan

Crisis Management Template– COVID Confirmed Case

COVID Confirmed Case Crisis Call Date: DD/MM/YYYY   **Location:** Branch Name

Call Invitees

Executive
- Mark Crawford
- Michael Bock

SBU Management
- Brad Gornall

Branch Management
- BM name
- RM name

Health & Safety
- Rachel Irvine-Marshall
- Nick Gerrard
- HSBP name
- Ben Ashurst

Corporate Affairs:
- Mark Biddulph

Human Resources
- Louise Weaver

Background

- Health and welfare status:
  - **Confirmed Case**
- Exposure details:
  - Role
  - Date site/s,
  - Date positive test result
  - Other test results
  - Location on site/customers
  - PPE worn (surgical mask)
  - COVID controls in place
  - Rolling COVID testing?
- Community:
  - Customers or community locations visited (including lunch bar, etc)
- Close and casual contact identification.
- Wellbeing:
  - Close and casual contacts.

Next Steps (items to consider)

- Employees – confirmed case
  - ☐ EAP
  - ☐ Department Health materials
  - ☐ Employee advice to stay home
  - ☐ Pandemic Leave
- Close Contacts
  - ☐ EAP
  - ☐ Department Health materials
  - ☐ Employee advice to stay home (14 days or until cleared by Dept Health)
  - ☐ Pandemic Leave
- Casual Contacts
  - ☐ EAP
  - ☐ Department Health materials
  - ☐ Employee advice to stay home until negative result (or cleared by Dept Health)
  - ☐ Pandemic Leave
- Other Employee Communications
- Customers
  - ☐ Business continuity plan
  - ☐ Diversion to other sites
- Notifications
  - ☐ Department of Health
  - ☐ Comcare
  - ☐ EPA/Ministers Office
  - ☐ Council or customers
- Site
  - ☐ Deep clean & toolbox development
  - ☐ Visitor logs/weighbridge/run sheets/QR codes
  - ☐ COVID Test Results
  - ☐ COVID Controls Checklist
  - ☐ Site Map, photos, CCTV - locations

CLEANAWAY

Person Entrapment Response Guide

FIRST PERSON ABLE
- Turn off any and isolate any machinery if practicable and remove any persons from danger **(if safe to do so);**
- Quickly assess and notify a Warden; and
- Render first aid **(if trained and safe to do so)**.

AREA 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.

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.**

8.11 Cyclone Response Guide

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 a Warden;
- Vacate the area immediately; and
- Keep personnel away.

AREA 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 (if not already done so as part of the preparation process).

CHIEF WARDEN

- Determine extent of situation;
- Put on helmet;
- Contact Emergency Services if required **(000)**;
- 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.**

Note: All cyclone preparation (i.e. yard cleaning and securing assets should be conducted ahead of time in line with the Cyclone Management Plan.)

Cyclone Specific Information

REPONSE STAGES	EMERGENCY RESPONSE GROUP STAGES
Pre-Season Readiness **(First Tuesday in October each year)**	In conjunction with Operation Manager Chief Warden will assess the site for Plant and equipment Securing Requirements; • Emergency Management Plan reviewed and updated; • Annual pre-cyclone cleanup • Site Walk conducted and relocation of equipment planned. • Client Bin recovery / security requirement discussed with customer managers • Liaise with customers regarding their cyclone procedures where appropriate
Stage 1 – Cyclone Watch (48hr)	Stage 1 – Declared when a tropical low or cyclone exists and gale force winds are likely to affect Greater Darwin within the next 48hrs but not before 24 hours; • Client Bin recovery / security requirement discussed with customer managers • Liaise with customers regarding their cyclone procedures where appropriate • Ensure that equipment is available for delivery and retrieval at client site or equipment recovered as agreed • Emergency contact list checked and distributed to relevant managers • Report as per Internal Notification Matrix
Stage 2 – Cyclone Warning (24hr)	Stage 2 – Declared when a tropical low or tropical cyclone is expected to cause gale force wind in Greater Darwin within 24hrs. • Recover and secure site and customer equipment • Plant will be secured when directed, Trucks facing inward to buildings to protect windscreens • Report as per Internal Notification Matrix

Stage 3 – Cyclone Warning (12hr)	Stage 3 – Declared when available information suggests that destructive winds are likely to affect Greater Darwin within the next 6-12 hours. • Final securing check by Operations Manager and Chief Warden • All staff contacted and advised to stand down • Await official announcements made by Northern Territory Emergency Services advising all persons in Greater Darwin to TAKE SHELTER • Report as per Internal Notification Matrix
Stage 4 – Safety Management and Lockdown	Stage 4 – At this time an official announcement is made by Northern Territory Emergency Services advising all persons in Greater Darwin to TAKE SHELTER. • Report as per Internal Notification Matrix
Stage 5 – Destructive winds reach Greater Darwin	Stage 5 – Declared when destructive winds have reached the boundary of Greater Darwin. • Report as per Internal Notification Matrix
All clear pending	Declared when winds no longer pose a threat to communities within Greater Darwin. Note that the all clear is not declared at this time and a Stage 5 may be re-declared if necessary
Stage 6 – All Clear	Stage 6 – Declared when it is considered safe for the public to leave shelter. • Report as per Internal Notification Matrix
Post Cyclone Recovery	RECOVERY – The recovery phase is managed by the Chief Minister's Department and is aimed at returning Greater Darwin back to normal. • Report as per Internal Notification Matrix
Stand Down	Stand down – Declared when the Greater Darwin Controller considers that no further counter disaster measures are necessary.

Cyclone Stage Considerations

Stage 2 – Cyclone Warning (24hr) Site Securing Considerations
Recover and secure site and customer equipment
Secure Wheeled Bin and loose items
Relocate MRF Bundles in to the container / inside MRF
Move Yellow Gear inside MRF / Trucks into Workshop windscreen facing inward
Close roller doors
Ensure ground Water ways and drains are clear.
Lock Gates
Report as per Internal Notification Matrix

Stand Down - Declared by Chief Minister's Department
Regional Manager - Arrange recovery meeting
All staff remain clear of work site until contacted operations.

9.0   Evacuation Procedure

NOTE: *Please refer to Appendix B for evacuation diagrams.*

9.1   INITIAL

Upon hearing the air horn sound (or receiving verbal warning of a situation affecting the safety of the people in the area):

- 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;

- Exits and Muster Points are displayed and signposted in many locations on site; and

- If in doubt, head for the Entrance Gates to site **(if safe to do so)**.

9.2   EVACUATION DECISION

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

NOTE: *The 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 Chief Warden has given the "All Clear";

- Move to the designated Muster Point and report to the Area Warden;

- Ensure your name is recorded on the roll call list;

- Immediately report to the Area Warden any casualties, persons known or thought to be missing;

- Assist and reassure people at the Muster Point; and

- An Area Warden is required to be at the Muster Point until the "All Clear" is given.

The Chief Warden will continually monitor the situation and advise the Area Wardens of any change regarding the emergency incident, actions required, and time frames expected.

Area Wardens will keep all appropriate people at their Muster Point informed and will not let people leave once gathered at the Muster Point until the "All Clear" has been given.

9.3   STAGES OF EVACUATION

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 point behind smoke or fire doors or to a Muster Point).

Stage 3:   TOTAL EVACUATION

Involves the total evacuation of the building or site to the designated Muster Point located external to all buildings.

The Muster Points are shown on the ***Emergency Evacuation Plan***.

9.4   SEQUENCE OF MOVING PEOPLE

- 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.

9.5   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.

EMERGENCY RESPONSE ACTION LOG
HSE MANAGEMENT SYSTEM

CLEANAWAY
Making a sustainable future possible

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 Time arrived	___ am ___ pm ___ am ___ pm	
Technical Supervisor Name	___	Time notified Time arrived	___ am ___ pm ___ am ___ pm	
Emergency Controller Name	___	Time notified Time arrived	___ am ___ pm ___ 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
___ : ___	___	___	___ : ___
___ : ___	___	___	___ : ___

9.6 Muster points

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

Wardens 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 and Chief Warden who will consider the following:

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

9.7 Fauna

The 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 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.

10.0 RECOVERY ARRANGEMENTS

10.1 Post Trauma Recovery

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.

10.2 Client Services

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 key clients in relation to service levels and temporary alternative arrangements to ensure continuity of service delivery for the public 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	Mark Anderton	0499 331 211	0499 331 211
Emergency Controller / Chief Warden	Shaun Rynne	0400 358 038	0400 358 038
Deputy Chief Warden	Mark Anderton	0499 331 211	0499 331 211
Area Warden (Office)	Tiana Austine	0406 929 260	0406 929 260
Area Warden (MRF)	Darren Hudson	0488 709 996	0488 709 996
Area Warden (Workshop)	Mark Sammy	0466 196 666	0466 196 666
Area Warden (Yard)	Hayden Austine	0406 108 074	0406 108 074
First Aid	Melinda Davis Leigh Thomas Cody Seibert Sam Foster John Graham	0466 474 713 08 8938 1123 08 8935 1123 08 8935 1123	0466 474 713 N/A 0400 275 597 N/A
Health and Safety	Nick Gerrard	0409 370 485	0409 370 485
Environment	Tom Robertson	0481 911 410	0481 911 410

Appendix B – Emergency Evacuation Plan