

Emergency Response Plan

42 O'Sullivan Circuit East Arm

Darwin



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1. Emergency Response Plan , Purpose and Scope

Emergency response planning is the act of anticipating and preparing for emergency situations that may occur and impact the business. The basic principle of emergency response planning is to ensure the health and safety of workers and minimise any adverse effects to the environment and Veolia or its client's property.

This document aims to ensure that **Veolia Northern Territory Waste site - 42 O'Sullivan Circuit, East Arm** can respond to any emergency situation (i.e. medical, fire, natural disaster) in a planned and rehearsed manner. This plan has been developed in line with the [Crisis Management Plan](#) and [Emergency Management Procedure](#), by identifying key potential hazard situations that could be encountered at either of the Veolia NT controlled facilities.

The Emergency Response Plan (ERP) applies to all Veolia management, workers and contractors involved in work activities onsite and any employee or subcontractor of the principal Contractor during the construction phase. Where Veolia workers of any of these sites conduct work activities on a client site, workers will be required to respond to an emergency in accordance with any client site specific requirements and respond to appropriate directions from the client's emergency response personnel.

1.1 Facility Overview

1.1.1 - 42 O'Sullivan Circuit, East Arm

The East Arm site is identified as Lot 5680 East Arm/42 O'Sullivan Circuit. The area of the site is approximately 15690 m². The site is located within the East Arm 'Development' zone, and divided into five operations:

- Office;
- Industrial services operations;
- Recycled waste collection depot;
- Medical / Quarantine waste treatment facility; and
- Liquid waste storage, transfer and treatment facility.

The facility will also be used as a waste transport vehicle depot with designated parking on the western side of the warehouse on completion of the construction phase.

The site has secure fences on all sides with access via the main gates located on the South West of the site. There are three structures on site:

1. Reception and office building; and
2. Shed that houses operational activities
3. Fire suppression shed and system

A fleet of waste collection vehicles will also operate from site, collecting aforementioned wastes from sites within Darwin. The facility also accepts wastes from third-parties. All wastes are subject to EPA waste tracking legislation. The site is EPA Licensed (EPA Licence EPL 322).

Operational activities include the following:

- Business Administration;
- Transport Depot Operations;
- Liquid Waste Treatment;;
- Package Waste Storage and Handling;
- Medical and Quarantine Waste Operations; and
- Baling of Recyclables.

2. Activation of Emergency Response Plan

The events that trigger activation of the ERP are incidents that have the potential to:

- Affect the health and safety of workers or the general public;
- Cause adverse effects to the environment; and/or
- Cause damage to property

It is important to appreciate that the ERP may not always be activated in isolation, and may be activated in conjunction with other plans such as the Business Continuity Management Plan, Disaster Recovery Plan and Crisis Management Plan and any construction contract plans depending on the nature of the emergency situation and its potential impacts on the business.

Note: Plans to specifically manage incidents that impact the ability to continue operational activities are known as Business Continuity Management Plans (BCMPs); these are owned and managed by the site. Plans to deal with a critical IT service-delivery failure are known as Disaster Recovery Plans (DRPs); these are owned and managed by the corporate IT department. Plans to deal with a crisis (i.e. significant damage, serious injury, environmental harm or media attention) are called a Crisis Management Plan; these are owned and managed by the State Head Office.

3. Unplanned Scenarios

In the event of an unplanned emergency situation occurring that is not considered in this ERP, management will work with site emergency response workers i.e. principal contractor, chief warden/ warden and the SHEQ Team to determine an appropriate response plan.

On completion of the emergency response, the review and evaluation processes will be conducted and necessary changes enacted.

4. Emergency Response Plan access, testing, evaluation, review and maintenance

4.1 Access

The latest approved version of the ERP is maintained on the Business Management System, and a hard copy is held onsite. All site workers and contractors will be trained in this ERP when undertaking the site induction.

4.2 Testing

The ERP will as a minimum be tested annually in accordance with Emergency Response Procedures. Records of any testing conducted will be maintained.

4.3 Review and Maintenance

4.3.1 General

The ERP will as a minimum be reviewed annually, and amended as required when any of the following occurs:

- Significant operational changes (e.g. addition of new processes to a work area that introduce new potential emergency situations);
- Significant new emergency risks being identified; or
- On completion of an emergency response event.

This will ensure the relevance, accuracy and effectiveness of the information provided.

4.3.2 Post Emergency Response Plan use evaluation and review

After an emergency where this plan is activated, the manager/ supervisor must ensure that the incident is entered into the Incident Management System (RIVO). A coordinated emergency response plan review involving key personnel from the site and other stakeholders involved in the management of the emergency will also be held.

The Emergency Response Plan Use Review Form must be completed, and where opportunities for improvement or required changes are identified, corrective actions must be documented, entered in RIVO and the ERP updated to reflect changes.

5. Governance, Roles and Responsibilities

Role	Responsibility
Managers/ Supervisors including Principal Contractor	Managers and supervisors including Principal Contractor have the responsibility to: • Notify Chief Warden/Warden of emergency situation; • Follow instruction from the Chief Warden/Warden and assist to manage the emergency in accordance with the relevant site ERP; • In the absence of Chief Warden/Warden contact the Health and Safety Advisor or emergency services if life or property is threatened; • If significant damage, serious injury, environmental harm or media attention, notify senior management or State Crisis Management team as soon as possible; • Manage all public/media/regulatory authorities in accordance with Crisis Management Plan (CMP); • Take notes of relevant information and significant event times to assist in the investigation and reporting process; • Ensure no fault, blame or speculation on the incident is made until a full investigation is undertaken; • Ensure no media or other unauthorised person access the site of the emergency; • Ensure no details of the emergency are released to anybody (other than emergency services) unless directed by senior management; and • Ensure the incident is entered in RIVO.
Employees (principal contract employees, subcontractors and Veolia employees)	• Take immediate action to ensure your own safety and the safety of others where safe to do so • Do not take any action that places your safety or the safety of others at risk • Obtain assistance from others on site – never attempt to handle an emergency situation alone • Advise the senior person on site of the emergency situation • Apply the relevant site emergency response process • In the event of an emergency, and in the absence of instructions, assemble at the site emergency assembly area.
Site Emergency Personnel Chief warden / Deputy Warden	Site Emergency Personnel Chief Warden or Deputy Warden, in the event of an emergency situation shall wear a white safety helmet with the wording Chief Warden printed across the front. On becoming aware of an emergency, shall take the following actions: • Ascertain the nature of the emergency and determine appropriate action;

	• Ensure appropriate emergency service has been notified; • Ensure Fire wardens (where applicable) are advised of the situation; • If necessary, initiate evacuation and controlled entry to affected areas; • Ensure progress of the evacuation and any action taken is recorded in an incident log; and • Brief the emergency services personnel upon arrival on type, scope and location of the emergency and status of the evacuation and, thereafter, act on the emergency services instructions.
Warden	On hearing an alarm or on becoming aware of an emergency, the Warden shall take the following actions: • Implement the emergency procedures for the work area; • Ensure the appropriate emergency service has been notified; • Check or direct a responsible persons to check the work areas for any abnormal situation; • Establish a safe exit and commence evacuation if the circumstances in the work site warrant this; • Check to ensure fire doors and smoke doors are properly closed; • Search the work area to ensure all personnel have been evacuated; • Ensure orderly flow of persons into protected areas, e.g. stairwells; • Assist persons with disabilities; • Act as a leader of groups moving to nominated assembly areas; • Communicate with the Chief Warden by whatever means available and act on instructions; • Advise the Chief Warden as soon as possible of the circumstances and action taken; • Co-opt persons as required to assist during an emergency; and • Operate the intercommunication system.
First Aid Officers	On hearing an alarm or on becoming aware of an emergency, shall take the following actions: • Take the portable first aid kit and follow the instruction of a warden; • Render medical assistance and guidance within their ability, training and scope; and • Determine whether an emergency ambulance should be utilised.

6. Emergency Response

6.1 General emergency response requirements for all situations

In the event of any emergency situation these steps must always be followed in the first instance, regardless of the nature of the emergency situation.

6.1.1 Danger

Consider the immediate safety of yourself, other workers or persons in the vicinity. Where possible and **only where safe to do so**, make the situation safe by immediately eliminating or isolating the hazard.

6.1.2 Send for Help

Obtain assistance through whatever means possible i.e. yelling out, activating manual emergency call points, phone, radio, alarm systems. Once you have assistance, provide the person with the following details:

- who you are i.e. name, position
- nature of emergency
- where you are
- any hazardous situations
- number of people involved
- what you need – i.e. first aid, immediate assistance by site personnel, emergency services (fire, ambulance, police).

Confirm the person you are speaking to understands the situation and what you need them to do by asking them to repeat back the information.

6.1.2.1 Contacting Emergency Services - phone '000' or '112'

In the event that emergency services are required phone '000'. If there is no access to a landline, '112' from a mobile phone. Advise the emergency services operator what state you are in (i.e. NSW) and the service(s) you require (fire, ambulance, police). You will then be connected to the required section. You will then need to provide the next operator with the following information.

- Exact location and address;
- Nature of emergency situation i.e. person trapped in a rolled over vehicle who is unconscious and bleeding.

6.1.2.2 Site Emergency Contacts

The Incident Management team, workers and other external agencies who have a responsibility or who must be notified in the event of an emergency situation are listed in Appendix A of this document, 'Site Emergency Contacts'.

6.1.2.3 Notify Management and SHEQ Unit

Once immediate assistance is obtained, notification must be made to the manager/supervisor of the emergency. The manager/supervisor will then ensure this plan is enacted where appropriate, and notification is made as soon as practicable to the following:

- Site emergency personnel i.e. Chief Warden/Warden/First Aid Officer
- Senior Manager
- Group SHEQ Manager
- SHEQ team.

6.2.1 DRS ABCD

In the event you're the first person to respond to an emergency situation where there is a casualty/casualties use the 'DRSABCD' action plan to assess and manage. In the event that there are multiple casualties the unconscious casualty should be given priority.

The DRSABCD Action Plan:

6.2.1.1 Danger

- Do not put yourself at risk, and where possible & safe to do so, remove the casualty from any immediate dangers.

6.2.1.2 Response

- Check for a response (if unresponsive) – use voice, touch, and pain stimuli (in that order);
- If responsive ask the casualty what is the nature of their medical emergency and take appropriate action;
- If the casualty is suffering from a known medical condition, ask them if they have a management plan i.e. asthma, diabetes or have medications that you can get for them;
- With all casualties, regardless of their conscious state, talk calmly and reassuringly and tell them what you are doing.

6.2.1.3 Send

- Send for help (refer to Contacting emergency services – phone '000'). Appoint a worker to meet the ambulance.

6.2.1.4 Airway

- Is the casualty talking or responding to you? If yes, the airway is clear move to breathing;
- If no, the casualty is unconscious, open their airway by slightly tilting the head back and check for visible obstructions in the mouth. Never place fingers or materials that could break into the mouth of an unconscious person.

6.2.1.5 Breathing

- Check if the casualty is breathing and consider if the breathing is normal. If yes, move to Defibrillation & Disability
- If no, consider what the quality & quantity of the breaths being made i.e. depth (shallow, deep), noise (gurgling, wheeze, stridor), too little: (<10 is not enough breaths per minute), too many: (>30-40 ineffective breaths)
- What is the casualty's appearance (blue, red, pale, sweaty, distressed, anxious, gasping, clutching throat)?

6.2.1.6 Circulation

- In the case of an unconscious casualty who has failed the breathing assessment, start Cardiopulmonary Resuscitation (CPR) by giving 30 compressions followed by 2 breaths
- When providing 30 compressions (at approximately 100/min) and giving two breaths (each given over one second), this should result in the delivery of five cycles in approximately two minutes
- If you are unwilling or unable to do rescue breathing you should do continuous chest compressions without any pause at a rate of approximately 100/min
- If there is another person available who is able to assist in doing CPR until emergency services arrive, take turns delivering CPR by swapping every 2 minute cycle, as the effectiveness of CPR delivery substantially decreases with fatigue. When swapping, reduce the amount of time "off the chest" as much as possible.

6.2.1.7 Defibrillator and Disability

Not breathing (Defibrillation)

- If the unconscious casualty has failed the breathing assessment and is under CPR, attach an Automated External Defibrillator (AED) as soon as possible (where available) and follow the prompts. If a second person is present have them attach the pads whilst you continue CPR
- continue CPR until the casualty regains responsiveness or commences normal breathing (between 10-20 breaths per minute).

Breathing (Disability)

- if the unconscious casualty is breathing assess their disability
- disability refers to different aspects that consider the casualty's ability to function "normally"

- do they only open their eyes when you talk or touch them or provide a painful stimulus? Or do they not open their eyes at all? Are they sleepy?
- when talking are they oriented to time, place and person? Or are they confused? Are the words inappropriate or incomprehensible? Do they just make noises? Or are they not making any noise at all?
- in regards to movement, can they follow an instruction such as squeeze my hand? Are they combative? Do they withdraw from touch or painful stimuli? Do they do purposeful movements? Are they in fixed postures or positions? Or is there no muscle tone or movement at all?
- after doing DRS ABCD treat any other injuries i.e. cuts, burns, broken limbs
- stay with the casualty until further medical assistance arrives
- always keep constant watch on the casualty, and continuously reassess their response, airway, breathing, circulation and disability as it can quickly alter.

6.3.1 Emergency Assembly Area

In the event of a site emergency, and in the absence of specific instructions from the Chief Warden/Warden/Manager/Supervisor, all site personnel will gather at the site muster assembly point and await further instructions from emergency services or Veolia management. Refer to **Appendix E** 'Veolia Waste - NT East Arm Evacuation Diagram'.

6.4.1 Transport of a worker to medical treatment

In the case of an injury to a worker, a first aid officer will determine whether a worker needs to be transported via an ambulance or whether the worker can be transported through other means arranged by Veolia. Where there is any doubt whether a worker can be transported safely, an ambulance should be engaged.

Where transport is arranged by Veolia, a worker may be transported (not the driver) in a vehicle to an appropriate medical facility. The worker's manager/supervisor will also attend either by travelling with the worker or in a separate vehicle. If there is any concern by the first aid officer that the employees (workers) condition may deteriorate on route and possibly need medical assistance i.e. feeling dizzy and could faint, a qualified first aider must ride as a third passenger (not the driver) in the vehicle with the worker.

6.5.1 Managing the emergency response

- When the relevant emergency service arrives, Chief Warden/Warden/Manager/Supervisor/Worker should hand over control of the site and remain on hand to provide information and access, as required
- In most emergency situations it is expected that the emergency response will be coordinated from the relevant site. If safe to do so, the Chief Warden/ Warden should remain in attendance throughout the emergency to provide information and assistance to the attending emergency service.

6.6 Medical Emergency

6.6.1 Medical Emergency Onsite

- Raise the alarm and gain attention by whatever means possible
- Where possible notify manager/supervisor
- Implement DRSABCD

6.6.2 Medical Emergency Off Site

- Raise the alarm and gain attention by whatever means possible
- Where possible notify the manager/ supervisor
- Implement DRSABCD
- The manager/ supervisor will arrange for emergency medical services to attend to the scene if necessary or arrange for retrieval of the worker and medical treatment through normal processes.

6.7 Electrical Emergencies

6.7.1 Electrical Shock

Electric shock occurs upon contact of a body part with a source of electricity that causes sufficient current to pass from the source through the skin, muscles or hair. Depending on the severity and length of the shock, injuries can include:

- Burns to the skin
- Burns to internal tissues
- Electrical interference or damage (or both) to the heart, which could cause the heart to stop (cardiac arrest) or beat erratically (fibrillation or tachycardia).

Upon being notified of a person who has suffered electric shock or discovering a person who has been shocked by electricity the following steps must be followed to ensure the health and safety of all workers involved:

DANGERS

- Check for your own safety and the safety of the casualty and bystanders.
- HIGH VOLTAGE—Wait until the power is turned off.
- LOW VOLTAGE—Immediately switch off the power. If this is not practicable, pull or push the casualty clear of the electrical contact using material, such as wood, rope, clothing, plastic or rubber. Do not use metal or anything moist.

RESPONSIVENESS

- Check for response (verbal and tactile stimuli), touch and talk.

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- SEND/Shout FOR HELP
- Send a bystander to DIAL 000 Ambulance
- If available send for Automatic External Defibrillator (AED)
- If alone, shout for help.

AIRWAY

- Place the casualty on his/her back.
- Tilt the head back and raise the chin forward.

BREATHING

- Check for normal breathing, observe chest movement, listen and feel for breathing.
- Give two initial breaths.
- In the absence of normal breathing, if no one has gone for help, place the casualty in recovery position and go for help.

CIRCULATION

- Position hands on centre of the chest.
- Give 30 chest compressions followed by 2 breaths. Depress breastbone 1/3 the chest depth (approx 4 cm or 5 cm) at the rate of 100 compressions a minute.
- As soon as available attach AED and follow its instructions.
- Continue CPR, 30 compressions: 2 breaths.
- When casualty's normal breathing returns cease resuscitation and move the casualty into the recovery or coma position.
- Keep a constant watch on the casualty, to ensure that they do not stop breathing again, until trained assistants take over.

Note: The above is an extract from AS/NZS 3000:2007 Appendix L

MEDICAL REVIEW

Regardless of the size of the electric shock received, all workers who receive an electric shock must immediately attend an emergency medical facility for review. Electric shock has the potential ability to change the electrical impulses of the heart and cause it to stop beating or beat erratically immediately or some time later - even hours after the event. These changes in heartbeat may not be apparent to the casualty i.e. they "feel fine". These types of changes can only be detected with specialist cardiac monitoring equipment, and hence the requirement for a medical review to rule out any such damage.

6.7.2 Power lines down

In the event that a worker identifies a power line coming down or already down the following steps are to be followed:

- **Danger:** the worker is to ensure that they remain outside of an 8 metre radius of the downed line, and ensure anyone in the immediate area is notified of the imminent danger. The area should be barricaded off to ensure that no persons/vehicles can

approach the fallen power lines. The area should remain under supervision to ensure that no-one enters the danger zone until power company authorities attend and take control of the incident scene

- **Send for help:** the worker is to notify **NT Power and Water emergency (number 1800 245 090)** or your local emergency number 000 and refer to Medical Emergencies if there are any injuries. The worker should contact their manager/ supervisor and advise them of the situation
- Re-entry to the area and removal of any barricades must only be done under instruction from the power company, once they have declared the area safe.

6.7.3 Vehicle in contact with a power Line

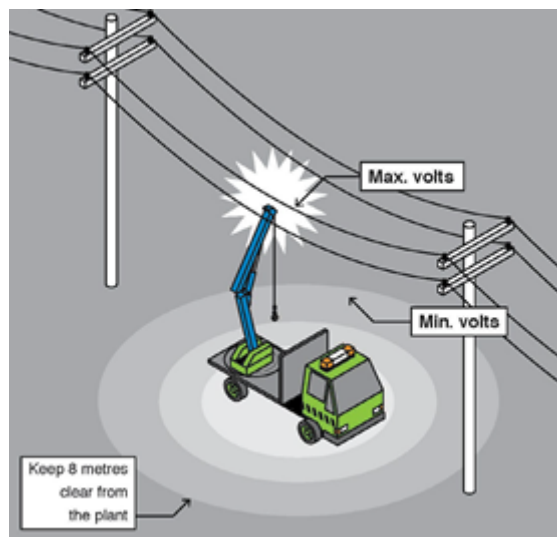
When a vehicle or mobile plant comes into contact with overhead power lines or a flash-over occurs between a power line and the vehicle / mobile plant, the body and frame of the vehicle / mobile plant could become 'live'. This would cause electricity to flow from the vehicle / mobile plant to the ground, forming a voltage gradient - or 'rings' of different voltages on the surface of the ground, moving out from the vehicle or equipment and reducing as the distance increases.

If the driver / operator was to touch the ground and the body of the vehicle / mobile plant at the same time they could receive a severe electric shock. If they were to simply run or walk away from the vehicle / equipment, their legs may 'bridge' the voltage gradient from a higher voltage 'ring' to a lower voltage 'ring' - which could also result in severe electric shock.

Where contact is made with an overhead power line or a flash-over occurs between an overhead electric line and a vehicle, mobile plant or equipment the following actions must be taken:

- The driver / operator of the vehicle, mobile plant or equipment must remain inside the cab of the vehicle / mobile plant, if safe to do so. The motor should be shut off and the vehicle / mobile plant secured. Windows can be opened to allow ventilation into the cab.
- The driver / operator must immediately phone Emergency Services (000) and advise them of the emergency situation. The driver / operator should also phone their supervisor and advise them of the emergency situation.
- Emergency Services will contact the local Electricity Supply Authority who will isolate the electricity supply to the energised overhead electric line.
- The driver / operator should remain in the cab of the vehicle / mobile plant until the electricity has been isolated and the 'all clear' has been given by the Electricity Supply Authority - at the scene of the incident.
- If it is essential for the driver / operator to leave the cab because of fire or other life threatening reason, then they must jump from the cab, landing well clear of the vehicle / mobile plant with **both feet together**. **They must not touch any part of the vehicle / mobile plant and the ground at the same time.**

- When moving away from the vehicle / mobile plant, the driver / operator must hop or shuffle away from the mobile plant or heavy vehicle with both feet together until at least 8 metres from the nearest part of the vehicle / mobile plant. Under no circumstances are they to run or walk from the crane or mobile plant as the voltage gradient on the surface of the ground may cause electricity to pass through the body resulting in electric shock.
- All other people and members of the public must be kept at least 8 metres away from the vehicle or mobile plant (see figure below). Do not allow people to approach or re-enter the vehicle / mobile plant until the Electricity Supply Authority has determined the site is safe. Remember electricity flows through the ground, so an electric shock could be received from walking close to the scene.



6.8 Mobile and Fixed plant Emergencies

6.8.1 Failure of Plant

- Stop what you are doing
- Activate emergency stops & turn off equipment where safe to do so
- Check surrounding area for danger to yourself and others working in the vicinity
- Notify manager/ supervisor immediately who will arrange for plant isolation
- Do not attempt to reuse the plant until such time as the manager/ supervisor gives instruction that the plant is safe for use

6.8.1.1 Stored waste (Quarantine waste - Autoclave) during an emergency where as reasonably practicable, Quarantine waste is locked up in a refrigerated container on site and notification is made to the department of Agriculture and water resources

6.9 Motor Vehicle Accidents

Refer to [VES Motor Vehicle and Public Liability Accident Reporting Procedure](#).

6.9.1 Vehicle Roll Over

6.9.1.1 Motor Vehicle

- If a vehicle roll over occurs, exit the vehicle where safe to do so
- Raise the alarm and gain attention by whatever means possible
- Where possible notify your site manager/supervisor
- Implement DRS ABCD.

6.9.1.2 Mobile Plant

In the event that the loader starts to tip, the operator is to:

- Stay in the cabin
- Ensure seat belt is engaged
- Brace themselves with their feet pressing down and their arms pushing them back into the seat
- Stay with the plant and lean in the opposite direction to the direction of tipping

NOTE: Jumping from an overturning item of plant often results in serious injury or death.

- Raise the alarm and gain attention by whatever means possible
- Where possible notify your site manager/supervisor
- Implement DRS ABCD.

6.9.1.3 Vehicle Recovery

- Contact the manager/ supervisor who will arrange to contact the Group Manager to determine the most appropriate means for recovering the vehicle
- Stay near the vehicle (maintaining a safe distance) until help arrives.

6.9.1.4 Forklift

- ***In the event a forklift starts to tip, the operator is to:***
- Stay in the cabin;
- Ensure seat belt is engaged;
- Brace themselves with their feet pressing down and their arms pushing them back into the seat;
- Stay with the forklift and lean in the opposite direction to the direction of tipping;

Note: Jumping from an overturning forklift often results in serious injury or death.

- Raise the alarm and gain attention by whatever means possible;
- Where possible notify your site manager/supervisor; and

- Implement [DRS ABCD](#).

6.10 Working at Heights Emergencies

A fall from any height, even ground level, is capable of inflicting a life threatening injury. If the any person on site (whether a worker or visitor to the site) has fallen and has any back, neck or other distracting injuries i.e. pain in another limb, minimise all movement and encourage the casualty to hold as still as possible until medical assistance arrives. Only ever move the casualty if they are in immediate danger (i.e. falling objects, risk of being struck).

Where a person falls and is not undertaking a task that is considered working at heights, implement DRSABCD.

Where a person falls and is undertaking a task that is considered working at heights, refer to [VES Working At Heights Procedure](#) for more details.

6.11 Fire Related Emergencies

6.11.1 Fire Onsite

Upon hearing the emergency alarm or discovering a fire, alert the chief warden/ warden and take the following action:

- **R** – Remove people from the immediate vicinity of the fire
- **A** – Alert the fire service by following Contacting emergency services – phone '000' or by operating the nearest manual call point [break glass alarm]
- **C** – Confine the fire & smoke by closing doors and windows in the affected area **if safe** to do so
- **E** – Extinguish or control the fire **if trained** and only **if safe** to do so

Always obey the instructions of the warden(s) or emergency services, and if required to evacuate, proceed directly to your nominated emergency assembly area and remain there for further instruction. The site's emergency assembly area is identified in **Appendix E** 'Evacuation Diagram'.

6.11.2 Fire during Transit (vehicle)

- When a fire is observed during transit the driver is to stop the vehicle and park in a safe area, and away from storm water drains where possible
- Driver is to call fire service by following **Contacting emergency services – phone '000'**
- Where provided, the driver is to set-up emergency triangles or witches hats to warn others of the emergency and to avoid additional accidents if on a public road
- The driver must notify their manager/ supervisor immediately of the emergency
- Where provided, and if safe and practical to do so, the driver should use the fire extinguishers on the vehicle in an effort to suppress the fire

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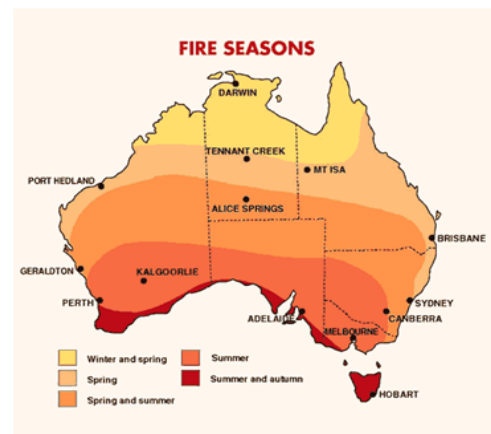
- Where spill kits are provided, storm water drains should be protected/ blocked off with gravel socks/absorbent booms or otherwise to prevent potential ingress of fire water/ waste/ liquid
- Where necessary the manager/ supervisor is to arrange transportation of the worker back to site, and if involving a Veolia owned vehicle, request the Veolia Workshop to arrange transportation of the vehicle (refer to Vehicle recovery)
- **Appendix A** 'Emergency Contact List' must be available in all Veolia owned vehicles and vehicles used for company purposes
- Also refer to **Appendix C** Fire Extinguisher Chart' for details on the appropriate extinguisher for those trained in their use.

6.11.3 Fire in a Waste Load

Refer to [Fire in a Waste Collection Vehicle](#) PRO-848

6.11.4 Bushfire

- Raise the alarm and obtain assistance if required
- If required contact emergency services by following Contacting emergency services – phone '000'
- Immediately notify the chief warden/ warden and manager/ supervisor of the situation
- Restrict entry to the site by shutting the gate and manning with a worker
- Chief warden/ manager/ supervisor will delegate workers to check and evacuate site work areas of any visitors to the site
- If safe to do so and time permitting, relocate plant and equipment as required. Manager/ supervisor is to secure office
- Workers are to then assemble at emergency assembly area and await further instruction from the chief warden/ warden/ manager/ supervisor (refer to **Appendix E** 'Evacuation Diagram')
- If the bush fire comes within a 5km radius of the worksite, all workers and where possible plant and equipment is to be evacuated from the site. Where this occurs the Senior Manager and SHEQ Manager and/or SHEQ team must be advised of the situation as soon as practicable , and evacuate when safe to do so.
- During the fire season (as detailed on the map below) the manager/ supervisor is required to review the Bureau of Meteorology website each morning for fire weather warnings (<http://www.bom.gov.au/australia/warnings/index.shtml>). Where weather conditions are advised as catastrophic the site is to be closed to visitors and all workers advised of the potential for a bushfire. On catastrophic days the manager/ supervisor is encouraged to regularly check the website for updates or listen to reports through local mediums i.e. radio, as weather warnings may be upgraded or downgraded as conditions change.



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Note: The Archer Waste Transfer Station, fire control requirements will include obligations for the subcontractor processing green waste material, to ensure fire mitigation strategies are in place.

6.12 Explosion related Emergencies

6.12.1 Explosion onsite

- Immediately notify the chief warden/ warden and manager/ supervisor of the situation
- If required contact emergency services by following Contacting emergency services – phone '000'
- Provide information in relation to: type of emergency, location of emergency, number of people injured
- Remove people from immediate danger, restrict access to the affected area
- Prepare for site evacuation
- If the explosion has caused the release of liquids on site, protect storm water drains and enact spill response processes.

6.12.2 Explosion during transit

- If an explosion occurs during transit from the load carried and catches alight refer to Fire in a waste load
- If an explosion occurs during transit and the vehicle catches alight refer to Fire during transit (vehicle).

6.13 Spills (hazardous /non - hazardous / solid / liquid) related emergencies

- Refer to [Chemical Spill Response Quick Guide](#)
- Ensure the safety of yourself and the safety of others;
- Treat the spilled chemical and contaminated materials with extreme caution;
- Wear appropriate Personal Protective Equipment (PPE);
- Check the SDS to verify if the substance generates hazardous vapours, which may be invisible and/or odourless;
- Work upwind of the spill; and
- If the substance is unidentified, treat it as the worst case unless advised otherwise
- Foreseeable spill scenarios onsite have been identified in Appendix
- If the spill is considered to present a significant risk to people, take immediate action to remove all people from the area and remain up-wind and up-hill of the spill.

6.14 Hazardous Substances / Dangerous goods in waste related Emergencies

- On discovery of an intact container or drum in the waste, assess the likelihood of it containing a hazardous substance or dangerous good. Consider the following:
 - Is the container intact and sealed with a lid?
 - Is the container large or small?
 - Does it show hazard labels or markings?

- Does its weight indicate it is full, part full or empty?
- If the container is considered potentially hazardous or dangerous, stop all activity in the immediate area
- If necessary request assistance from other site operators
- Advise the manager / supervisor of the situation
- Wearing gloves and eye protection inspect the container, carefully check for leaking substances before handling
- If the container is sound, transfer it to an appropriate & safe storage location
- Do not open a container to check its contents. If there is a label on the container use this to assist with identification. The manager/supervisor will arrange for prompt removal and safe disposal
- If the container is damaged or there is evidence of a leak, apply Chemical and Hazardous Materials Management (refer to Spills (hazardous/ non-hazardous/ solid/ liquid) related emergencies).

6.15 Hazardous Substances Emergencies

The following chemicals are utilised within the Liquid Treatment Plant:

- Sodium Hydroxide
- Ferric Chloride
- Hydrogen Peroxide

Sodium Hydroxide Warnings

- Reactivity Warnings;
 - Violent reactions with acids, oxidising materials;
 - Generates Heat when diluted with water; and
 - Corrosive to metals such as aluminium, zinc and copper;
 - Generates hydrogen gas with reactive metals such as aluminium, zinc and copper.

Incident Response

Note: Undiluted sodium hydroxide pH is around 14. For dilution, 10 times the spill volume is required to drop the pH by one unit. For example, if the spill was 10 L, 100 L of water is required to lower the pH to 13. 1000 L of water is required to lower the pH to 12.

Minor Spills

- The Duty Operator discovers the incident and stays upwind of the spill. Clear all people from the immediate area;
- Consult the relevant SDS for information regarding spills/leaks and required PPE; and
- Considering PPE requirements, stop the spill if safe to do so;
- Notify the Area Supervisor of the location, size and type of spill/leak as soon as possible after the leak is discovered. Area Supervisor will be the Incident Manager. Area Supervisor notifies Operations Manager;

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- If outside a bund, contain the spill if safe to do so. Contain the spill using spill kit, sand or earth. Prevent entry to drains, sewer, and waterways. Spills that enter drains, sewers, or waterways are Major Spills;
- Ensure that all staff addressing the spill/leak has the appropriate training and the required PPE;
- Remove chemicals which could react with the spilled chemical;
- Cleanup the spill. Initial priority is to contain the spill. There are then two methods to manage the spill. The Operations Manager or Area Supervisor will determine which method to use. The two methods are;
 - Absorb spill and dispose of absorbent material in a licensed waste disposal site;
 - Neutralise the spill using Citric Acid (50%).

Details for Absorption Option

- Spill can be absorbed using spill kit, sand or earth;
- Collect the spill in a recommended container from the SDS. Container to be labelled; and
- Dispose of Absorbed Materials;
- Contact for Disposal is;
 - Transpacific/Nationwide Oil;
 - All hours: 1800 774 557.

Details for Neutralisation Option

- Operations Manager or Area Supervisor to supervise any neutralisation reaction;
- Initially the spill should be diluted with 100 – 200 L of water to enable residue from neutralisation reaction to be cleaned up.
- Neutralisation uses Citric Acid 50%. Refer to table below for volume of Citric Acid
- When neutralising, the citric acid should be added slowly, with the volume being well mixed. The pH should be monitored during the process; and
- During the neutralisation reaction some heat will be given off; and
- Neutralisation to occur until pH is within the sewer disposal range of pH 6.5 – 8;
- Using the recommended pump and equipment, transfer the spill to an IBC Container and transfer the volume to the Caustic Neutralisation tank;
- Flush IBC, sump pump and pipe work into the Neutralisation tank;
- Confirm the Neutralisation Tank pH is within the discharge range (pH6.5 - 8.) and discharge to the sewer.

Major Spills

- The Duty Operator discovers the incident and stays upwind of the spill;
- Contact Emergency Services for assistance if required; and
- Consult the relevant SDS for information regarding spills/leaks and required PPE;
- Considering PPE requirements, stop the spill if safe to do so.;
- Ensure that all staff addressing the spill/leak has the appropriate training and the required PPE;

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- If incident is from delivery truck failure, it is critical to prevent sodium hydroxide entering underground systems (stormwater, sewer). Direct the truck to a concrete area where the spill can be contained and remove the risk of entering underground systems by sandbagging no concrete area can be found a grassed area is acceptable, however this will complicate the cleanup process;
- Notify the Area Supervisor of the location, size and type of spill/leak as soon as possible after the leak is discovered. Area Supervisor to attend site. A portion of the site will need to be evacuated, following response procedure for Site Evacuation. (Refer to the definitions section for details of the evacuation area – ie. Protective Action Zone);
- If outside a bund, contain the spill if safe to do so. Contain the spill using spill kit, sand or earth. Prevent entry to drains, sewer, and waterways;
- Remove chemicals which could react with the spilled chemical;
- Area Supervisor to notify Operations Manager. Operations Manager to be Incident Manager. Operations Manager to notify Operations Director and Brisbane City Council. Operations Director to notify SEQW. If spill has entered environment notify Environment Manager. Environment Manager to notify DERM;
- Contact for assistance in managing the incident;
- Supplier. Supplier to come to site and provide advice on management of the spill, equipment to pump, store or transfer the spilled chemical. Sodium Hydroxide Supplier is Orica, emergency contact number is 1800 033 111;
- Companies to assist in tankering and management of large spills include Transpacific, and Hando's. Transpacific have tankers that are dangerous goods rated, and are flammables rated;
 - Transpacific : 24hr emergency contact – 1800 774 557;
 - Hando's : 24hr emergency contact – 0418 746 343.

Fire Fighting Measures

- Evacuate site and contact emergency services;
- Toxic gases may be evolved when heated; and
- Remain upwind and notify those down wind of hazard;
- Wear full protective equipment including Self Contained Breathing Apparatus (SCBA) when combating fire;
- Use dry chemical, carbon dioxide, water spray;
- Use water fog to cool intact containers and nearby storage areas;
- Fire to be managed following Response Plan : Western Corridor - Fire;
- Contain fire water and any sodium hydroxide from running into drains or underground pits or tanks.

General Requirements

- If the incident results in any injuries to staff or visitors to the site, follow the procedures outlined in Response Procedure: Western Corridor - Injury;
- If normal treated water supply cannot be maintained as a result of the incident, follow the procedures outlined in Response Procedure: Luggage Point AWTP - Interruption to Supply of Treated Water - Quantity; and

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- If the incident results in damage to assets, inform VWO (Chief Operating Officer), and provide details of the damage. Provide a copy of the Non-Conformance Report for the incident.

Follow-Up and Corrective Actions

- The Incident Manager shall record information about the incident as appropriate (see Records, below);
- The Operations Manager is responsible for carrying out or delegating the following tasks:
- Undertake appropriate remediation measures to clean up the site; and
- Prepare reports as required for, DERM and/or VWO, client. For reports to VWO, attach a copy of the Non-Conformance Report for the incident;
- Determine the cause of the spill and take the necessary action to prevent recurrence;
- Review the risk assessment documents relevant to the incident and update them with new information gained;
- Notify Workplace Health & Safety within 24 hours on 1300 369 915.

Ferric chloride Reactivity Warnings

- Violent reactions with acids, oxidising materials;
- Generates Heat when diluted with water; and
- Corrosive to metals such as aluminium, zinc and copper;
- Generates hydrogen gas with reactive metals such as aluminium, zinc and copper.

Incident Response

Note: neutralisation is not used for ferric chloride, due to the reactivity of the iron with the neutralising agent

Note: pH of ferric chloride is around 2.

Minor Spills

- The Duty Operator discovers the incident and stays upwind of the spill. Clear all people from the immediate area;
- Consult the relevant SDS for information regarding spills/leaks and required PPE; and
- Considering PPE requirements, stop the spill if safe to do so;
- Notify the Operations Supervisor of the location, size and type of spill/leak as soon as possible after the leak is discovered. Operations Supervisor will be the Incident Manager. Operations Supervisor notifies Plant Manager;
- If outside a bund, contain the spill if safe to do so. Contain the spill using spill kit, sand or earth. Prevent entry to drains, sewer, and waterways. Spills that enter drains, sewers, or waterways are Major Spills;
- Ensure that all staff addressing the spill/leak has the appropriate training and the required PPE;
- Remove chemicals which could react with the spilled chemical;

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- Cleanup the spill. Initial priority is to contain the spill. There are then two methods to manage the spill. The Plant Manager or Operations Supervisor will determine which method to use. The two methods are;
 - Reuse the spilled chemical if not contaminated;
 - Absorb spill and dispose of absorbent material to a licensed waste disposal site;
- Details for Reuse:
 - Plant Manager or Operations Supervisor to supervise any reuse;
 - An assessment is made to confirm the spill is not contaminated and can be reused; and
 - Decision is made whether to return the chemical to the tank, or directly into the process using the specified pump/pipe work.

Details for Absorption Option

- Spill can be absorbed using spill kit, sand or earth;
- Collect the spill in containers recommended by SDS. Container to be labelled; and
- Dispose of Absorbed Materials;
- Contact for Disposal is;
 - Nationwide Oil;
 - Normal Hours Contact – John Pesavento 3204 0822; and
 - After Hours : Primary Contact is 0411 839 020;
 - After Hours : Secondary Contact is 0411 019 274.

Major Spills

- The Duty Operator discovers the incident and stays upwind of the spill;
- A portion of the site will need to be evacuated, following the response procedure for Site Evacuation. (Refer to the definitions section for details of the evacuation area – ie. Protective Action Zone); and
- Contact Emergency Services for assistance if required;
- Consult the relevant SDS for information regarding spills/leaks and required PPE;
- Considering PPE requirements, stop the spill if safe to do so;
- Ensure that all staff addressing the spill/leak has the appropriate training and the required PPE;
- If incident is from delivery truck failure, it is critical to prevent ferric chloride entering underground systems (stormwater, sewer). Direct the truck to a concrete area where the spill can be contained and remove the risk of entering underground systems by sandbagging. If no concrete area can be found a grassed area is acceptable, however this will complicate the cleanup process;
- Notify the Operations Supervisor of the location, size and type of spill/leak as soon as possible after the leak is discovered. Operations Supervisor to attend site;
- If outside a bund, contain the spill if safe to do so. Contain the spill using spill kit, sand or earth. Prevent entry to drains, sewer, waterways;
- Remove chemicals which could react with the spilled chemical;
- Operations Supervisor to notify Plant Manager. Plant Manager to be Incident Manager. Plant Manager to notify Operations Director and Brisbane City Council. Operations

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Director to notify Western Corridor. If spill has entered environment notify Environment Manager. Environment Manager to notify EPA;

- Contact for assistance in managing the incident;
- Supplier. Supplier to come to site and provide advice on management of the spill, equipment to pump and store or transfer the spilled chemical. Ferric chloride Supplier is Orica, emergency contact number is 1 800 033 111. Chemical can be pumped back into storage tanks if contamination has not occurred;
- Companies to assist in tankering and management of large spills include Transpacific, and Veolia (Collex). Transpacific have tankers that are dangerous goods rated, and are flammables rated;
 - Transpacific : 24 emergency contact – 3489 5900;
 - Normal Hours : Operations Supervisor Jason Veal : 0412 992 010;
 - Veolia: Primary Contact - Liquids Manager, Collin McAree 0413 703 998;
 - Secondary Contact – State Manager, Joel Harris 0411 555 956.

Fire Fighting Measures

- Evacuate site and contact emergency services;
- Toxic gases may be evolved when heated; and
- Remain upwind and notify those down wind of hazard;
- Wear full protective equipment including Self Contained Breathing Apparatus (SCBA) when combating fire;
- Use dry chemical, carbon dioxide, water spray;
- Use water fog to cool intact containers and nearby storage areas;
- Fire to be managed following Response Plan : Western Corridor - Fire;
- Contain fire water and any ferric chloride from running into drains or underground pits or tanks.

General Requirements

- If the incident results in any injuries to staff or visitors to the site, follow the procedures outlined in Response Procedure: Western Corridor - Injury;
- If normal treated water supply cannot be maintained as a result of the incident, follow the procedures outlined in Response Procedure: Luggage Point AWTP - Interruption to Supply of Treated Water - Quantity; and
- If the incident results in damage to assets, inform GWA (Chief Operating Officer), and provide details of the damage. Provide a copy of the Non-Conformance Report for the incident to GWA.

Follow-up and Corrective actions

- The Incident Manager shall record information about the incident as appropriate (see Records, below);
- The Plant Manager is responsible for carrying out or delegating the following tasks:
 - Undertake appropriate remediation measures to clean up the site;
 - Prepare reports as required for, EPA and/or GWA, client. For reports to GWA, attach a copy of the Non-Conformance Report for the incident; and

- Determine the cause of the spill and take the necessary action to prevent recurrence;
- Review the risk assessment documents relevant to the incident and update them with new information gained;
- Notify Workplace Health & Safety within 24 hours on 1300 369 915.

Hydrogen Peroxide Reactivity Warnings

- Avoid any contamination;
- Avoid contact with organic material (paper, cloth, sawdust) as may result in fire; and
- Avoid contact with bitumen as may result in fire;
- Violent decomposition reaction occurs with metals such as aluminium, zinc and copper;
- Generates hydrogen gas with reactive metals such as aluminium, zinc and copper.

Incident Response

Note: do not add sawdust to hydrogen peroxide

Note: any contamination will result in decomposition of hydrogen peroxide. It should not be reused.

Note: hydrogen peroxide decomposes to water and oxygen. It should be kept out of underground storages.

Minor Spills

- The Duty Operator discovers the incident and stays upwind of the spill. Clear all people from the immediate area;
- Consult the relevant SDS for information regarding spills/leaks and required PPE; and
- Considering PPE requirements, stop the spill if safe to do so;
- Notify the Operations Supervisor of the location, size and type of spill/leak as soon as possible after the leak is discovered. Operations Supervisor will be the Incident Manager. Operations Supervisor notifies Plant Manager;
- If outside a bund, contain the spill if safe to do so. Contain the spill using spill kit, sand or earth. Prevent entry to drains, sewer, and waterways. Spills that enter drains, sewers, or waterways are Major Spills;
- Ensure that all staff addressing the spill/leak has the appropriate training and the required PPE;
- Remove chemicals which could react with the spilled chemical;
- Cleanup the spill. Initial priority is to contain the spill. The spill should then be absorbed with spent absorbent material in a licensed waste disposal site.

Details for Absorption Option

- Spill can be absorbed using spill kit, sand or earth;
- Collect the spill in containers recommended by SDS. Container to be labelled; and
- Dispose of Absorbed Materials;

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- Contact for Disposal is;
 - Nationwide Oil ;
 - Normal Hours Contact – John Pesavento 3204 0822;
 - After Hours : Primary Contact is 0411 839 020; and
 - After Hours : Secondary Contact is 0411 019 274.

Major Spills

- The Duty Operator discovers the incident and stays upwind of the spill;
- A portion of the site will need to be evacuated, following the response procedure for Site Evacuation. (Refer to the definitions section for details of the evacuation area – i.e. Protective Action Zone); and
- Contact Emergency Services for assistance if required;
- Consult the relevant MSDS for information regarding spills/leaks and required PPE;
- Considering PPE requirements, stop the spill if safe to do so;
- Ensure that all staff addressing the spill/leak has the appropriate training and the required PPE;
- If incident is from delivery truck failure, it is critical to prevent hydrogen peroxide entering underground systems (stormwater, sewer). Direct the truck to a concrete area where the spill can be contained and remove the risk of entering underground systems by sandbagging. If no concrete area can be found a grassed area is acceptable, however this will complicate the cleanup process. Hydrogen peroxide should be kept off bitumen;
- Notify the Operations Supervisor of the location, size and type of spill/leak as soon as possible after the leak is discovered. Operations Supervisor to attend site;
- If outside a bund, contain the spill if safe to do so. Contain the spill using spill kit, sand or earth. Prevent entry to drains, sewer, and waterways;
- Remove chemicals which could react with the spilled chemical;
- Operations Supervisor to notify Plant Manager. Plant Manager to be Incident Manager. Plant Manager to notify Operations Director and Brisbane City Council. Operations Director to notify Western Corridor. If spill has entered environment notify Environment Manager. Environment Manager to notify EPA;
- Contact for assistance in managing the incident;
- Supplier. Supplier to come to site and provide advice on management of the spill, equipment to pump, store or transfer the spilled chemical. Hydrogen peroxide Supplier is Solvay Interlox, emergency contact number is 1 800 023 488;
- Companies to assist in tankering and management of large spills include Transpacific, and Veolia (Collex). Transpacific have tankers that are dangerous goods rated, and are flammables rated;
 - Transpacific : 24 emergency contact – 3489 5900;
 - Normal Hours : Operations Supervisor Jason Veal : 0412 992 010; and
 - Veolia: Primary Contact - Liquids Manager, Collin McAree 0413 703 998;
 - Secondary Contact – State Manager, Joel Harris 0411 555.

Fire Fighting Measures

- Evacuate site and contact emergency services;

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- Toxic gases may be evolved when heated; and
- Remain upwind and notify those down wind of hazard;
- Wear full protective equipment including Self Contained Breathing Apparatus (SCBA) when combating fire;
- ONLY use water delivered as a fine spray;
- DO NOT use dry chemical, carbon dioxide, alcohol-resistant film forming foam;
- Use water fog to cool intact containers and nearby storage areas;
- Fire to be managed following Response Plan : Western Corridor - Fire;
- Contain fire water and any hydrogen peroxide from running into drains or underground pits or tanks.

General Requirements

- If the incident results in any injuries to staff or visitors to the site, follow the procedures outlined in Response Procedure: Western Corridor - Injury;
- If normal treated water supply cannot be maintained as a result of the incident, follow the procedures outlined in Response Procedure: Luggage Point AWTP - Interruption to Supply of Treated Water - Quantity; and
- If the incident results in damage to assets, inform GWA (Chief Operating Officer), and provide details of the damage. Provide a copy of the Non-Conformance Report for the incident to GWA.

Follow-Up and Corrective

- The Incident Manager shall record information about the incident as appropriate (see Records, below);
- The Plant Manager is responsible for carrying out or delegating the following tasks:
 - Undertake appropriate remediation measures to clean up the site;
 - Prepare reports as required for, EPA and/or GWA, client. For reports to GWA, attach a copy of the Non-Conformance Report for the incident; and
 - Determine the cause of the spill and take the necessary action to prevent recurrence;
 - Review the risk assessment documents relevant to the incident and update them with new information gained;
 - Notify Workplace Health & Safety within 24 hours on 1300 369 915.

6.16 Severe weather and external related emergencies

6.16.1 Storm - dust /hail / high wind / lightning

- Refer to [Veolia Severe Weather procedure and NT Cyclone Procedure](#)

6.16.2 Heatwave

A heat wave is defined by the Australian Bureau of Meteorology (BOM) as three days or more of high maximum and minimum temperatures that is unusual for that location. During long heatwaves it is easy for workers to become dehydrated and for the body to become overheated. If this happens medical conditions such as heat cramps, heat exhaustion or even heat stroke may develop.

Where a heatwave is declared by the BOM ([Weather Warnings](#)) the following steps should be implemented to reduce any potential risk:

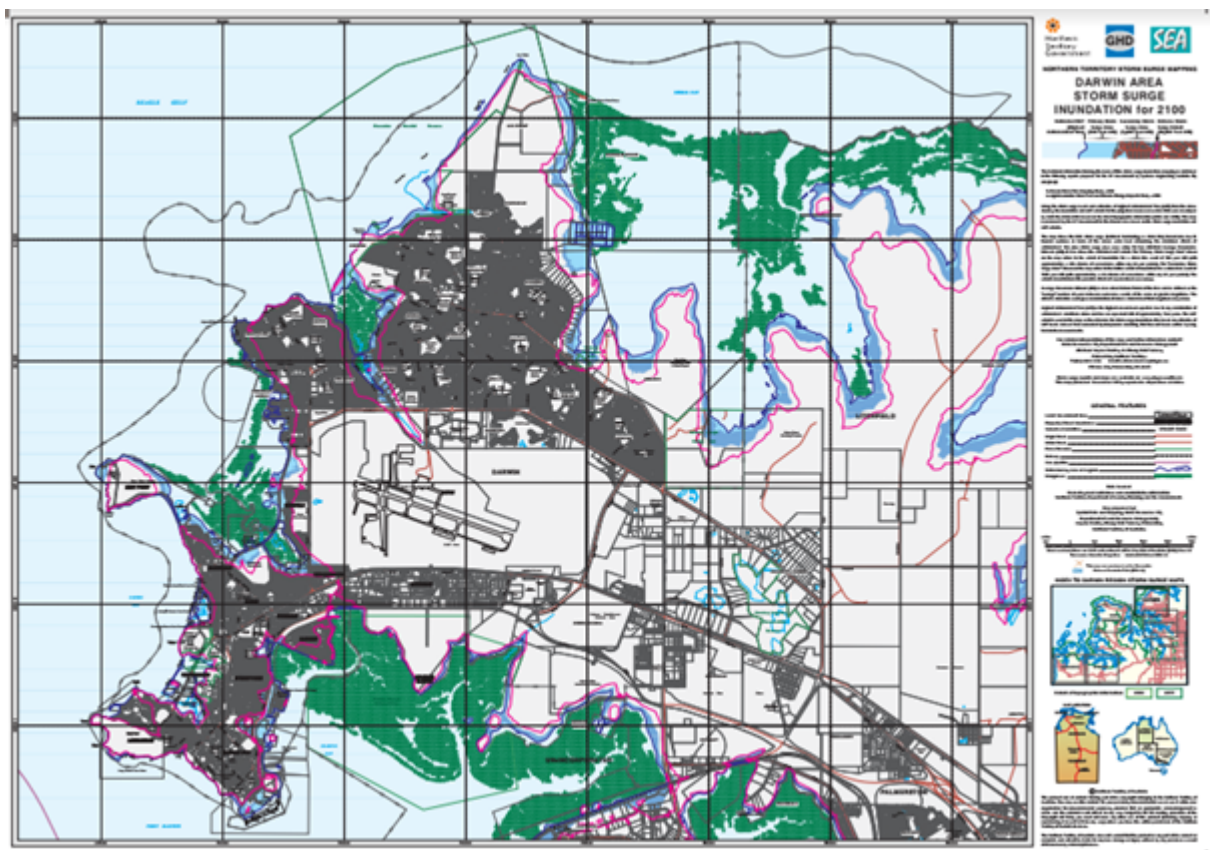
- Workers who are exposed to outdoor work in a heatwave, or work in areas that subject them to high temperatures for long periods of time should be trained on the common health effects of heat related medical conditions
- Workers should be monitored by a manager / supervisor for heat related medical conditions
- Workers should wear lightweight, light coloured, loose, porous natural fibre clothes
- Workers should drink plenty of water (preferably chilled), even if not thirsty and avoid caffeine
- Work should be programmed to avoid strenuous activity, where this cannot be achieved, work should be programmed in the early morning and late afternoon/evening, in a shaded area to avoid the hottest parts of the day
- Workers conducting strenuous activity should be rotated regularly, or where not possible afforded regular breaks in air-conditioned areas (buildings, vehicles, cool down rooms)
- Workers should avoid direct sunlight by performing work in shaded areas, wearing a hat (broad brim or legionnaires), long sleeves, long pants, and wearing sunscreen.

6.16.3 Cyclone

Refer to Veolia [NT Cyclone Procedure PRO 2082](#)

6.16.4 Flood <https://pfes.nt.gov.au/emergency-service/publications#item-Tsunami>
<http://www.bom.gov.au/tsunami/index.shtml>

- Raise the alarm and obtain assistance if required
- Immediately notify the chief warden/ warden/ manager/ supervisor of the situation
- Where safe to do so, move vehicles and equipment to closest high ground where it would be safe to leave vehicles and equipment
- Raise items off floor to appropriate shelving and disconnect electrical equipment
- Isolate power to building
- Evacuate all workers from the site, ensuring that no one drives, swims or wades in the flood waters



6.15.5 Earthquake

- Raise the alarm and obtain assistance if required
- Immediately notify the chief warden/ warden/ manager/ supervisor of the situation
- If indoors, stay there

- Seek shelter under a door frame, table or bench
- If outdoors, keep well clear of buildings and other structures, power lines, trees, etc
- If in a vehicle, stop in an open area and listen to your car radio for advice
- Do not use elevators or lifts
- Stay vigilant: expect aftershocks; keep your radio tuned to local media; watch for hazards and check for injuries or damage; turn off electricity, gas and water; only use telephones in an emergency; avoid driving unless for an emergency.

6.17 Threat to Personal Emergencies

6.17.1 Phone threats - Bomb/Chemical/Biological

For any threatening phone calls that are received, that is bomb threats, chemical/ biological threats:

- Keep the caller on the line for as long as possible
- Obtain as much information from the caller as possible
- Converse with the caller in a friendly manner, do not antagonise
- Refer to the [Bomb Threat Checklist](#) asking as many questions as possible
- Do not hang up even though the caller may have terminated the call
- Attempt to attract another person's attention, indicate to them a bomb threat has been received
- Advise the chief warden/ warden as soon as possible who will contact the Police
- Follow instructions of the warden

6.17.2 Threat by mail or other communication

- Advise the chief warden/ warden immediately
- If a suspect item is discovered, do not touch
- Discreetly ask people to leave the immediate area
- Prevent people from entering the area.

6.17.3 Unarmed /armed intruder or holdup

Remember "CODE A"

- **Calm** – Try to remain calm
- **Obey** – Obey offenders instructions, let the offender know you are doing what they ask.
Make no sudden movements
- **Description** – try to picture offender and any weapons
- **Evidence** – Secure scene, touch nothing the offender may have touched
- **Alarm** – activate alarm and call police when safe

If the situation warrants such action, contact the Police, dial '000' and provide the following information:

- Your name and location
- The exact nature of the emergency
- Any other relevant information, which may be of use to them
- Preserve the scene of the crime, do not disturb the area

6.17.4 Abusive and threatening behaviour

- Do not volunteer any information
- If you cannot retreat, remain where you are until help arrives
- Record your observations quickly, i.e. description of the offender including: facial description, speech mannerisms, height, tattoos, jewellery, weapons used, motor vehicle used, registration number if possible, direction of travel.

6.18 Neighbouring site related Emergencies

If an emergency occurs at a neighbouring site:

- Attempt to contact the neighbouring site
- If the neighbouring site cannot be contacted or has not notified **Veolia Waste - NT** of the emergency either directly or via the authorities, then the manager/ supervisor (or other nominated person) will contact the emergency services to advise of the emergency
- Manager/ supervisor is to notify the chief warden/ warden of situation
- Chief warden/ warden is activate or put on standby emergency response plan
- Where necessary notify other neighbouring sites of the emergency.

barrier, especially when considering the existing stormwater collection points in relation to proposed works there is considerable distance.

6.19 Neighbouring site related Emergencies

If an emergency occurs at a neighbouring site:

- Attempt to contact the neighbouring site;
- If the neighbouring site can not be contacted or has not notified Principal Contractor of the emergency either directly or via the authorities, then the manager/supervisor (or other nominated person) will contact the emergency services to advise of the emergency;
- Manager/supervisor is to notify the chief warden/warden of situation;

- Chief warden/warden is activate or put on standby emergency response plan; and
- Where necessary notify other neighbouring sites of the emergency.

6.20 Biosecurity Waste related Emergencies

Spillage of biosecurity waste must be immediately and thoroughly collected and the area of the spillage disinfected by a thorough application of a department-approved disinfectant.

Major spillage or loss of biosecurity waste is to be immediately reported to the department. A major spillage is classified as a spillage of biosecurity waste outside the confines of an AA site, which can be accessed by the general public, which cannot be readily cleaned up within fifteen minutes.

6.21 Medical Waste related Emergencies

Where a worker is injured by a disposed sharp (e.g. needle stick injury) Managers and Supervisors shall ensure:

- The injured worker has received appropriate first aid treatment;
- The item causing the injury is retained and placed in a sealed, puncture proof container;
- The injured worker is sent for immediate medical treatment by a qualified medical practitioner as per Injury Management Procedure along with the sharp item causing the injury;
- The SHEQ Manager is advised immediately after ensuring the wellbeing of the injured worker;
- The injury is reported electronically on RIVO within 24hrs of the occurrence and investigated as per Incident Management Procedure; and
- Employees travelling overseas undertake a health check and obtain medical advice concerning the precautions necessary to minimise the risk of contracting an infectious or communicable disease as detailed in the Human Resources Manual.

7. Emergency Communications

7.1 Initial Communications

Refer to the following sections:

- Contacting emergency services – phone '000'
- Site emergency contacts
- Notify management and SHEQ team

7.2 Notification of appropriate authorities and organisations

The Manager/ supervisor shall be responsible for notifying appropriate regulatory authorities and organisations.

7.3 Notification to site neighbours of emergency

If an emergency occurs at a Veolia site that may impact on the neighbouring operations, the neighbours listed in **Appendix D 'Site Neighbours'** are to be notified as appropriate. The Veolia Northern Territory Manager where necessary, shall be responsible for notifying appropriate organisations and neighbouring properties etc, who may not have been notified during the emergency.

7.4 Public relations and debriefing

No site worker is to communicate with any member of the media or public. Any external requests for information relating to the emergency from sources, other than local regulators or emergency services personnel will be directed to the **Veolia Manager - Northern Territory**. The Marketing and Communications team will prepare press releases or debriefings for neighbouring properties as required.

8. Termination of Emergency Response

Following any emergency situation, the decision to return to normal operations will be made by the SHEQ team, in consultation with management & the attending emergency services.

8.1 Restarting facilities

Before operations can be restarted after an emergency, the Northern Territory Manager for the site will confirm, using external resources if necessary, that all equipment affected by the emergency has been inspected and is in a safe condition to restart operations.

8.2 Health assessment and Surveillance

Depending upon the nature of the emergency, products released, combustion products, environmental conditions at the time (i.e. wind direction, etc.), contaminated material etc., an evaluation should be made and documented by the Senior Manager in consultation with emergency services, doctors, and other medical specialists to determine if an initial health assessment and ongoing surveillance is required for persons who may have been at risk of exposure during the emergency.

8.3 Statutory Investigation

Depending on the nature and effects of the emergency, there may be a statutory investigation. Relevant government authorities may also require investigations. All requests for information or interviews must be referred to the National Manager - Health & Safety | Waste, who will coordinate the release of required information.

A listing of all personnel onsite at the time of the incident is extremely important should an investigation follow. The visitors register and the result of any headcount should be retained.

8.4 Internal Information process

For any incident the relevant person must complete a report into RIVO as soon as practicable. Depending on the scale of the incident the manager/ supervisor is responsible for either completing or co-ordinating the investigation.

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There is generally a requirement in insurance policies to report accidents, loss or potential loss events to the business's insurer. The manager/ supervisor is responsible for ensuring that this report is completed.

9. Terms and Definitions

Term	Definition
Appropriate medical facility	In a non-emergency situation this will be the site's preferred medical provider.
Emergency	Emergency is defined as a sudden, urgent, and usually unexpected event or occurrence which threatens the safety or well being of workers, other stakeholders, and the environment and requires immediate action
ERP	Emergency Response Plan
Worker	A person is a worker if the person carries out work in any capacity for Veolia, including work as: an employee a contractor or subcontractor an worker of a contractor or subcontractor an worker of a labour hire company who has been assigned to work in the person's business or undertaking an outworker an apprentice or trainee a student gaining work experience a volunteer

10. Reference and Related Documents

Document Code/ Reference	Document Name
PLA-325	Crisis Management Procedure
TEM-334	Business Impact analysis
PRO-323	Emergency Management Procedure
PRO-317	Incident Management Procedure
STA-235	High Risk Management Standard - Working at Heights
STA-119	Chemical and Hazardous Materials Management
PRO-3582	Severe Weather Procedure
PRO-2082	NT Cyclone Procedure
MAN - 14592	Construction Environmental Management Plan

11. Appendices

11.1 Appendix A Veolia Waste - Northern Territory Emergency Contact List

Internal Contacts and External Contacts

<i>Internal Contacts</i>			
Contacts	Name	Mobile	Landline
Operations Manager NT	Rick Barton	0427 927 723	08 8947 8947
Fleet Manager NT	Angela Maisey	0409 328 052	
H & S Advisor	Tim Vollmer	0467 657 900	
Environmental Compliance Advisor SA/WA/NT	Paulo Castro	0429 670 102	N/A
Berrimah Depot	Berrimah Depot	N/A	08 8947 8947
Human Resources Solid Waste	Jamie Job	0437 015 361	
Manager NT	Nick Walker	0447 969 847	
Project Manager	Stephen Cook	0408 051 078	
Project Team	Dion Meta	0418 265 180	
Chief Warden -	Rick Barton	0412 586 667	042 792 7723
Deputy Warden -	Israh Mahmood	0412 586 667	
First Aid Officer	Emma Ellison Israr Mahmood Brian Gehringer Justin Vicary Angela Maisey	0429 776 693 0412 586 667 0497 791 388 0419 856 357 0409 328 052	

1.2 Appendix B Veolia Waste - Northern Territory External Emergency Contact List

External Contacts		
Contacts	Function	Contact Number
Police	Emergency Attendance	000 131 444
Fire	Emergency Bushfire Hotline	000 1300 362 361
Ambulance	Emergency	000
<i>**If there is no landline or mobile phone reception, call '112' from a mobile phone**</i>		
NT EPA	Pollution Hotline	1800 064 567
Department of Agriculture & Water Resources Emergency Officer	On Call	0408 678 675
Preferred Medical Provider	Tri Star - Parap	08 7999 7569
Preferred Physiotherapist Provider	Tangibilis	08 8914 8880
State Emergency Services	Emergency	132 500
Poisons Information Hotline	Information	13 11 26
Southern Cross Protection	Reporting	1300 136 102
Power Emergencies and Faults	Emergency/Faults 24 Hours	1800 245 090
Power & Water Trade Waste and backflow officer	Contact - Duncan Harrison	0408 839 327 / 08 8985 7128
Telstra (phone lines)	Report Damage	132 203

11.3 Appendix C Fire extinguisher chart

AS 2444-2001 Australian Standard Portable Fire Extinguishers and Fire Blankets – Selection & Location

Type of extinguisher		Extinguishant	Type of Fire, Class and Suitability						Comments (Refer Appendix B)
Colour scheme	AS/NZS1841 -1997	AS1841 -1992	A Wood, paper, plastics, etc	B Flammable liquids	C Flammable gases	E Energized electrical equipment	F Cooking oils and fats	D** Metal fires	
		Water							Dangerous if used on flammable liquid, energized electrical equipment and cooking oil/fat fires
		Wet Chemical							Dangerous if used on energized electrical equipment
		Foam***					 LIMITED*		Dangerous if used on energized electrical equipment.
		Powder	ABE						Special powders are available specifically for various types of metal fires (see **).
			BE						
		Carbon Dioxide							Generally not suitable for outdoor use. Suitable only for small fires.
		Vaporizing Liquid							Check the characteristics of the specific extinguishant.
		Fire Blanket	 Human torch						

* Limited indicates that the extinguishant is not the agent of choice for the class of fire, but that it will have a limited extinguishing capability.

** Class D fires (involving combustible metals). Use only special purpose extinguishers and seek expert advice.

*** Solvents which may mix with water, e.g. alcohol and acetone, are known as polar solvents and require special foam. These solvents break down conventional AFFF.

FIGURE A1 PORTABLE FIRE EXTINGUISHER/FIRE BLANKET SELECTION CHART

11.4 Appendix D Veolia Waste - 42 O'Sullivan Circuit Site Neighbours

Site Neighbour	
Name of Company :	ABC Transport
Type of Operation:	Transport
Contact Name:	
Contact Number:	08 8984 3447
Geographical Location from site	East
Name of Company :	Shaw's Transport
Type of Operation:	Transport
Contact Name:	
Contact Number:	08 8947 1224
Geographical Location from site	West
Name of Company :	Vacant
Type of Operation:	Vacant
Contact Name:	NA
Contact Number:	NA
Geographical Location from site	North
Name of Company:	Vacant
Type of Operation:	Vacant
Contact Name:	Land Development Corporation
Contact Number:	08 8944 0900
Geographic Location from Site	South

11.5 Appendix E Veolia Waste - Evacuation & Site Diagrams

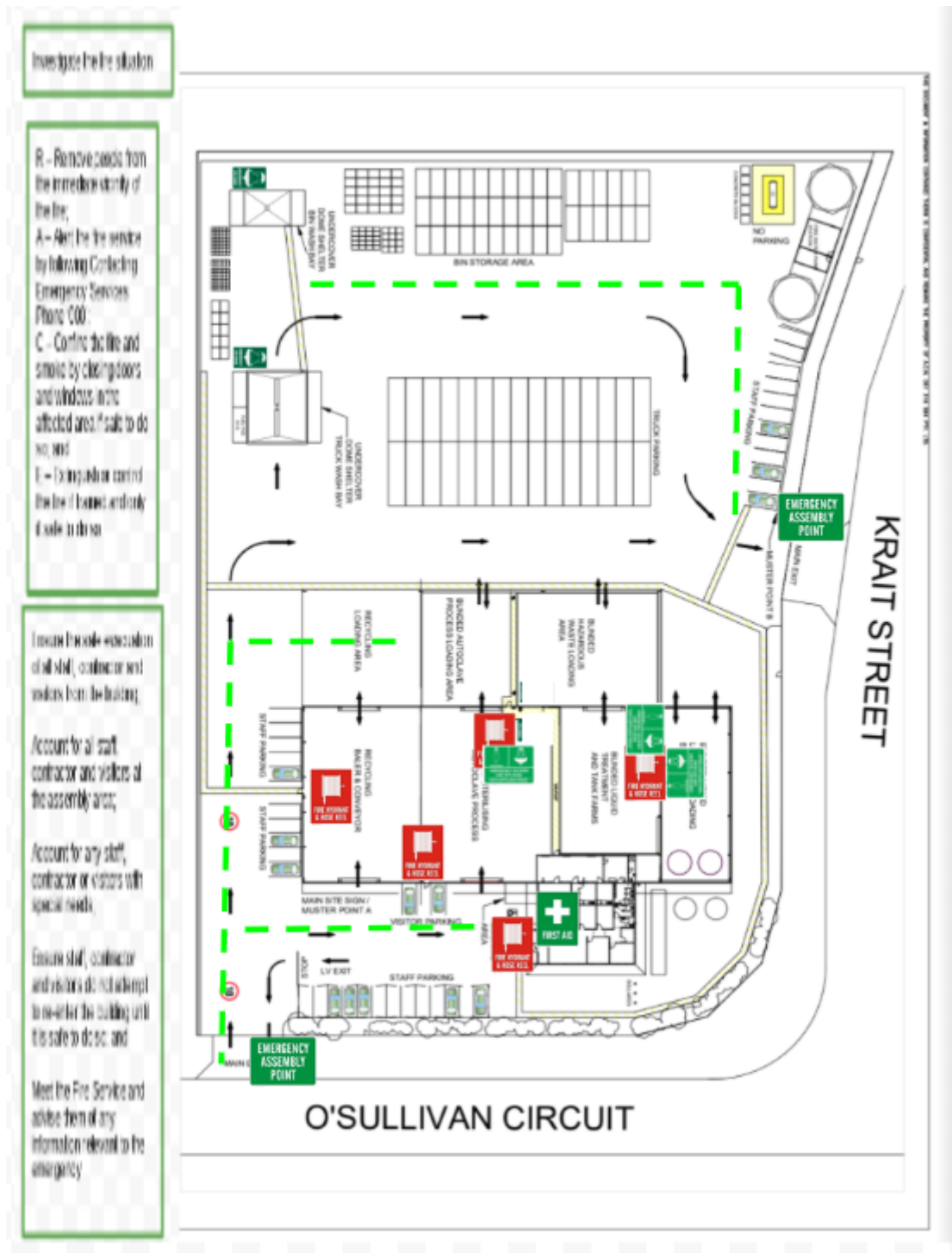
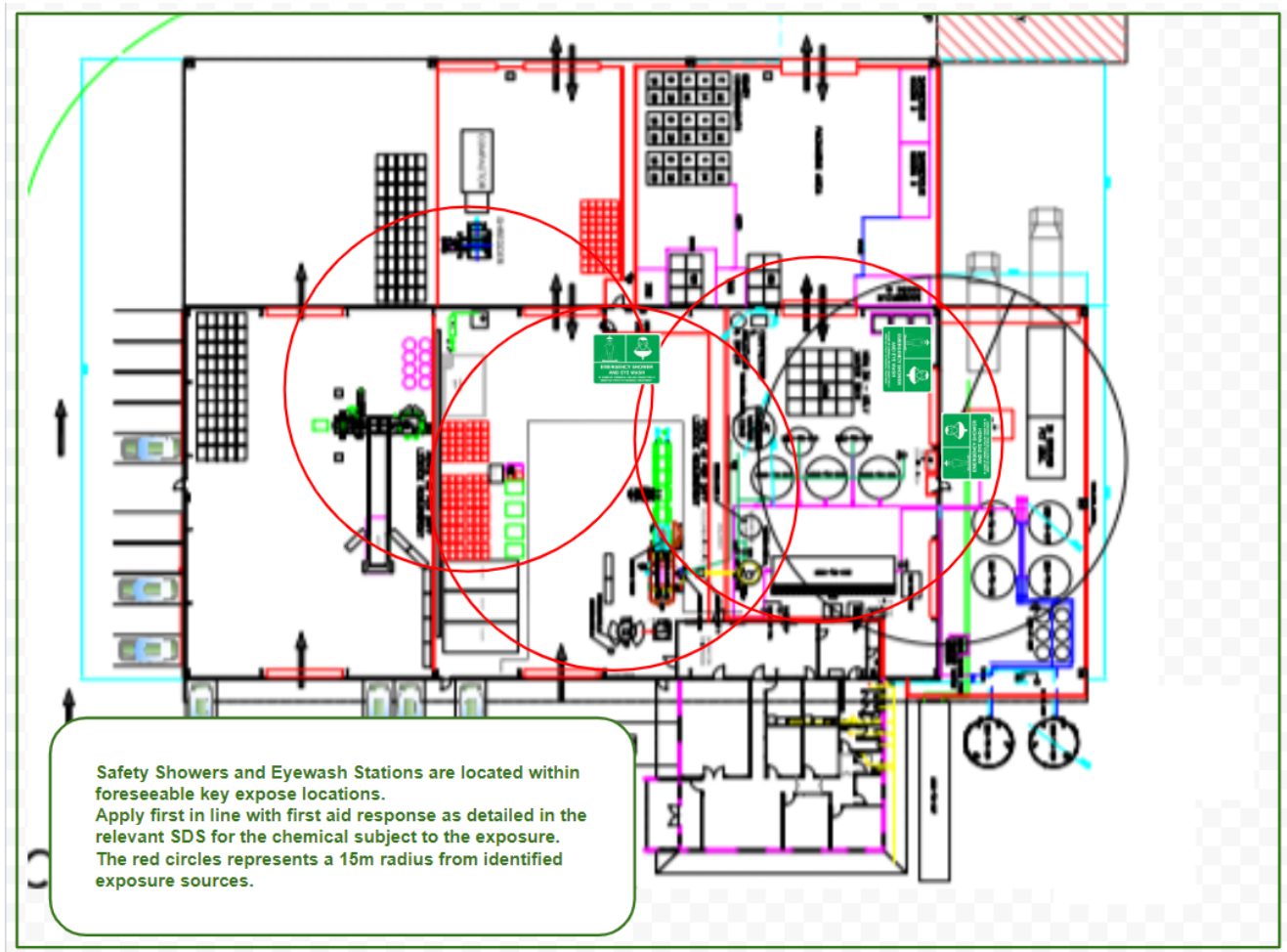


Figure 1 - Evacuation Plan

11.6 Appendix F Veolia Waste - Chemical Exposure - Safety Showers and Eyewash Stations



11.8 Appendix H Veolia Waste - Spill within Package Waste Area

