



TEYS AUSTRALIA WAGGA WAGGA POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN (PIRMP)

Version satisfying the requirements to be posted on the website

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7.1.d.1. PURPOSE

This document is an amendment of the procedure which documents the process for responding to accidents and emergency situations and for preventing and mitigating the occupational health and safety impacts, property damage and environmental impacts that may be associated with them. This document is intended to satisfy the requirements for publishing the Pollution Incident Response Management Plan (PIRMP) on the company website.

7.1.d.2. SCOPE

This procedure applies to all employees, visitors and contractors within the boundaries of the Beef processing facility, Wagga Wagga. This document is designed to satisfy the requirements for publishing Pollution Incident Response Management Plans (PIRMP) on the company website. A separate full version is used by Teys Wagga to manage incidents captured under this document. The full version contains procedures designed to inform everyone involved as to the procedures to undertake in the event of an emergency.

7.1.d.3. AIMS AND OBJECTIVES

The plan has been prepared to provide a system and resources to deal with emergency situations to protect people, property and the environment.

The objectives of the plan are to:

- maintain a high level of preparedness;
- to respond quickly and efficiently to limit the impacts of an emergency;
- to manage an emergency until the emergency services arrive and take control;
- to support emergency services with information, knowledge, skills and equipment;
- to protect emergency responders, personnel and the community from harm;
- Ensure correct regulatory notifications are satisfactorily completed in the event of potential or actual environmental harm.
- This version of the plan is to satisfy the requirement for publishing the PIRMP on the company website.

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7.1.d.4. REFERENCES

AS4801-2000 – Occupational Health and Safety Management Systems

Australian Bomb Data Centre, Australian Federal Police Weston ACT

CPSC Guidelines 3rd Edition, Element 10, Design

ISO 14001 Standard (4.4.7 Emergency Preparedness and Response)

Workplace Health and Safety Act 2011 NSW

Occupational Health & Safety Model for Self Insurers 2005 – Process Control

Workplace Health and Safety Regulation 2011 NSW

NSW Stock Diseases Act 1923 No. 34

Safety Map Guidelines: 3rd Edition, Element 3, Contract and Design Review

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7.1.d.5. ABBREVIATIONS

AQIS	-	Australian Quarantine Inspection Service
CAR	-	Corrective Action Request
CCAP	-	Corrective Action Plan
EADP	-	Animal Disease Preparedness Plan
EPA	-	Environment Protection Agency
EMS	-	Environmental Management System
EHS	-	Environmental Health and Safety
IMS	-	Integrated Management System (Approved Arrangement)
MAINPAC	-	Maintenance Planning System
OH&S	-	Occupational Health and Safety
OH&SMS	-	Occupational Health and Safety Management System
OPVO	-	On Plant Veterinary Officer
PPM	-	Parts Per Million (in reference to concentration)
SWP	-	Safe Work Procedure
TWA	-	Time Weighted Average

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7.1.d.6. DEFINITIONS

Dangerous Goods: Substances that may be corrosive, flammable, explosive, spontaneously combustible, toxic, oxidizing or water reactive. If not controlled they can cause immediate injury, death and/or damage.

Emergency Controller(s): The emergency controller is responsible for any incident from the time it occurs until the senior officer in charge of the emergency services arrives and assumes control of the situation. Control of the situation will be given back to the emergency controller only by the authority of the senior officer in charge of emergency services.

Emergency Response: Actions taken by personnel outside of the immediate work area to address an environmental incident.

Emergency: A non routine incident or activity that could have serious effects on the environment, property or the health or safety of employees, contract employees, customers or the community. It may be caused on the site or by an external factor (e.g. weather) and may also occur as a knock on effect from an off-site occurrence which has impacts within the facility boundaries.

Local Emergency: An emergency confined to a specific location within facility where no escalation is expected. Emergency services may be required.

Site Emergency: An emergency where the impacts are expected to spread to all parts of the facility but not off-site. Emergency services should be required.

External Emergency: An emergency where the impacts are expected both within the facility and beyond the boundary of the facility. Emergency services will be required.

Hazardous Substance: Substances that may have the potential to harm human health. These substances may be solids, liquids or gases (they may be pure substances or mixtures). When used, opened, consumed or spilt, these substances can generate vapours, fumes, dusts and mists.

Immediate notification: with reference to incidents threatening or causing material environmental harm, immediate notification (without delay) must occur. Notification must include all agencies below (in listed order):

EPA: environmental hotline 131555, and local office (02) 6022 0600

NSW Ministry of Health: Albury Office: (02) 6080 8900

NSW Workcover: 13 10 50; Wagga Office: 02 6933 6500

WWCC: 1300 292 442

Fire and Rescue NSW: 000 or 1300 729 579 (for notification of pollution incidents)

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Material Safety Data Sheets (MSDS): A document that is supplied by the manufacturer and/or supplier of substances that describes the chemical composition and provides vital information on how persons should use these substances safely and in accordance with their designated use. All chemicals held on site must have an MSDS.

Notifiable Disease: A disease that must be immediately reported to agricultural authorities.

Time Weighted Average: TWA is the exposure level, of the average airborne concentration that a person can safely work in, over an eight- hour working day, for a five-day week over an entire working life.

7.1.d.7.

7.1.d.8. SITE SPECIFIC INFORMATION

Summary of Site Operations and Hazards

Teys Australia Wagga is a beef processing plant producing box ready beef products, edible and inedible offal, rendered byproducts and hides. The site utilises a number of chemical products, including ammonia in the site refrigeration system, and generates products which can potentially act as pollutants. Specific details on hazards to human health and the environment associated with particular emergency conditions is included in sections 11,12 and 13 of this plan, including the likelihood of an incident occurring.

Occupant Warning Systems

The types of occupant warning systems and alarms installed at the plant are:

- i. Site Siren (Emergency Control at main office)
 - a. The alarm system activation control is located on the wall at the front entrance of the main office.
 - b. In the event that a plant evacuation is required, the evacuation sirens will sound continuously for a period of time
 - c. The 'all-clear' will be communicated by two radio by the Emergency Controller
- ii. Ammonia Alarm (The main control point is in the Boiler/Refrigeration Control Room)

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- a. The system comprises of numerous ammonia detection monitors that are located throughout the plant
- b. There are several visual warning devices located at the main employee entrances to the production areas
- c. Depending on the concentration of ammonia detected, the warning system will activate the plant evacuation alarm

Evacuation siren system activation controls are located in all fire panels on site. Additionally there is an activation control located at the northern entrance to the administration office.

In the event that a plant evacuation is required, the evacuation sirens will sound continuously for a period of time.

The 'all-clear' will be communicated by three short blasts of the sirens.

The ammonia detection system comprises of numerous ammonia detection monitors that are located throughout the plant including the plate freezer and roof spaces.

Depending on the concentration of ammonia detected, the warning system will activate in stages. The source of the leak should be determined before initiating a full or part evacuation. Leaks in the plate freezer, engine room and roof space present minimal risk to general employees. Appropriate evacuation paths need to be determined depending upon the point of the leak. For example, load out personnel may best be evacuated through the boning room rather than their normal plate freezer exit.

Depending on the concentration level of ammonia gas in the air, the warning system will be activated as follows;

Light Colour	Action Required
GREEN	Operational, Nil Action
GREEN (flashing)	System Fault, reset unit
ORANGE (flashing)	Caution
RED (flashing)	Effected Department Evacuation Only. Evacuate to your emergency evacuation assembly point.
ORANGE & RED (flashing)	Plant evacuation. Emergency siren will sound. Proceed to your assembly point.

Hazardous Materials – Manufactured, Stored or Used on Site

The chemical register includes details of dangerous goods stored, or used in quantities, which could conceivably be a subject of concern in an emergency and which may have the potential to act as a pollutant under certain circumstances. The chemicals and substances used at the facility, approximate quantities of these substances and their locations on site, is included in the Chemical and Potential Pollutant summary table in **Appendix 2** of the full document. The chemical register has been removed from this document to maintain security of the site..

Electronic copies of the chemical register are stored in the Tey's company server. In the event of a power or computer system failure, [chemical information can be found in the MSDS folder kept at the chemical store.](#)

Fire System

The fire system present onsite incorporates:

- 2 water storage tanks;
- 4 diesel pumps, 2 of which are located at each tank;
- A sprinkler system throughout the chillers, boning room, stores, workshop, engine room, Kill Floor and rendering plant;
- Smoke or thermal detection in all on site buildings;
- Control Panels across the plant;
- Gas suppression systems; and,
- Portable fire extinguishers, located around the site.

Spill Containment Equipment

All chemicals stored on site is kept in bunded areas or stored on transportable bunded pallets. This includes all cleaning chemicals, oils, fuels and water treatment products.

A number of diversion structures have been installed on site to prevent the escape of any effluent spills. In the event of an effluent overflow, all liquid will be captured by the site tailings dam, and pumped back to the waste water treatment plant.

Emergency Response Equipment

The following emergency response equipment is kept on site to protect human health and to limit any potential environmental impacts which may arise from an incident:

- Breathing Apparatus
- Respirators
- Hazmat Suits
- Ammonia Detectors

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- Gas Detectors
- Spill Kits (chemical and other liquid spills)
- Fire Extinguishers (inspected and maintained by *Wormwald*)
- Fire Reels (inspected and maintained by *Wormwald*)

A register of all equipment on site is kept in the maintenance planning system (MAINPAC); where other equipment may assist in containing an environmental release.

7.1.d.9. EVACUATION

Procedure to Account for Employees, Contractors and Visitors

In the event of an evacuation all persons should proceed to the nearest evacuation point and remain there until the “all clear” is communicated. Evacuation is signalled by a siren and voice over specifying to please ‘evacuate the plant’.

- Wardens will account for all employees in their area by referring to the manning sheets.
- Contractors and visitors should make their presence known to the Warden.
- The Warden will communicate to the Emergency Controller the status of the area, including the presence of any persons, such as visitors, contractors or other employees not normally in that department and any persons unaccounted for.
- The Emergency Controller shall refer to the sign in books at security to account for all contractors or visitors onsite.
- The Emergency Controller shall direct the Wardens in searching for any unaccounted for persons.
- The Emergency Controller shall communicate the status of the evacuation to the Senior Officer in Charge of the Emergency Services, including any unaccounted for persons.

Where a full site evacuation is required, this will be advised by the Senior Officer in charge of the Emergency Services and will be coordinated by the Emergency Controller.

Persons Refusing to Comply with Wardens’ Directions

Should a person refuse to comply with the directions given by a warden:

- Ensure the person has been clearly advised that they are required to evacuate the building, because of an emergency situation.
- Notify the Emergency Controller who will advise the Officer-In-Charge of the Emergency Service who, at his/her discretion, may take the appropriate action under law to remove the person.
- No person is to endanger themselves.

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Emergency Exit Signs

In Australia all emergency EXITS must be identified by the green illuminated sign. These exits lead people to safety and eventually to a door that exits the building. Most emergency EXIT signs have a battery backup power supply system to keep them illuminated after the power has failed. The battery back power supply will not last all day but they will be on long enough for all building occupants to evacuate safely.

Emergency Control Point

The Emergency Control Point is at the main **employee entrance**. Should that location become untenable the alternative location is the **truck entry main gate**.

7.1.d.10. INTERNAL AND COMMUNITY RESPONSIBILITIES AND EXTERNAL AGENCIES

Internal Roles, Responsibilities, Functions and Needs

Specific responsibilities in relation to responding to accidents and emergency situations and for preventing and mitigating the impacts are discussed below. For more general responsibilities refer to IMS SOP 1.0 Management Responsibility

Emergency Controller or their Deputy

- Activate the use of this plan and take control of the emergency until the arrival of the emergency services and then assist the Emergency Services until the emergency is terminated.
- Mobilise the Plant Emergency Response Team to combat the emergency situation if required.
- Coordinate the incident from the front security gatehouse as the incident command centre, including any responses required to a pollution or other incident.
- Ensure that any incident or situation threatening or causing material environmental harm is reported following the procedures for **immediate notification** and is responsible for liaising with the relevant authorities during the course of any incidents which occur.
- Ensure that nearby owners and occupiers of premises are immediately notified for any incident which has the potential to impact on nearby owners and occupiers of premises.
- Coordinate any communications required to update nearby owners and occupiers of premises of actions taken to combat any pollution that may have occurred.
- Arrange for specialist advice and assistance from company resources to assist the Emergency Services.
- Keep management informed of situation.
- Retains ultimate responsibility for the emergency response, but may delegate tasks
- Wears the Emergency controller vest, which has the words 'Emergency Controller' on the back.
- Notify the emergency services if required;

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- Coordinate health and safety functions such as roll call and search and rescue; and,
- Terminating the emergency.

The Deputy Emergency Controller is the understudy of the Emergency Controller and carries out these duties in the Emergency Controller's absence and assists the Emergency Controller during an incident. The Emergency Controller and Deputy Emergency Controller are detected by a high visibility "Fire Warden Vest." If either of the above positions are off site, the acting Plant General Manager or Environmental Manager will stand in. The acting Plant General Manager will be the Assistant General Manager or one of the 2 Plant Managers,

Needs for the Emergency controller:

- 2 way radio;
- Mobile phone;
- Copy of the plan; and,
- Copy of the emergency evacuation handbook
- Training in **immediate notification** procedures, identification of environmental impacts and site environmental licence/permit conditions.

Communications Person

The communications person maintains a written log of events during an emergency situation (e.g. evacuation times, arrival of emergency services). This person is the WH&S Manager or WH&S Officer if the manager is acting as the Emergency Controller. The communications person needs to maintain close contact with the Emergency Controller and security guards.

Needs for the Communication Person

- 2 way radio;
- Mobile phone;
- Copy of the plan; and,
- Copy of the emergency evacuation handbook
- Training in **immediate notification** procedures, identification of environmental impacts and site environmental licence/permit conditions.

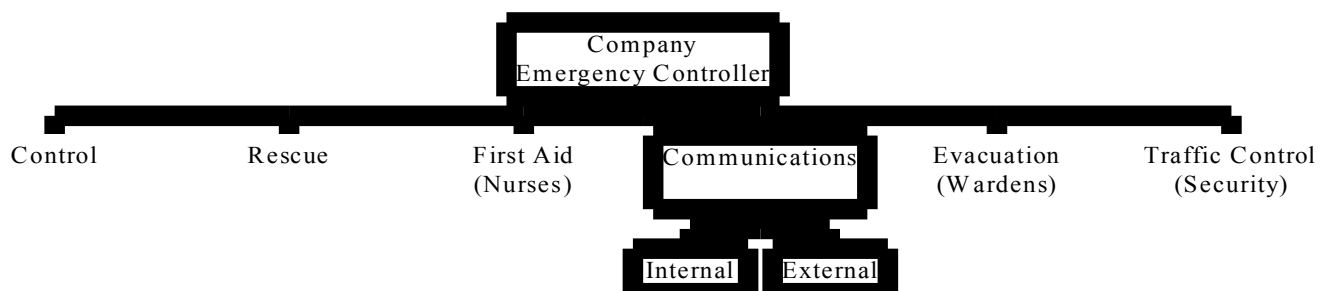
Plant Emergency Response Team (control)

The site emergency response team is drawn from site personnel and include department Supervisors. The role of the site emergency response team is to take immediate action to minimise the effect of the emergency on life and property, prior to the arrival of the Emergency Services.

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- Take charge of the incident under the direction of the Emergency Controller or Deputy Emergency Controller and provide feedback to the Emergency controller on any anticipated pollution or offsite impacts from the incident.
- Operation of first attack fire fighting equipment if trained to do so.
- Shutdown of plant and equipment in close proximity to the incident.
- Supervisors will ensure that employees under their direction leave their work area in an orderly manner.
- Control the evacuation of employees to their designated Evacuation Areas.
- Provide assistance to injured or handicapped persons. Where Wardens are available, delegate this duty to the Warden.
- Ensure management is kept informed of the progress of the emergency.
- Supervisors will conduct a 'role call' of their employees to ensure all employees are accounted for.
- Report outcome of evacuation role call to the Command Centre
- In the event of any unaccounted employee/s or contractors, the Supervisor will notify the Emergency Controller as soon as practicable and wait further direction.
- Be familiar with plant layout, shut down procedures, exit routes and location of fire fighting equipment, including breathing apparatus.
- Meeting and guiding the Emergency Services to the location of the incident.
- Provide assistance to the Emergency Services if requested.
- Upon the 'all-clear' signal being sounded, ensure the orderly return of employees back to work.
- Carry out salvage operations after the incident to prevent secondary damage.
- Wears a vest with the wording 'Plant Emergency Response Team'

Plant Emergency Response Teams



Needs of the plant emergency response team:

- Basic fire fighting training;
- Understand evacuation areas for individual areas within the plant;
- 2 way radio and mobile phone communication;
- Knowledge of the plan and layout of the facility;
- First Aid Training
- Confined Space Training;
- SCBA (Self Contained Breathing Apparatus) Training;
- Basic Fire Fighting Training.
- Chemical spill training, including response and clean up procedures

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- General Environmental Awareness training, reporting of pollution incidents

Wardens

Wardens will be appointed to carry out the emergency evacuation procedures, generally, as directed by the Emergency Controller. Wardens shall:

- On becoming aware of an emergency, notify the Emergency Controller or Deputy Emergency Controller, including notification of any potential or actual circumstances which could cause environmental harm following the procedure for **immediate notification**.
- Assist with the evacuation of occupants from the immediate danger area.
- Guide occupants to the assembly area.
- Assist mobility impaired persons from the building.
- In a fire, operate fire extinguishers, **if safe to do so**.
- Carry out a search of the building to ensure nobody has been overlooked when ordered to evacuate.
- During a bomb threat, carry out a search for suspicious articles, as instructed by the Emergency Controller &/or External Emergency Services

Needs of the wardens:

- Basic fire fighting training;
- Understand evacuation areas for individual areas within the plant;
- 2 way radio and mobile phone communication;
- Knowledge of the plan and layout of the facility.
- Training in the implementation of this PIRMP and familiarisation with the warnings, actions and responses needed to any incident to limit the risk or harm to human health or the environment.

First Aid/Medical Centre

- Direct treatment of injured employees.
- Guide team members' efforts of care.
- Set up station of care in nurses' office. If the nurses' office cannot be reached an alternate site will be used.

Needs of the medical centre

- 2 way radio and mobile phone communication;
- Knowledge of the health impacts related to the processes used on site;
- Basic treatment equipment for injuries or illnesses which may arise during an emergency

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- Need training in evacuation procedures and awareness of the existence and basic procedures required under this PIRMP.

Office Administration

- In case of plant evacuation transfer main telephone line to security building.
- In case of bomb threat, follow bomb threat procedure.
- Undertake steps to protect all IT equipment and confidential information during an evacuation.

Needs of the office administration:

- 2 way radio and mobile phone communication;
- Need training in evacuation procedures and awareness of the existence and basic procedures required under this PIRMP.

Other site personnel

- Obey all instructions from emergency controller, site wardens, and emergency services (senior officer)
- Undertake steps to protect all IT equipment and confidential information during an evacuation.
- Need training in evacuation procedures and awareness of the existence and basic procedures required under this PIRMP.

PIRMP Training and Awareness

All staff are to be provided with training at induction in the purpose and function of the PIRMP, and all staff have the responsibility to immediately report any potential pollution or emergency incident.

Any staff with additional responsibilities described within the PIRMP will be provided additional training to fulfil those duties. The training needs matrix below described the personnel who require additional training and the purpose of the training.

	PIRMP/Environmental Awareness	Basic Fire Training	First Aid	Confined Space	SCBA	Chemical Spill
Emergency Controller	Annually					
Deputy Emergency Controller	Annually					
Emergency Response Team	Annually	Once Only	Three Years	Once Only	Once Only	Once Only
Wardens	Annually	Once Only				
First Aid	Annually		Three Years			
Office Administration	Annually					
Other Site Personnel	Annually					

Community Roles, Responsibilities, Functions and Needs

Neighbours/ surrounding businesses

Neighbours and surrounding businesses have the same role and responsibilities in an emergency situation.

- In the case of an offsite emergency, to notify Teys of the details relating to people, property and environment of the emergency immediately;
- Responds to any advice received from Teys relating to an on-site emergency;

Community needs:

- To be advised immediately in the event of an emergency or pollution incident as outlined in the definitions within this plan;
- To advise Teys of any emergency outside the facility which may potentially impact on Teys's people, environment or property.
- To receive any relevant updates on the progress or closure of any incident that occurs on site

External Roles, Responsibilities, Functions and Needs

Senior Officer in Charge of the Emergency Services

If any of the Emergency Services or any other agency notified during the procedure for **immediate notification** have responded to the emergency the Senior Officer will assume control of the situation upon arrival to the facility and will coordinate any responses from the relevant services.

During an emergency, the directions of the Senior Officer in Charge shall be observed in all respects, by all persons on the premises and to the extent of any such directions are inconsistent with those given by management of the premises or the plant Emergency Controller, the directions of the Senior Officer in Charge shall prevail.

The senior officer in charge will also coordinate any communications to external contacts or owners/occupiers of nearby premises, following the initial notification by the emergency controller, based on information received from the emergency services team. This will include notification of any actions taken to combat any pollution which may have occurred.

The senior Officer in charge needs:

- An understanding of this plan to assist in responding to an emergency;
- Communication with site personnel including the warden and emergency controller

Emergency Services

The Emergency services will assume control of the situation upon arrival to the facility.

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During an emergency, the directions of the Senior Officer in Charge of the emergency services shall be observed in all respects, by all persons on the premises and to the extent of any such directions are inconsistent with those given by management of the premises or the plant Emergency Controller, the directions of the Senior Officer in Charge shall prevail

Needs of the Emergency services;

- A six monthly site familiarization of the site and systems to allow any incidents to be responded to;
- To be informed of any major changes to the operation of the site which are to be included in this plan when revised. A copy is to be submitted to the emergency service following review of this plan.

7.1.d.11. FIRE

Procedure

A fire at the plant is an emergency that causes the greatest concern for staff and employees. If all employees accept that fire prevention is their responsibility, the potential for fires can be greatly reduced and the severity of any fire that does start will be minimised. Fire has the potential to burn, cause asphyxiation, create poisonous gases, and impact on the environment by releasing noxious gases, releases chemicals, or allowing additional compounds to be formed by the exposure to heat. Where any fire or related impacts threatens actual or potential environmental harm, the procedures for **immediate notification** should be followed.

Any person discovering a fire should:

- Report it to the nearest supervisor
- Activate the nearest break glass fire alarm switch.
- Rescue any person in immediate danger, if it is safe to do so.
- Isolate the area (close doors and windows), alert other people in the immediate area.
- Contact Security on extension 3043 or ext 3080, or Safety on ext 3065 or 3057 giving the following details:
 - Location of fire (building name and floor)
 - Extent of fire (or nature of incident, including the type of substance burning and potential fumes generated/other environmental impacts)
 - Are there any injured persons (e.g. is an ambulance or medical assistance require
 - Name of person reporting the fire or incident. This call should be reported to the Floor Warden.
- Fight the fire if trained and safe to do so. This will also limit the potential for environmental harm to occur.
- Take direction from supervisors or wardens

Note: Do not endanger yourself whilst fighting a fire.

The risk of fire is reduced by ensuring all plant and equipment is correctly maintained, hot work procedures are followed and detection systems are operating correctly.

Classes of Fires

These pictographs are used to represent different classes of fire. There are six different classes represented by the letters A, B, C, D, E and F. These pictographs can be found on all modern fire extinguishers and indicate which classes of fires the extinguisher will work for, or should not be used for.

Pictograph Description



Class A - Ordinary Combustible Solids
Wood, paper, cloth, plastics, rubber, coal, carbon based compounds etc.



Class B - Flammable & Combustible Liquids
Petrol, oil, paint, thinners, kerosene, alcohol, etc...



Class C - Flammable Gases
L.P.G., Butane, Acetylene, Hydrogen, natural gas and Methane etc ...



Class D - Combustible Metals
Magnesium, aluminium, sodium or potassium etc...



Class E - Electrical Fires
Computers, switchboards, power-boards, etc.



Class F - Cooking Oils and Fats
Cooking oils and fats usually found in industrial kitchens etc.

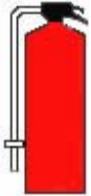
Fire Extinguishers

Portable firefighting equipment is designed to provide the user with an appliance to attend a small fire during its initial stage. When deciding to attack a fire, always designate another person to raise the alarm and obtain a back-up fire extinguisher. Portable fire extinguishers are provided in all buildings and company vehicles.

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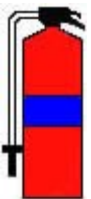
There are several types of fire extinguishers.

Extinguisher Description



Water

Red in colour, it contains nine litres of water under pressure and is to be used in an upright position. It is designed for use on carbonaceous solids such as wood, paper, rubbish or textiles, and has a discharge period of 60 - 100 seconds. Water extinguishers are unsuitable for flammable liquid fires. This extinguisher must never be used on fires involving live electrical equipment.



Foam

Blue in colour, it contains nine litres of an aqueous film-forming foam additive, and is to be used in an upright position. It is designed for use on flammable liquid fires such as petrol, oils and paint and has a discharge period of 40 - 90 seconds. This extinguisher must never be used on fires involving live electrical equipment.



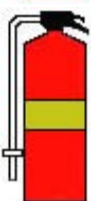
Carbon Dioxide

Red in colour with a black band, it is designed for use on fires involving flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher.



Dry Chemical

Red in colour with a white band, it contains a bi-carbonate based powder and is suitable for fires involving flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher.



Wet Chemical

Gold in colour, it has a liquid alkaline extinguishing agent, and is specifically designed for use in kitchens on deep fryer fires involving fat and cooking oil. This extinguisher must never be used on fires involving live electrical equipment.

Fire Hose Reels

The large fire hose reels located in the plant buildings are to be used by employees to fight fire, especially when they are trapped and cannot escape to an emergency EXIT. The fire hoses are connected to the mains water supply and extend for about 30 m.

Fire hose reels are all very similar in operation. This is the generic procedure:

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- Ensure the nozzle or jet is in the closed position
- Turn on the main valve (some will not let the nozzle out until this is done)
- Pull the hose off the drum, towards the fire
- Open the nozzle or valve and direct the stream of water at the fire

7.1.d.12. INTERNAL EMERGENCY

This section deals with emergency situations that can arise due to certain system failures, structural concerns and or services failures. Such incidents can cause major disruption and inconvenience to the plant, which in turn can lead to greater risk to the welfare of employees and also have the potential for an unplanned environmental release or situation. There are various factors which could influence the likelihood of an internal emergency, these include: inclement or severe weather conditions, change to operating systems, unplanned site access, changes to working hours, or during major projects underway.

The risk of these situations is reduced through regular maintenance of plant and equipment, completion of risk assessments prior to major works and taking appropriate action if severe weather systems are approaching the site.

Emergency Action

- Quickly assess the situation
- Raise the alarm, notify your supervisor, including any instances of potential or actual environmental harm, which need to be reported as per the procedure for **immediate notification**
- Evacuate (if necessary)
- Assist and guide other people
- Take care not to move people from safety to danger!
- Administer first aid if needed
- Liaise with emergency services and maintenance staff to control any environmental impacts including potential release of contaminants to the environment. This may include the containment and capture of spilled liquids, or isolation of leaking gases.

Power Failure

There will be times when the power goes off. There are two basic causes - faults and overloads. In either case, protection equipment operates to switch off supply to limit any damage and prevent further problems. Power failure can cause the failure of plant cooling systems, electrical processes, air extraction systems impacting on employee well being. It can also cause odour collection systems, water transfer and treatment systems to fail, impacting water treatment and/or effluent transfer.

Faults are mainly caused by accidents or weather conditions, and therefore have an increased likelihood of occurrence during storms, severe rain, extreme winds or hail.

Overloads occur when the demand for electricity exceeds the capacity of the distribution system to supply it. Faults and overloads can also occur inside particular buildings and subsystems.

Emergency Action:

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- Contact maintenance to determine the cause of failure
- Instruct employees to remain still and calm.
- Secure knives and equipment after eyesight adjusts to emergency lighting.
- Assess situation and evacuate if necessary, giving consideration to any pumps which may have stopped and the potential for water to over top its normal containment structures. Power failure is also likely to result in the odour collection systems ceasing operation. Odour collection systems may need to be reset following the power failure.
- Isolate critical systems (such as refrigeration) in extended outages, as liquids and gases can expand causing damage to infrastructure.

Water Leaks or Flooding

Floods caused by domestic systems usually do not endanger people but can cause extensive damage to buildings and equipment and may cause or threaten environmental harm (requires **immediate notification** in this instance). The risk of environmental harm is increased when the leak involves the effluent pipe from the Save All to the WWTP. Floods caused by the extreme weather are extremely dangerous and may require the evacuation of buildings. Flooding is caused by extreme rainfall (locally or upstream in the catchment) or failure of pressurised water systems, or water storage on site and is therefore more likely during wet seasons, or a rapid change in weather conditions which may causes ground movement. Floods may also cause the release of contaminated waters, or the mixing of clean and contaminated water streams.

Safety and environmental issues to consider:

- What is in the water? Has it mixed with dangerous chemicals, sewerage, etc.?
- Where will the water drain or flow to? Is there a risk of pollution or contaminant release?
- What is floating in the water that you cannot see?
- How deep is the water? You might not be able to see the large hole or basement stairs covered in water. Access pit lids usually float off in flooded water.
- Is the water live with electricity? For floods inside buildings, this is especially dangerous with most power points and power boards close to the floor.

Emergency Action:

- Notify maintenance, including any potential risks to the environment.
- Turn off water at source if possible.
- If possible, isolate electrical sources at the switchboard or call maintenance.
- If available and considered useful, local spill kits or bags of ice could be used to restrict the flow of water.
- Isolate area by closing doors, using temporary bunding, or blocking off stormwater drains or exit points where the water quality may have been impacted.

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- Mobilisation of earthmoving equipment located on site or nearby may assist where fill is available to contain the water

Consider evacuation:

- Partial evacuation of affected area by word of mouth
- Building evacuation
- Don't move people from safety to danger! Floodwaters may be unsafe and evacuees should not walk through water.

Uncontrolled Hazardous Material Reactions

Hazardous substances may have the potential to harm human health or to release contaminants to the environment. These substances may be solids, liquids or gases (they may be pure substances or mixtures). When used, opened, consumed or spilt, these substances can generate vapours, fumes, dusts and mists. Uncontrolled reactions may be more likely to occur when new chemicals are being used, new employees are handling chemicals, or temporary chemical/substance storage is occurring due to planned maintenance or other project work.

Emergency Services (Hazmat) should be notified for any emergency involving uncontrolled hazardous material reactions. **Immediate notification** procedures should be followed for any circumstances which threaten or cause environmental harm.

Onsite this may include:

- Reactions between acids and alkalis
- Violent reaction between ammonia and water
- Uncontrolled spread of fire involving polystyrene insulating panel
- Violent depressurization of compressed ammonia
- Violent depressurization of compressed CO₂

Gas Leak (Flammable or Toxic)

Ammonia

The properties of ammonia gas are that it is lighter than air and will dissipate into the atmosphere in the unlikely event of a leak outside. If the leak is within the building the situation needs more care. Ammonia can cause injury to personnel, and is also explosive within defined concentration limits. It is difficult to outline any factors which increase the likelihood of an ammonia leak; systems and maintenance on the ammonia system are ongoing. It is important that detection and warning systems are therefore operational at all times.

General Information:

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- Time Weighted Average (TWA) for ammonia is **25 ppm**. TWA is the exposure level, of the average airborne concentration that a person can safely work in, over an eight- hour working day, for a five-day week over an entire working life.
- Ammonia reacts violently with water. DO NOT attempt to hose or wash away.
- Do not disturb any liquid ammonia that may have pooled. Non disturbance of the ammonia will also limit the potential for soil and surface water pollution.
- Maintenance personnel specifically trained in ammonia and refrigeration are best equipped to deal with this type of emergency.
- Ammonia has zero global warming potential.

The purpose of the ammonia gas detection system is give employees' early warning of a potential ammonia incident. The system comprises of numerous ammonia detection monitors that are located, in the ceiling spaces and throughout the plant. There are several visual warning devices located at the main entrances to the plant. They are located at:

- Southern entrance to the chillers;
- North west entrance to the chillers;
- North east entrance to the chillers; and,
- Engine room

Where a significant ammonia leak occurs which cannot be isolated and managed by site personnel, the *Hazmat* division of the emergency services and other required agencies are required to be called immediately within the procedure for **immediate notification**. The response will then be managed by the emergency services, who are best able to manage any environmental impacts arising from the incident. Depending on the concentration level of ammonia gas in the air, the warning system will activate as follows:

Light Colour	Action Required
GREEN	Nil
GREEN (flashing)	Nil
ORANGE (flashing)	Caution
RED (flashing)	Effected Department Evacuation Only. Evacuate to your emergency evacuation assembly point.
ORANGE & RED (flashing)	Plant evacuation. Emergency siren will sound. Proceed to your assembly point.

Emergency Action:

- Notify maintenance, environment and safety immediately
- Rescue any person in immediate danger if safe to do so. Use of self-contained breathing apparatus is only appropriate for trained persons working in pairs.
- Isolate leak and repair if possible. This should only be attempted by trained and competent persons in refrigeration, and will also limit the potential for further releases to the environment and limit the potential for contamination.

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- Once the leak is repaired any areas of ammonia contamination can be dealt with by venting the area with induced fresh air by use of fans, evacuating the ammonia from the area of concern by using exhaust fans or by applying dry ice snow or carbon dioxide vapour to the area to neutralize the ammonia. CAUTION – always monitor oxygen levels in areas where carbon dioxide or exhaust fans have been used to treat the ammonia leak.
- Continue to treat the area with CO₂ and do not allow re-entry of people to the area until the ammonia level drops and remains below 25 ppm & the oxygen level is 19.5% to 21%.

Consider evacuation:

- Determine concentration of ammonia in working parts of the plant using a monitor.
- Partial evacuation of affected area by word of mouth if levels greater than 25 ppm.
- Assess emergency evacuation paths prior to moving people. For example, load out should evacuate through the boning room in case of an issue in the plate freezer.
- Do not re-enter area until advised by an emergency team member or other emergency professional that it is safe to do so.

Natural Gas

The properties of natural gas are that it is lighter than air and will dissipate into the atmosphere in the unlikely event of a leak outside. If the leak is within the building the situation is much more serious.

Natural gas in its natural state is non-toxic and odourless. As a safety precaution, an odourant is added to ensure quick detection in case of a gas leak. If you can smell gas do not smoke, induce a spark, light flames, or use a mobile phone in the vicinity. Whilst environmental impacts are limited from a release, there is a high risk of injury if the release is ignited. Similar to ammonia, there are limited factors which can predict the occurrence of a natural gas leak on site. However, there is a higher risk of a gas leak during excavation around buried gas lines.

Emergency Action:

- Notify maintenance immediately and follow the procedure for **immediate notification** if material environmental harm is threatened or caused
- Rescue any person in immediate danger if safe to do so. Use of self-contained breathing apparatus is only appropriate for trained persons working in pairs.
- Turn off gas at source if possible. Isolation valves are located on the north side of the engine room. This will also limit any further potential for uncontrolled release to the environment.
- If flammable vapours are released do not operate any electrical switches. Where fitted, activate emergency shut-off or isolate possible ignition sources at switchboard.

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Consider evacuation:

- Partial evacuation of affected area by word of mouth.
- Do not re-enter area until advised by an emergency team member or other emergency professional that it is safe to do so.

BioGas (from the covered anaerobic lagoons)

Biogas is a toxic, asphyxiate, highly flammable, irritating gas with a strong, pungent odour at low concentrations. Biogas contains two health concerning gases, methane and hydrogen sulfide. Methane, lighter than air (relative density of 0.6 (air=1)), can be combustible at the right air to methane ratios (5-15% by volume in air).

Hydrogen sulfide (a naturally occurring gas) is a flammable, toxic gas. The flammable range is 4-46% by volume in air. Hydrogen sulfide is heavier than air with a relative density of 1.2 (air=1). Hydrogen sulphide rapidly dissipates in the atmosphere when released into open areas.

Hydrogen sulfide can affect several different systems in the body. Exposure to lower concentrations can cause eye irritation, a sore throat and cough, shortness of breath and fluid in the lungs. These symptoms usually go away in a few weeks after exposure ends. Long-term, low-level exposure may result in fatigue, loss of appetite, headaches, irritability, poor memory, and dizziness. At extreme concentrations, loss of consciousness can result with limited exposure. It is unlikely a person will be exposed to high levels of hydrogen sulphide, as the gas will be detected at extremely low concentrations which do not affect human health.

The likelihood of a biogas leak increases with the level of activity adjacent to the pond covers, and in times of high wind, or with increasing time since the covers were installed. The level of activity is limited in this area, and covers are kept as low as possible to reduce impacts of high wind.

Initial detection of hydrogen sulfide may occur at less than 1 part per million (ppm). The odour is offensive at 3-5 ppm, causing odour impacts and potential exceedance of site environmental operating criteria. Eye irritation generally occurs around 10-20 ppm. The odour threshold only serves as a warning of exposure. Not smelling it does not mean you are not being exposed since olfactory fatigue may occur at fairly low concentrations.

Emergency Action:

Notify maintenance and safety, and follow the procedure for **immediate notification** if material environmental harm is threatened or caused, and any personnel present in the vicinity of the waste water treatment system.

Rescue any person in immediate danger if safe to do so. Use of self-contained breathing apparatus is only appropriate for trained persons working in pairs.

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Isolate leak and repair if possible, to help limit any environmental impacts/pollution of air. This should only be attempted by trained and competent persons. Where there is a damaged pond cover or component that cannot easily and quickly be repaired, contact the emergency services and community to advise of the leak and likely odour impacts which may be associated with the escape of gas.

Continue to monitor the air for hydrogen sulphide and methane, being aware that lack of odour does not mean the gas is no longer present.

Consider evacuation:

Determine concentration of methane and hydrogen sulphide at the waste water treatment plant using a monitor.

Partial evacuation of affected area by word of mouth if Hydrogen sulphide odour is present or major leak or cover tear is evident. The Emergency controller may also make a decision to communicate to near neighbours and community receptors.

Assess emergency evacuation paths prior to moving people. For example, personnel at the wastewater treatment plant should evacuate via the pond 4 access road if wind direction dictates.

Do not re-enter area until advised by an emergency team member or other emergency professional that it is safe to do so.

Carbon Dioxide

Carbon dioxide, compressed CO₂, is inert, non flammable and non toxic at normal temperature and pressure. However, by diluting the oxygen concentration in air below the level necessary to support life, it can act as an asphyxiant. Likelihood of a CO₂ leak increases during times of site storage refills.

General Information:

- Time Weighted Average (TWA) for carbon dioxide is **5,000 ppm**. TWA is the exposure level, of the average airborne concentration that a person can safely work in, over an eight- hour working day, for a five-day week over an entire working life.
- Carbon dioxide is heavier than air and will accumulate in low points.
- Carbon dioxide is non-flammable but containers may rupture when heated.
- Colourless with a sharp odour

Emergency Action:

- Notify maintenance and safety immediately
- Rescue any person in immediate danger if safe to do so.

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- Rescuers should not enter an oxygen deficient atmosphere without using self-contained full face positive pressure breathing apparatus. Self contained breathing apparatus is only appropriate for trained persons working in pairs.
- Isolate leak and repair if possible. This should only be attempted by trained and competent persons.
- Allow gas to dissipate to atmosphere.
- Cool tank with water from a protected location. If unable to keep tank cool, evacuate the area.

Explosions

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage. Thus, explosions impact both personnel safety and have significant potential to impact the environment. A leak of any flammable material, including ammonia, natural gas or biogas, would increase the likelihood of an explosion on site.

Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Please refer to the biogas section above for gas leak associated with the covered anaerobic lagoons. The Final Hazard Analysis (FHA) modeling for biogas explosion modeled low risk of serious personal injury in the event of a biogas explosion (blast overpressure of <14 kPa).

Emergency Action:

- Get out of the building as quickly and calmly as possible.
- Contact First Aid and Emergency Services on 000 if people have been injured.
- If there is a fire, stay low to the floor and exit the building as quickly as possible
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to the designated assembly areas.
- Be on the alert for any burning chemicals, ruptured gas or water lines or spilt/uncontained hazardous substances which have the potential to cause pollution. If any of these events are observed, follow the procedure for immediate notification.
- Keep roadways and walkways clear for emergency vehicles and crews.

Storm or Storm Damage

Natural hazards, which affect communities most often, and cause the most damage, are severe storms. They can occur at any time but are more numerous in spring and

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summer. Severe storms may be land gales (continuous winds of 62km/h or more) or thunderstorms with damaging winds, intense rain, large hail or even tropical low pressure systems (uncommon in Southern Australia).

Don't leave loose objects lying around, they could become missiles. Listen for storm warnings on radio and television. They will warn of what's coming, usually with enough time to prepare for the storm's arrival. Keep under cover (not a tree) and avoid using telephones during violent electrical storms.

Be alert during the storm:

- Stay inside and shelter clear of windows
- Listen to a portable radio for storm updates
- If outdoors, find emergency shelter

Remain vigilant after the storm:

- Check buildings for damage.
- Keep listening to the local radio station for official warnings/advice.
- Beware of fallen power lines, damaged buildings, trees and flooded drains.
- Check trees near buildings for damage and stability.

Confined Space Emergency

All details relating to confined space personnel, training, emergency and rescue, refer to the OHS Integrated Management System SWP 7.10.a "Confined Space Rescue".

Unplanned Releases, Leaks or Spills

This can refer to:

- Discharges to air including odour
- Discharges onto soil
- Discharges to stormwater drains, gutters, creeks, channels and dams
- Contaminated stormwater as a result of another emergency such as fire, storm or flood
- Overflow or rupture of waste water pits or ponds, causing an uncontrolled discharge on or off-site.

Any unplanned leak or spill that threatens or causes material environmental harm should be immediately reported following the **immediate notification** procedure. **In the event of an offensive odour release as the result of failure of plant or process, or in the event of a complaint being received, immediate notification procedures should be followed.**

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Any unplanned release can potentially result in asphyxiation, infection or severe personal injury. Site personnel should remain clear of any unplanned release until proper protective equipment is available.

Containment and Clean Up

Proper task procedures must be followed when handling chemicals. Always read the labels attached to the chemical container and know what you are using before handling or using the chemical.

Knowledgeable and experienced personnel should only do the cleanup of a chemical spill, as soon as is practicable to limit the pollution for further environmental impact. Spill kits with instructions, absorbents, reactants, and protective equipment are available to clean up minor spills. A minor chemical spill is one that laboratory/maintenance/safety staff are capable of handling safely without the assistance of emergency personnel. All other chemical spills are considered major.

In the event of a chemical spill or hazardous material release which poses a serious danger to personnel:

Immediate Actions:

- Clear the area
- Check for any persons involved
- Isolate the spill (if safe to do so) to limit and avoid further environmental impact
- Stop the source of the release (if safe to do so)
- Contact the area supervisor, OH&S Officer and Environmental Manager.
- The primary concern is to protect health and safety. No action should be taken during an emergency response that directly or indirectly violates this principle.
- The secondary concern is the protection of the environment and avoidance of environmental impacts or pollution.

Considerations for Containment:

- Utilise spill kits from locations shown in the appendices.
- Utilise the front end loader to dig a containment trench
- Prevent discharge from entering stormwater drains, gutters, creeks, channels and dams.
- The first flush dam has a valve to ensure contaminated water is not discharged from site. The contents of the first flush dam are then to be pumped back into the save-all pits.

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Considerations for Evacuation:

- Uncontrolled open flame
- Uncontrolled compressed gas release
- Any situation which poses imminent threat to human health or safety
- Elimination of potential sources of ignition should only be done if it can be accomplished without personal risk.

High Risk Spills:

- Contact the emergency services by calling 0-000 and maintenance and explain the situation, and follow the procedure for **immediate notification**, where environmental harm is threatened.
- Determine who will take responsibility for the spill, i.e. Contractor, Fire Brigade, and other Emergency Service.
- Follow any advice or information provided by the Emergency Response Team.

Low Risk Spills

- Have at least two trained workers to handle the spill
- Use the proper protective equipment
- Ensure fire protection is available for flammable spills
- Control the source
- Contain free liquids by damming, absorbing if appropriate
- Place all spill residues in an appropriate container
- Decontaminate the affected area using an appropriate material
- Decontaminate the salvage equipment
- Analyse the area to ensure proper decontamination has taken place
- Examine walkways, floors, stairs equipment etc for other hazards or damage

Debriefing

- All personnel involved in the spill response should be debriefed after the spill has been resolved. This should include a review of the events for any written reports which are required to be submitted following the incident.
- All spill control supplies should be restocked.
- All damaged or used equipment should be repaired or refilled.
- When the area is deemed clear, it can be re-opened for operations.

Reporting Requirements

All leaks, spills or unauthorised releases must be immediately verbally reported to the Environmental Department and the Plant General Manager, whether or not the spill, leak or release stayed on site or went off site.

The Environmental Manager or Plant Manager will advise the General Manager as to whether the incident is reportable to the EPA. In deciding whether it is reportable, they will consider whether the incident:

- Involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or
- Results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000.

All noise and odour incidents are not necessarily reportable. Where potential or actual environmental harm is caused or threatened, the incident or event must be immediately reported using the procedure for **immediate notification**.

Vehicle Accident

Road safety is the responsibility of not only drivers, but cyclists, pedestrians and all other road users.

- Slow down and be aware of pedestrian movement around the plant and pedestrian areas - never assume a pedestrian has seen you.
- Never assume that a driver has seen you and will stop for you. Before crossing the road, think about whether the approaching driver can see you.
- At night wear something light in colour or wear reflective clothing
- The chance of an accident increases with increasing driver fatigue (late and night, end of working week), during darkness or with the onset of inclement weather.

Emergency Action:

- Contact emergency services on 000, as required.
- Assist any injured people, until arrival of Ambulance Paramedics.
- Prevent unauthorised persons from causing congestion at the accident scene.
- Assist and liaise with authorities at scene.
- Move the vehicle from the roadway and secure if possible. Be alert of hazards such as other traffic and potential fuel leaks.
- At scene of accident seek full details of any other vehicle(s) including registration numbers, names and address of both drivers and/or owners.
- Remain at scene until completely clear of people, animals, vehicle and debris.
- Admission of liability must not be made if Tey's employees are involved.
- Report all damage immediately to the Safety Department.

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- In the case of damage to hire car (i.e. if you hit a duck) complete corporate reporting form available from Melbourne and consult with finance team regarding insurance.

Structural Damage

During construction works, renovations, and general maintenance or through accidents, buildings and infrastructure may be damaged. In some cases the damage may be substantial and occupants may find themselves in a similar situation to those who have experienced an earthquake. In other cases it may be caused by severe storm damage or an explosion.

In minor situations the building may need to be inspected by engineers and maintenance staff to ensure it is safe to continue working in or around it.

Emergency Action:

- Watch for hazards
- Contact Maintenance and safety Department. Explain what has happened.
- Turn off electricity, gas, water and steam. Do not light matches until checks for gas, steam or fuel leaks have been completed.
- Check for injuries. Apply first aid. Do not move the seriously injured unless in immediate danger.
- Check for broken water, sewerage or electrical mains.
- Check for cracks/damage, in roof, walls, gantries etc.
- Evacuate if badly damaged.
- Stay calm and help others if possible.

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Personal Threat

Personal threat encompasses a number of areas all of which will display numerous variables and characteristics:

- Confrontation with an armed person
- Confrontation with an unarmed person
- Armed Hold-Up
- Assault / Physical Injury
- Threatening the life of others or oneself
- Hostage / Kidnap scenarios

Due to the inherent nature of personal threat type emergencies, i.e. dealing with people, it is always difficult to expect or plan for certain outcomes. It is the volatility of human nature and emotion that ultimately dictates the way in which this type of emergency will play out. This also limits the extent to which these circumstances can be predicted.

To cater for these characteristics, personal threat emergency procedures must be clear and concise and allow for built in improvisation and flexibility when the situation requires. Commonsense and clear thinking are paramount considerations and such factors must always be considered when following the guidelines during this type of response. It is imperative to remember that the welfare and safety of all could be seriously breached during such an incident. Do not act in such a manner that may exacerbate the threat or cause it become a catalyst for life threatening outcomes. Be responsible and understanding whilst never compromising the safety to yourself and the others around you.

Any employee witnessing a personal threat situation should always alert the nearest supervisor.

Emergency Action:

- Try to remain calm.
- Alert a supervisor.
- Be firm but polite with the person and let them know that their behaviour is not acceptable.
- If the behaviour of the person is such that outside intervention is required, contact or arrange to have contacted Security and the Police.
- You should not feel obliged to rectify the situation on your own.
- Abusive phone calls: hang up the phone and notify your supervisor.

7.1.d.13. BOMB OR SUBSTANCE THREAT

The procedures have been developed on the assumption that all threats will be treated as genuine until investigation proves otherwise.

The aim of these procedures is twofold:

- To take all practical steps to safeguard life,
- To ensure that unnecessary actions are not taken which may put at employees at risk.

Although in most instances the threat made will be a hoax, usually by telephone, there is always the very real possibility that it may not be. Hoax calls are generally made by a person who remains anonymous and is making such calls for personal gain and satisfaction knowing that such calls can cause major disruption and inconvenience.

The person who notifies of a real threat will generally provide much more detail, possibly including identification to ensure that the threat is taken seriously.

Procedures listed in this section are general rules but because of the potential harm to the plant and its occupants, all threats must be taken very seriously and the procedures strictly adhered to.

Built into such procedures will be the minimisation of media publicity, as this type of exposure to such threats tends to increase their frequency.

Bomb threats may be in one of the following forms:

- Written threat
- Telephone threat
- Doubtful or Suspect Article

Written Bomb or Substance Threats

If a bomb threat is received in writing it should be kept including any envelope or container. Once a message is recognised as a bomb threat further unnecessary handling should be avoided. Every possible effort should be made to retain evidence for possible fingerprints, handwriting or typing, paper and postmarks. Such evidence should be protected by placing it in an envelope, preferably plastic.

Immediately report the bomb threat to Security and also to your supervisor. Do NOT activate the fire alarm or emergency evacuation system unless instructed to by the Police.

Such threats will undergo a basic validation criterion in order to rank their potentiality and the Police will be in the best position to judge this. As a general rule of thumb, the more detail contained in the threat wording combined with a willingness to

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mention names and reasons will be deemed to be a more "genuine" threat than one that provides only the slightest of details.

Doubtful or Suspicious Articles

Carefully analyse the item for a combination of any of the factors listed below. Ensure you do not touch or move the item at any time.

Suspicious Article:

- Is it hidden?
- Is it obviously suspicious?
- Is it typical of your work area?
- Has there been unauthorised access?
- Has there been a perimeter breach?

Hazardous or Suspicious Mail:

- Excessive securing material?
- Excessive weight?
- Protruding wires or foil?
- Lopsided or unevenly weighted?
- Oily stains or visible powder and crystals?
- Stiff or rigid envelope?
- Is the package or mail expected?
- Visual distractions on the packaging?
- Excessive postage?
- Proper names and titles not used?
- Address handwritten or poorly typed?
- Restrictive markings e.g.: "Confidential"?
- Common words miss-spelt?
- External or foreign mail?
- Lacks sender address?

Emergency Action:

A suspicious letter or parcel that has not been opened:

- DO NOT open it, or shake it.
- Place the parcel/letter into a plastic bag and seal it. Place this bag into another plastic bag and seal it.
- Stay in your immediate environment and prevent others from entering the area.
- DO turn off any personal fans in the immediate area.
- DO tell you immediate supervisor.
- DO wash your hands if you are able to access facilities in your immediate area.

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- DO NOT touch your face with your hands or any part of your body that has open wounds.

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A suspicious letter or parcel that has been opened and contains suspicious powder:

- DO cover the object without touching or disturbing it further by upending your garbage bin and placing it over the top.
- If any material has spilt from the item, DO NOT attempt to clean it up.
- DO NOT brush powder off your clothing or off any other surface.
- DO turn off any personal fans in the immediate area.
- Stay in your immediate environment and prevent others from entering the area.
- Ensure that co-workers in the same room also stay put.
- DO wash your hands if you are able to access facilities in your immediate area.
- DO NOT touch your face with your hands or any part of your body that has open wounds.
- DO call for help. Contact your supervisor.

A mail item may contain an explosive device:

- DO NOT touch it, or move it.
- Contact your supervisor.
- Evacuate the area if the device indicates it may detonate soon, otherwise, stay nearby behind a solid barrier and prevent others from entering the area.
- Wait for Police to arrive to tell them where the device is.

Phone Threats

Reception, Security, or anyone answering outside calls, on receiving a bomb threat should observe the following:

- Remain calm.
- Keep the caller on the line as long as possible – **DO NOT HANG UP AT ALL - EVEN AFTER THE CALLER HAS HUNG UP. THE POLICE MAY BE ABLE TO TRACE THE OPEN LINE.**
- Use the bomb threat checklist provided.
- Obtain as much detail as possible about the bomb and its location.
- Listen carefully for any background noises, speech mannerisms, accents, etc that might give a clue to the age, sex and location of the caller.
- Do not discuss the caller with other occupants.
- Immediately after the bomb threat, contact the Emergency Controller and the Manager who shall notify the Police.
- Complete the bomb threat report form and hand the bomb threat checklist and report form to the Emergency Controller or, in absence, the Police on their arrival.

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Bomb Threat Checklist (copy)

<p>THIS IS A COPY OF THE BOMB THREAT CARD TEYS AUSTRALIA PTY LTD</p>	<p>BOMB THREAT REPORT CALLER'S VOICE</p>
<p>BOMB THREAT CHECKLIST QUESTIONS TO ASK</p>	<p>Accent (specify): _____ Any impediment (specify): _____ Voice (loud, soft, etc): _____ Speech (fast, slow, etc): _____ Diction (clear, muffled): _____ Manner (calm, emotion, etc): _____ Did you recognise the voice? _____ If so, who do you think it was? _____ Was the caller familiar with the area? _____</p>
<p>1 When is the Bomb going to explode? 2 Where did you put the Bomb? 3 When did you put it there? 4 What does the Bomb look like? 5 What kind of Bomb is it? 6 What will make the Bomb explode? 7 Did you place the Bomb? 8 Why did you place the Bomb? 9 What is your name? 10 Where are you? 11 What is your address?</p>	<p>THREAT LANGUAGE</p>
<p>EXACT WORDING OF THREAT:</p>	<p>Well spoken: _____ Incoherent: _____ Irrational: _____ Taped: _____ Message read by caller: _____ Abusive: _____ Other: _____</p>
<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>BACKGROUND NOISES</p>
<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Street noises: _____ House noises: _____ Aircraft: _____ Voices: _____ Local call: _____ Music: _____ Long distance: _____ Machinery: _____ STD: _____ Other: _____</p>
<p>ACTION</p>	<p>OTHER</p>
<p>Report call immediately to Police (000) & your Emergency Coordinator</p> <p>Phone Number: _____</p>	<p>Sex of caller: _____ Estimated age: _____</p>
<p>REMEMBER KEEP CALM - DO NOT HANG UP</p>	<p>CALL TAKEN</p>
<p>_____</p>	<p>Date _____ Time: _____ Duration of call: _____ Number called: _____</p>
<p>_____</p>	<p>RECIPIENT</p>
<p>_____</p>	<p>Name (print) _____ Telephone number _____ Signature _____</p>

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Evaluating the Threat

Such threats will undergo a basic validation criterion in order to rank their potentiality and the Police will be in the best position to judge this. As a general rule of thumb, the more detail contained in the threat language combined with a willingness to mention names and reasons will be deemed to be a more "genuine" threat than one that provides only the slightest of details.

Following the receipt of the threat, if time permits, the management of the company and the Police must consider the threat and other relevant factors before making a decision to carry out one of the following options.

- Immediate evacuation;
- Partial evacuation and search;
- Search the area and if required, evacuation
- Disregard the threat.

Conducting a Search

Area Wardens could be asked to search a designated area. The following information is provided for general guidance of Wardens:

- The Emergency Controller will brief the Area Wardens.
- Keep your internal phone manned at all times.
- Begin the search in those areas that are accessible to the public, i.e., waiting rooms, meeting rooms, reception area, rest rooms, canteen, tearooms, etc, then search within remaining areas.
- Search assembly areas.

Remember you are looking for something that doesn't belong where it is and does not fit into the surroundings. If you find anything that arouses your suspicion:

DO NOT TOUCH IT! DO NOT MOVE IT!

Warning: Hand held radio transceivers and mobile phones should not be used during a bomb emergency as under certain conditions radio waves can fire an electrically detonated or radio activated bomb.

Report any suspicious object immediately to the Emergency Controller/Police and immediately evacuate personnel from the floor.

Evacuation Due to Bomb Threat

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If a floor evacuation or general evacuation is ordered the procedures are similar to an evacuation for a fire:

- Direct staff, contractors, and visitors to the nearest exit and guide them to the assembly area, away from the building.
- Conduct a final check of the floor to ascertain all areas are clear.
- Advise the Emergency Controller the floor has been evacuated. Ensure doors are left open if possible and occupants do not re-enter the building.
- Proceed to the nominated assembly area taking personal items with you and remain in charge of occupants until directed to return to the building.
- On receipt of a bomb threat notification, Floor Wardens should ascertain the location of any mobility-impaired persons on their floor. If a decision is made to evacuate the building the Emergency Controller should arrange for mobility-impaired persons to be removed from the floor prior to the sounding of the Evacuation Alarm.
- Floor Wardens should be ready to appoint additional or replacement Wardens, from staff members, if insufficient Wardens are available during the emergency.

If the facility has been evacuated, do not re-enter until advised by Police if is safe to do so.

Vehicle Movement During a Bomb Threat Emergency

The removal of vehicles from the car parks could be dangerous if the car park or the passage of vehicles is close to the reported suspicious object. If there is doubt of the safety of movement of vehicles, the car park should be closed and vehicle movement halted.

Bomb Threat (after hours)

Should a bomb threat be received outside normal working hours, the recipient should report the matter to Shift Superintendent, or Security. The Shift Superintendent or Security will inform the Police. If time permits, the Shift Superintendent or Security will contact the Plant Manager and follow the steps outlined above.

If the facility has been evacuated, do not re-enter until advised by Police if is safe to do so.

7.1.d.14. SHUT DOWN PROCEDURES

In the event of an emergency requiring shut down of utilities, persons should contact the Maintenance Department immediately.

Water

There are three different fresh (potable) water lines entering the Teys site from the Riverina Water (town water supply). Total site water supply can be isolated by closing three valves. The exact location of water supply valves are included in the full version of the PIRMP and have been removed to maintain security of the site.

The water delivery system is a ring main system so all three valves are required to be shut off to isolate the fresh water supply to the site. In the event these valves need to be closed, the maintenance department should be contacted.

Electricity

Electrical supply enters the site from the Bomen Zone substation, located to the north of the plant processing area.

Site electrical supply can be isolated from the High Voltage switching station adjacent to the waste water Save-all system. Only certified High Voltage switching personnel are authorized to perform the switch.

In the event the high voltage electricity supply needs to be shut down, *ERM Business Energy* should be called on phone 134 376.

Gas

The gas supply for the Teys site enters from the northern side of the engine room.

It can be isolated turning off the valve on the gas supply line at this point. The isolation point is contained within a locked enclosure. If the gas supply is required to be shut down, the maintenance department should be contacted.

OriginEnergy is the gas supplier and can be contacted on phone 13 20 80.

Steam

Steam is generated in both of the site boilers. The site steam supply to different areas of the plant can be isolated at the steam header located in the boiler house, on the eastern side of Render. If steam is required to be isolated, contact the site boiler house..

Ammonia

The ammonia systems on site are highly complex. It is essential that in the event of an emergency, persons notify Maintenance immediately on ext 3049. Appropriate supply valves can be closed to isolate supply to the plant or to different sections of the plant.

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Effluent System

In the event the effluent system needs to be shutdown due to a pipe failure, transfer pumps can be isolated through the render HMI panel of emergency stop button at the Save All.

7.1.d.15. EXTERNAL EMERGENCY

Very similar to an internal emergency but located off site. An external emergency may/will impact the site in some way.

Examples of an external emergency include:

- Aircraft crash
- Truck crashing into a building
- Fire and smoke (car fires, other buildings, bushfire, volcano, etc.)
- Dangerous gas clouds
- Terrorism incident
- Dangerous or aggressive people
- Earthquake
- Hazardous material release from neighbouring facilities
- Efforts to demonstrate at, blockade, or deface the location

Emergency Action:

- Assess the situation
- Raise the alarm
- Explain what sort of emergency it is and how it will affect the plant
- Follow instructions given by Safety or your supervisor

Protestors/Demonstrators

Industrial unrest, emotional international situations or unpopular political decisions may lead to public demonstrations which could threaten the security of the plant. Management should co-ordinate the response to an incident until the arrival of the police to whom they should provide as much assistance as required.

As soon as the Emergency Controller is aware of civil disorder occurring in, or in the vicinity of the building, the following action should be taken:

- Notify the Police and request assistance (dial 000 and ask for the Police Operator)
- Notify General Manager/Plant Managers.
- Restrict entry to the building.
- Confine presence of demonstrators to the car park, or reception area.
- Restrict contact between demonstrators and plant employees.
- Alert other members of the plant.
- Offices should be locked, cash, valuables and files secured.

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- Windows, blinds and curtains should be closed and staff directed not to agitate the demonstrators.
- Management should promote an air of confidence and calm.

7.1.d.16. MEDICAL EMERGENCIES

The range of medical emergencies can be vast and diverse and can include heart attack and failure, airway blockage, epileptic fits or seizures, lacerations and other types of serious injury. Each type of incident will present varying conditions and behaviours.

For all medical emergencies call,

- The first aid room direct (ext **3212** or ext **3094**) or
- Reception (ext **9**); or
- Direct by messenger; or
- Notifying First Aid on Channel 3; or
- Summon the Ambulance direct by obtaining an outside line and then dialling **000**.

Ambulance will require exact site location, nature of problem, number of persons involved, approximate age, sex of person/s, is person/s conscious and breathing, bleeding involved.

Staff should be assigned to assist, i.e., to meet ambulance and give directions, act as stretcher bearers etc.

Emergency Action:

- Move injured person away from danger if safe to do so.
- Administer first aid to the level of competency and training until help arrives.
- Control the environment where possible to prevent further injuries or loss, secure area and maintain calm.

All injuries must be reported to the Safety Department / First Aid.

In addition, Tey's is required by the NSW Workplace Health and Safety Act 2011 to report serious injuries, and incidents with the potential for serious injury, in writing to the NSW Work Cover Authority within 48 hours. This will be undertaken by the Safety Department.

7.1.d.17. RESUME NORMAL OPERATIONS

During and after an emergency can be a confusing and frantic time. This can present hazards when attempting to resume normal operations. It is the emergency controller that signifies the end of any emergency.

Returning to Work After an Emergency

Actions taken during an incident or emergency are frequently different to those that occur during normal operations.

It is possible that:

- Equipment was left running or was shut down incorrectly
- Hazards are present in the workspace that were not there when you left, i.e. fallen equipment, poor lighting
- Utility supplies have been interrupted or come back on unexpectedly, i.e. electricity, steam, hot water etc.

Emergency Action:

- Assess the situation
- Assume equipment and supplies were not shut down correctly, so do so when returning
- Complete a thorough inspection of the immediate area and equipment for correct operation.
- Consider having maintenance complete a full start up check prior to employees entering the area in the event of a major emergency.
- Report any concerns to your supervisor immediately.
- Do not start or operate suspect or damaged equipment.
- Follow instructions given by Safety or your supervisor.
- Remain calm.
- Food Safety requirements in SOP 9.1 Personal Hygiene are to be followed – e.g. if anyone sits on grass or footpaths clothing must be changed.

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Reducing the Effects of Exposure to Critical Incidents

Traumatic incidents are often outside the usual range of experiences and are so powerful and sudden that they can overwhelm a person's ability to cope. Different people have different reactions. The degree to which they are affected, and for how long will depend on many factors. The greater the significance of the incident to a person, the more likely the person is to suffer some effects.

Common reactions are the inability to dismiss the incident during quiet times or when resting or sleeping and disturbed or restless sleep. Thoughts turn to the incident despite trying to concentrate on other things. Anger with oneself or the 'system' may tend to overwhelm a person who perceives other actions may have averted the incident. Others may become sullen or moody. Any reaction that is outside the usual behavior of the individual should be referred, preferably by the individual, alternatively by peers or management.

Early professional assistance and counseling can assist by speeding up the usual healing and coping process most people have. Some people have limited reactions that last only a few days. Others may take weeks or even months to again feel comfortable. Healing can be significantly assisted by sharing feelings about the incident with others and by timely referral to professional support when necessary.

Suggestions:

- Alternate periods of rest with physical exercise.
- Don't drink alcohol for a few days after the critical incident.
- Reduce caffeine intake.
- Structure your time – keep busy.
- Talk to people – let your family or friends know what is going on.
- Keep your life as normal as possible in the days following the incident.
- Eat well (regular meals).
- Don't expect memories to just go away. They will take time to dissipate.

7.1.d.18. EMERGENCY COMMUNICATION

Internal Communications

The methods of communication within the site are:

- 2-Way Radio – emergency channel is channel 3
- Telephone
- Runners
- Mobile phones

A combination of the above will be used to communicate emergency information to plant employees during an emergency. The site has the following UHF FM 2-way radio system in place:

- Base Stations x 2
- Hand Held Sets x 100
- Repeater Stations x 2
- 12 hour minimum battery backup
- Closed channels x 5

Base stations are located at.

- Security (Truck entrance only)
- First aid

Mobile handsets are issued to the following personnel.

- General Manager
- Plant Managers
- Technical services personnel
- Site medical staff
- Safety officer
- Area supervisors and leading hands

External Communications

Communication with neighbouring premises

The Emergency Controller (or delegate) is to contact neighboring businesses/residents detailed in the Emergency Communication Checklist and Contact Details of this plan. A record is to be maintained of all contact to allow for follow up after an incident.

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7.1.d.19. EMERGENCY COMMUNICATION CHECKLIST

1. Have all federal, state, local or other reporting requirements been met, including **immediate notification** of actual or potential environmental harm as per the **immediate notification** procedure.
2. Have businesses and residents potentially affected by the incident been contacted?
3. Internal Contacts:
 - Group management
 - Environment
 - Safety

 - Loss control (legal if required)
 - Public Relations
 - Insurance
 - Food Safety
4. Have provisions been made for advising the following?
 - Employees and families (if appropriate)
 - Public officials
 - Customers and suppliers
5. Have all employees been reminded to direct all inquiries from the media or general public to the designated spokesperson?
6. Have all relevant facts been gathered, noting what can as well as what cannot be verified to begin developing talking points or a public statement? Are the appropriate background materials readily available?
7. Have you made provisions for monitoring media coverage to follow up on erroneous reports?

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8. Have you made provisions for follow-up information to employees, media, customers, suppliers, public officials, local residents, public officials and business leaders or others who may have been affected by the emergency?
9. The following information need to be provided where available:
- Name and location of the facility (suburb, street, nearest cross street to relevant site entry);
 - Number of injured persons or casualties and the nature of injuries;
 - Type and scale of emergency including a brief description;
 - The hazards involved, including details of substances, names and quantities;
 - Telephone contact number for return messages;
 - Name of person making the call; and,
 - Any other useful information such as wind speed and direction.
- 8.
10. Has follow up been made to potentially affect businesses and residents to update on control of the incident?

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During a major incident Management shall appoint a media release officer who will act as the point of contact for media and to provide media releases on behalf of the company. All contact with media should be through the media release officer only. Communications/Public Relations will compile a list of missing and injured people. They will coordinate the communication with the company (on and offsite) and outside officials.

Emergency Services

National Emergency Number	000
On most mobile phones you can dial 112 or 000 to access the Fire, Police or ambulance services.	
NSW Fire and Rescue For notification of pollution incidents	1300 729 579
State Emergency Service (SES) For Storm or flood emergencies.	132 500
Poisons Information Centre	131 126
Environmental Hotline	131 555

Utilities Suppliers

Wagga Wagga City Council	1300 292 442
Electrical Supply – <i>ERM Business Energy</i>	134 376
Natural Gas Supply – <i>Origin Energy</i>	132 080
TELSTRA	1800 687 829

Government Agencies

WorkCover	13 10 50
Regional Office – Wagga Wagga NSW	02 6933 6500
EPA – Environmental Hotline	131 555
Regional Office – Albury NSW	02 6022 0600
NSW Ministry of Health – Albury Office	02 6080 8900
Wagga Wagga City Council	1300 292 442
Rural Lands Protection Board.	02 6923 0900

7.1.d.21. PLAN OF SITE

Emergency Evacuation Plan including location of evacuation points, fire equipment and hazardous materials is located at required points throughout the site.

7.1.d.22. APPENDICIES

Appendix One – Intentionally removed

Appendix Two – Intentionally removed

Appendix Three and Four – site and location maps

Appendix Five – Intentionally removed

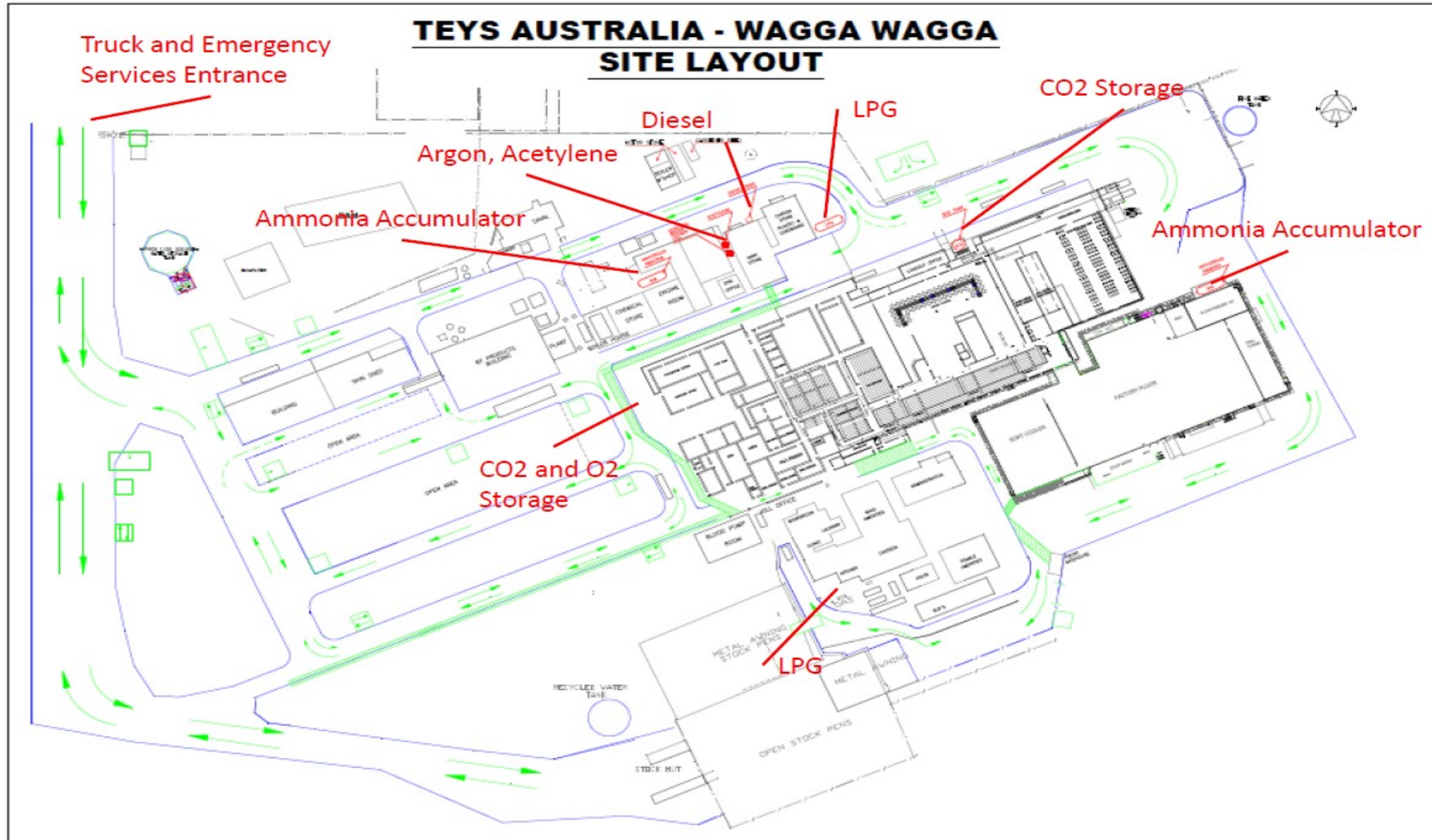
Appendix 3 – Location Map

Teys Australia – Wagga Wagga Processing Facility Location Map



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Appendix 4 – Site Plan



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