Emergency Response Plan

8/26 Nelson Road, Yennora NSW 2161

Mirotone Pty Ltd
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Emergency Response Plan

8/26 Nelson Road, Yennora NSW 2161

Mirotone Pty Ltd

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Quality Management

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Abbreviations

Abbreviation	Description
AS	Australian Standard
CA	Combat Agency
CBD	Central Business District
CW	Chief Warden
DFH	Dual Fire Hydrant
DGs	Dangerous Goods
EPA	Environmental Protection Agency
ERC	Emergency Response Coordinator
ERP	Emergency Response Plan
FSC	Fire Safety Certificate
FRNSW	Fire & Rescue NSW
HIPAP	Hazardous Industry Planning Advisory Paper
HR	Hose Reel
LPG	Liquefied Petroleum Gas
PPE	Personal Protective Equipment
RDC	Retail Distribution Centre
SDS	Safety Data Sheet
SMSS	Storage Mode Sprinkler System
WHS	Work Health and Safety

1 Introduction

1.1 Background

This Emergency Response Plan (ERP) has been prepared for the Mirotone facility located at 8/26 Nelson Road, Yennora NSW 2161. As part of their operations, the facility will store and handle Dangerous Goods (DGs) and therefore requires an Emergency Plan as per Clause 361 of the NSW Work Health and Safety Regulations 2017.

The contents of this document are to be read and understood by all personnel at the site, contractors working within the site and, where applicable, those contractors delivering DGs and other material to the site and transporting DGs.

It is a requirement that all those with emergency responsibilities as defined in this plan have a copy of this ERP and receive the appropriate level of training needed to allow sufficient response to the incidents identified in this ERP.

The guidelines in this document are simple, but if you are in doubt about any aspect of safety or procedures you must consult the company supervisor in charge immediately.

This document has been prepared in accordance with AS 3745-2010 (Ref. [1]).

1.2 Aim of the Emergency Response Plan

The purpose of this document is to:

- Provide a clear understanding of how to handle and react to any emergency in the storage facility (including non-dangerous and dangerous goods).
- Prevent or minimise the impact of an emergency.
- Facilitate a return to normal operations as soon as possible.

1.3 Definition of an Emergency

An emergency is defined as an abnormal and dangerous situation needing prompt action, which cannot be provided by the personnel on duty using the available local resources to control, correct and return to a safe condition. All product spillage and fires are to be treated as emergencies. If there is any doubt, an event should be treated as an emergency.

1.4 Levels of an Emergency

The three levels of emergency are defined as:

1) Local Alert for any situation which threatens life, property or the environment at one location on site, but may not spread to other areas on site.
2) Site Alert where effects may spread to other areas on the site.
3) External Alert where effects may spread and impact on people, property or the environment outside the site.

Each of these three levels of emergency may be further classified as:

- Minor Emergency: Where the emergency can be handled entirely on site and no assistance is required from the public emergency services.

- Major Emergency: Where the situation requires the assistance of the public emergency services, i.e. ambulance, fire brigade or police.

An External Alert is automatically a Major Emergency, as action cannot be taken outside the site boundary independently of the public emergency services.

1.5 Authorisation

The Site Manager for the facility is responsible for preparing, distributing, and updating the ERP. It is under his/her authority/delegation that the plan is distributed and executed. To maximise its usefulness, the Site Manager encourages controlled copyholders and all other interested parties to suggest potential improvements.

The Chief Warden for the site will be responsible for the implementation of the emergency requirements under the direction of the Site Manager. It will be the Chief Warden's responsibility to monitor the emergency response elements (hardware and software) and to raise issues to the notice of the Site Manager for corrections, change or update. The Site Manager may then delegate responsibility for corrections, changes and updates to the Chief Warden as required.

Section 13.4.3 gives details on review and updating this ERP.

This ERP has been developed using the guidelines published in the Hazardous Industry Planning Advisory Paper (HIPAP) No. 1 (Ref. [2]) and fulfils the requirements of the NSW Work Health and Safety (WHS) Regulations 2017 (Ref. [3]) which requires an emergency plan to be prepared for a facility storing and handling dangerous goods in excess of the threshold quantities listed in the WHS Regulation.

Signed:

.....

.....

[name]

2 Objectives

2.1 Purpose

The purpose of the Emergency Response Plan is to prevent or minimise the impact of an emergency and to facilitate a return to normal operations as soon as possible, by providing effective:

- Emergency Response.
- Incident Management.
- Training.
- Updating and reviewing of the emergency procedures.

2.2 Objectives

This ERP provides guidance on response actions to be taken in an emergency which may occur within all areas of the site, to minimise the potential for loss of life, injury to people, damage to the environment, and damage to property.

The objectives of the ERP (in order of priority) are:

1) Protection of human life and rescue of people.
2) Protection of the environment.
3) Protection of property, equipment, and products.
4) Restoration of safety to affected areas.
5) Restoration of facilities.
6) Resumption of normal operations.

3 Site Description

3.1 Site Location

The site is located at Warehouse 8 at 8/26 Nelson Road, Yennora which is approximately 27 km northwest of the Sydney Central Business District (CBD). **Figure 3-1** shows the regional location of the site in relation to the Sydney CBD. Provided in **Figure 3-2** is the layout of the site showing the surrounding land uses.

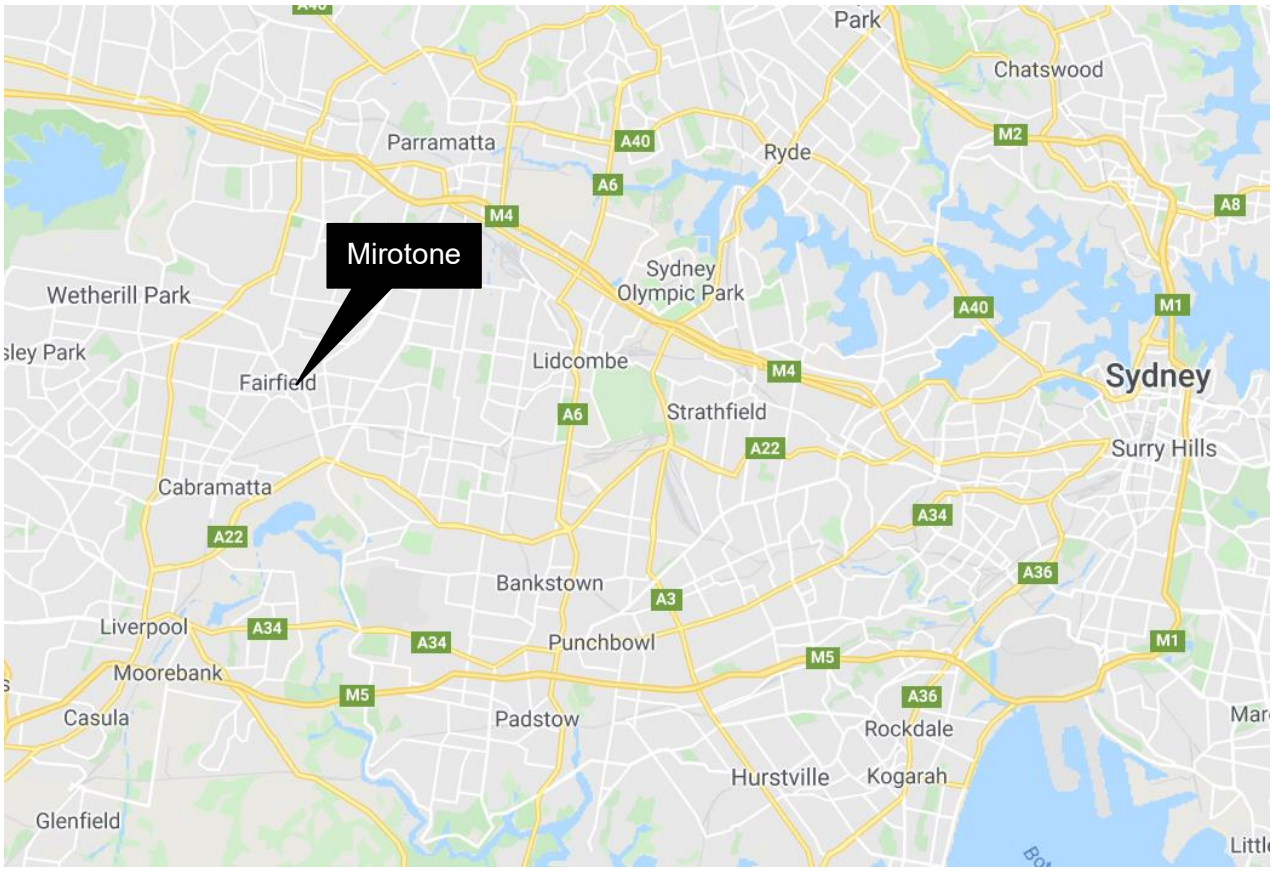

Figure 3-1: Site Location

3.2 Adjacent Land Uses

The land is located in an industrial area surrounded by the following land uses, which are adjacent to the site:

- North – Industrial warehousing
- South – Industrial warehousing
- East – Industrial warehousing
- West – Industrial warehousing

3.3 General Description

The building will consist of an office area, amenities and main warehouse area which is separated into two fire compartments with one side containing finished goods storage and the other raw product storage and associated manufacturing. The manufacturing area will contain DG related

manufacturing along with water-based manufacturing. The finished goods warehouse will be containing finished product along with a small laboratory for product quality assurance testing. Externally to the warehouse there will be several DG storages including tanks for bulk product storage. DG classes and volumes are discussed in **Section 3.3.1**.

3.3.1 Facility Detailed Description

The facility will contain the following areas:

- Manufacturing
- Finished goods
- Laboratory
- Bulk tank storage
- Nitrocellulose storage
- External storage

Each area has been discussed in further detail in the following subsections. **Figure 3-2** may be used to assist in understanding the site description.

3.3.2 Manufacturing

The manufacturing will be located within the eastern compartment of the facility which has walls between the tank farm and the manufacturing area and between the manufacturing area and the finished goods warehouse with an FRL of 240/240/240. The area will be composed of DG and water-based manufacturing areas along with raw product storage, packaging and labelling. Each of these have been discussed further in the following subsections.

The general manufacturing compartment will be fitted with a mechanical extraction system composed of supply and extraction ducts at low level to remove any flammable vapours which may accumulate within the compartment during operations.

The water-based raw materials are located in the north eastern corner of the manufacturing fire compartment on racks. Product is transported from the racks for use in the water-based manufacturing area.

The water-based product is non-DG and involves the blending and mixing of non-DG product which occurs in two vessels. The water-based area is located in the north western corner of the manufacturing compartment. Once produced, the product is transferred to the filling station where it is filled into cans / drums and then moved to the labelling station for final labelling. Once all steps are completed, the product is transferred into the storage compartment. The mix vessels are fitted with ducted extraction to negatively pressurise the vessels and ensure any vapours produced are captured and exhausted externally to the facility.

The DG manufacturing area is located on the southern side of the manufacturing compartment and is composed of five (5) reactors, three (3) mixing vessels and several additional solvent blending vessels. The volume of vessels ranges from 5 kL up to 10 kL. Raw DG product is pumped from the external bulk tanks into the reactor vessels as required. Similarly, to the water-based process, once product is produced it is filled into cans, labelled, and stored in the storage compartment.

The area has been subject to a hazardous area classification per AS/NZS 60079.10.1:2009 (Ref. [4]) and all equipment will be installed in accordance with AS/NZS 60079.14:2017 (Ref. [5]). The

compartment is bunded to contain spills which may occur as a result of operations and prevent escape from the site. The warehouse is sprinkler protected and provided with full hydrant coverage

The packaging area(s) are where finished product is transferred into cans or drums and capped prior to labelling. The areas are ventilated via the air extraction fitted within the compartment.

3.3.3 Finished goods

The finished goods warehouse will contain product in cans / drums typically in volumes of 60 L and 205 L. The containers are stored on wrapped pallets in purpose-built racking. The area is compliant with AS 1940-2017 (Ref. [6]) in terms of bunding, ventilation, etc. and has been subject to hazardous area classification per AS/NZS 60079.10.1:2009 (Ref. [4]) and all equipment will be installed in accordance with AS/NZS 60079.14:2017 (Ref. [5]). The wall separating the finished goods warehouse from the manufacturing warehouse has an FRL of 240/240/240.

3.3.4 Laboratory

The laboratory space contains a spray booth and tinting machine. The purpose of the space is to test product and ensure it meets the requirements and specifications of the product. The spray booth has been designed per AS/NZS 4114.1:2020 (Ref. [7]) and has been subject to hazardous area classification per AS/NZS 60079.10.1:2009 (Ref. [4]) along with the tinting operations.

3.3.5 Bulk Tank Storage

The bulk tank storage is located externally to the main warehouse on the southside and is separated from the warehouse by a wall with an FRL of 240/240/240. The tank farm contains ten (10) 30 kL tanks containing a range of liquids including; toluene, xylene, methyl ethyl ketone, ethanol, and various other solvents.

The area has been designed per AS 1940-2017 (Ref. [6]) to ensure safe storage and to prevent spills escaping the area. The area has been subject to hazardous area classification per AS/NZS 60079.10.1:2009 (Ref. [4]).

3.3.6 Nitrocellulose storage

The nitrocellulose store is a separate storage with walls having an FRL of 240/240/240 to protect against the potential for decomposition of the product. The front of the store is open to air to provide adequate ventilation.

3.3.7 External storage

The external storage contains packaged flammable raw materials for use in manufacturing. The storage is protected from the elements by an awning and is bunded to contain spills. The adjacent warehouse has an FRL of 240/240/240 to ensure adequate protection in the event of a fire arising within the external storage.

3.3.8 Whole Site

The whole site will be capable of containing at least 90 minutes of potentially contaminated fire water as required by AS/NZS 3833:2007 (Ref. [8]) and with guidance from the NSW document "*Best Practice Guidelines for Contaminated Water and Retention Systems*" (Ref. [9]). The water will be contained via isolation of the stormwater system which is performed by the actuation of a penstock valve upon fire detection.

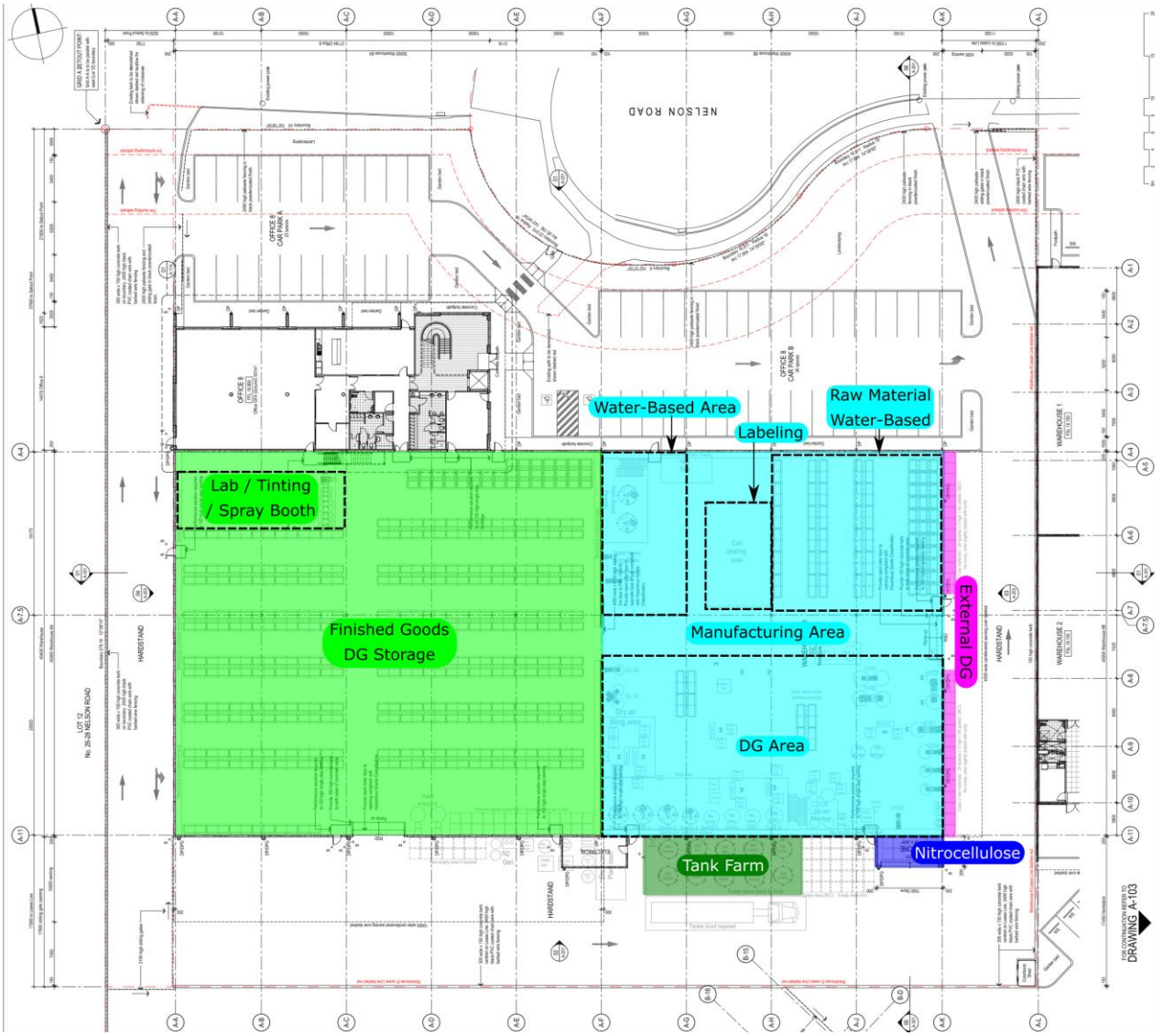

Figure 3-2: Site Layout

3.4 Quantities of Dangerous Goods Stored and Handled

The dangerous goods stored at the warehouse are for various customers and may fluctuate with customer requirements. The classes and quantities to be approved in the facility are summarised in **Table 3-1**. Additionally, a breakdown of the tank farm contents is shown in **Table 3-2**. The volumes shown in **Table 3-2** are included within the 800,000 kg of Class 3 substances shown in **Table 3-1**. Indicative locations of the DGs have been provided in **Figure 3-2**.

Table 3-1: Maximum Classes and Quantities of Dangerous Goods Stored

Class	Packing Group	Quantity (kg)
3	II & III	800,000
4.1 (Nitrocellulose)	II & III	5,000
6.1 (Toluene Diisocyanate)	II	25,000
8	II & III	3,000
9	III	2,000

Table 3-2: Tank Farm Contents

Class	Packing Group	Shipping Name	UN Number	Quantity (kL)
3	II	Butyl Acetates	1123	30
	II	Ethyl Methyl Ketone	1193	30
	II	Toluene	1294	30
	II	Ethanol (Ethyl Alcohol)	1170	30
	III	Alcohols N.O.S.	1987	30
	II	Resin Solution	1866	30
	III	Resin Solution	1866	30
	III	Petroleum Distillates	1268	30
	III	Xylenes	1307	30

3.5 Aggregate Quantity Ratio

Where more than one class of dangerous goods are stored and handled at the site an AQR exists. This ratio is calculated using **Equation 3-1:**

$$AQR = \frac{q_x}{Q_x} + \frac{q_y}{Q_y} + [\ldots] + \frac{q_n}{Q_n}$$ **Equation 3-1**

Where:

x,y […] and n are the dangerous goods present

q_x, q_y, […] and q_n is the total quantity of dangerous goods x, y, […] and n present.

Q_x, Q_y, […] and Q_n is the individual threshold quantity for each dangerous good of x, y, […] and n

Where the ratio AQR exceeds a value of 1, the site would be considered a Major Hazard Facility (MHF). The threshold quantities for each class is taken from Schedule 15 of the Work Health and Safety (WHS) Regulation 2017 (Ref. [3]). These are summarised in **Table 3-3** noting Classes 2.2, 4.1(II & III), 8 and 9 are not subject to MHF legislation.

Table 3-3: Major Hazard Facility Thresholds

Class	Packing Group	Threshold (tonnes)	Storage (tonnes)
3	II & III	50,000	800
6.1 (Toluene Diisocyanate)	II	200	25

A review of the thresholds and the commodities and packing groups listed in **Table 3-1** indicates only Class 2.1 and 3 are assessable against the MHF thresholds. Therefore, substituting the storage masses into **Equation 3-1** the AQR is calculated as follows:

$$AQR = \frac{800}{50000} + \frac{25}{200} = 0.141$$

The AQR is less than 1; hence, the facility would not be classified as an MHF.

4 Types of Emergencies

4.1 Fire and Explosion

There are several sources where a fire or explosion might occur within the site including;

- Ignition of outer packaging (cardboard) as a result of electrical equipment failure (sparking) and hot work (welding, gas cutting, grinding, etc.),
- Ignition of a leak from flammable dangerous goods as a result of electrical equipment failure (sparking) and hot work (welding, gas cutting, grinding, etc.),
- Accident involving forklift or truck deliveries resulting in a release of fuel as a result of the collision, ignition of released fuels, and
- Electrical fires in the warehouse or office (i.e. overheating of equipment, electrical failure resulting in short circuit).

The location of hose reels (HR) and dual fire hydrants (DFH) at the site are shown in **Figure 4-1**.

4.1.1 General Warehouse Fires

Within the warehouse area there is potential for an electrical fault to result in a fire (e.g. overheating of equipment, electrical failure resulting in short circuit). In the warehouse, an electrical fire would impact the automated storage system as well as any surrounding equipment (e.g. lights, exit lights, alarm systems, etc.).

4.1.2 General Office Fires

In the office an electrical fire (computers, servers, printers, photocopiers, etc.) may propagate quickly due to fuel in the form of paper, furniture (wood), carpet, etc. During normal working hours, the office is fully staffed, and personnel are in attendance throughout the full working period. Hence, such fires would be controlled using first attack firefighting equipment (fire extinguishers and hose reels).

However, during periods when the office is unattended (i.e. after normal working hours) a sprinkler system is installed that will automatically activate, controlling the fire until first responders attend the site and extinguish the fire. The activation of the sprinkler system shall also provide an alarm at the security company.

4.1.3 Forklift Incidents Leading to Fires

On site there are forklifts which are used to transport the goods from the truck delivery area to the storage areas. If a collision occurred involving a forklift or a truck, there is potential for fuel within the vehicles to ignite resulting in a fire. In such an event, personnel are present and can initiate first attack firefighting using extinguishers and hose reels. In the event these firefighting systems fail to control the fire, the automatic sprinkler system will activate providing adequate fire control until the fire brigade arrives and extinguishes the fire.

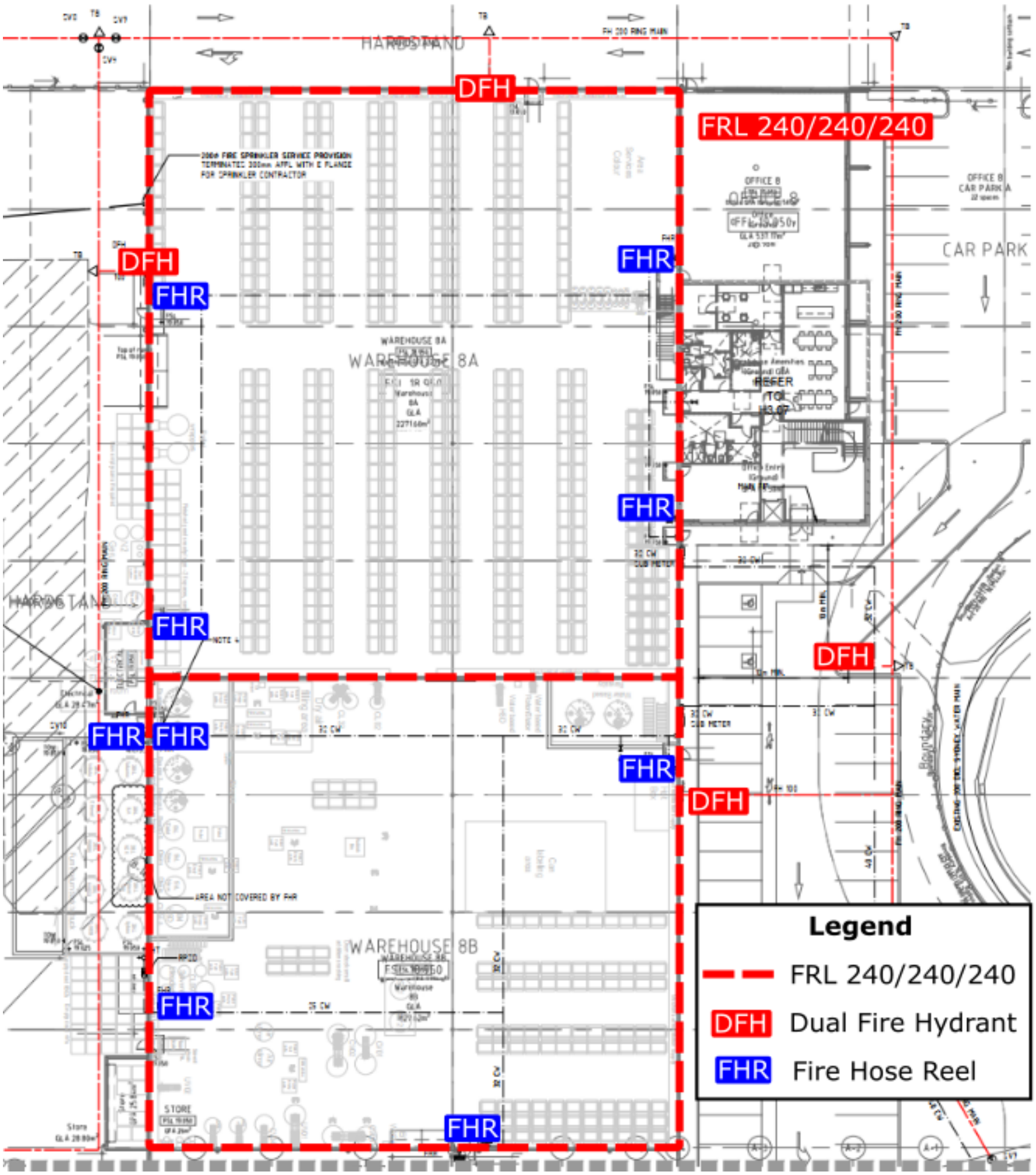

Figure 4-1: Fire Equipment Plan

4.2 Hazardous and Dangerous Materials Release

There are several areas within the facility that have the potential to spill. Possible causes for a spill are:

- Dropping products when transporting from delivery area.
- Dropping products when transporting to delivery area.
- Dropping product when moving product around Dangerous Goods Store area.
- Collision of forklift into Dangerous Goods store racking.
- Deterioration/puncture of dangerous goods containers.
- Dropped packages during mixing/cleaning operations.
- Damage to bulk tanks.

It is most likely that a spill would occur during the transport of products to or from the delivery area or around the Dangerous Goods storage. During transport, products located on the pallet could fall, resulting in a number of them being damaged and releasing the contents.

Many of the materials involved are stored in small packages on pallets, with all palletised materials shrink wrapped to prevent containers and boxes falling from pallets whilst being transferred or in the storage locations (on the rack). Hence, the likelihood of a dropped package is low, if not negligible.

Notwithstanding this, a spill procedure has been developed and is to be utilised in conjunction with the available spill kits, which would be adequate to contain any spills from the package sizes at the site. In addition, speed limits are in place to reduce the chance of an incident in the warehouse.

In the event of a collision, a spill could occur from the forklift dropping its load or packages being knocked off storage racks. As mentioned above, the nature of the products being stored, and the volumes would limit in the spill impact of such an event.

Damage to the product packaging is likely to occur during delivery or packages delivered to the site may already be damaged. Hence, where a product is delivered to the warehouse the packaging is inspected for damage and in the event of package damage a procedure is followed to deal with the potential loss of containment. When stored on racks, deterioration and damage to packages is unlikely to occur.

However, if a spill does occur, there would be no release beyond the immediate area of the spill and spill clean-up response would be effective in controlling the incident. The site itself is designed with spill retention systems to prevent spills from accessing the public waterways. Class 3, 6.1 and 8 DG storage areas are also fully bunded to contain spills.

The required response to spillage at the site is given in procedure **ERP-02**.

4.3 Medical Emergency or Personal Injury

Personal injuries can occur as a result of work-related accidents or illnesses. Operations at site using forklifts and other lifting devices, vehicle interaction with personnel, contact with hazardous and dangerous materials stored on site may result in personal injury or illness to

staff involved with the operations at the site and/or the handling of the materials. In this event, it may be necessary to evacuate personnel as a medical emergency.

Emergency Response Procedures for medical emergency or personal injury are found in **ERP-03**.

4.4 Natural Events (Floods/Earthquake)

All facilities on site are designed and built above the 1-100 year flood levels. There would be no expected impact at the site from floods.

Whilst the facility has been constructed using the appropriate earthquake design codes, in the unlikely event of an earthquake, there is a potential for wall/roof collapse. This may damage packages or storage vessels resulting in hazardous materials release. The site has been designed with a spill retention system to prevent release offsite, hence, spillage will be retained within the site confines.

Spill clean-up is covered in **ERP-02**.

4.5 Bomb Threat

The potential for bomb threat exists at the site. To assist in controlling this hazard, a bomb threat procedure forms part of this plan, the procedure is included at **ERP-04**.

Bomb threat cards will be located adjacent to each phone and a search procedure has been developed to facilitate rapid location of potential explosive devices in areas allocated as assembly points. Detailed bomb searches will be conducted by Police or other combat agencies.

4.6 Collison of Vehicles

As the site is a warehouse and requires constant deliveries and transport of goods around the site, transport vehicles are continually using the site and there is a potential for collision between vehicles moving to the various loading/unloading areas on the site. Whilst there are speed limits placed on all vehicles on site, there is still a potential for incidents involving transport vehicles.

Nonetheless, to ensure rapid response to any collision incidents a procedure has been developed. This can be found at **ERP-05**. Interaction with haulage companies and their respective ERPs are included in this procedure.

4.7 Civil Disturbance, Vandalism or Intruder Onsite

The site is located in an industrial zone within the area. The industrial/commercial site is located well clear of any potential areas where a large crowd may gather (e.g. clubs, sport stadia, railway stations, etc.) resulting in a low likelihood for a civil disturbance.

Notwithstanding the low potential for civil disturbance, there is a potential for vandalism and intruders on site. The most likely scenario is intrusion on site during normal operations (i.e. intruder walking into the warehouse area). The main hazard arises when staff approach unauthorised personnel. A procedure for handling civil disturbance, vandalism and/or intruders has been developed as part of the site emergency plan (see **ERP-06**).

4.8 Evacuation

In the event an emergency escalates to the point that personnel must evacuate, it is critical they are aware of the emergency assembly points. These locations will allow fire wardens to identify if all personnel are in attendance or if personnel may be trapped within the facility.

The procedure for managing an evacuation has been developed as is located in **ERP-07**.

5 Emergency Response Structure

The Emergency Planning shall be co-ordinated by the Chief Warden Emergency Planning Committee. Emergency Planning shall include establishing and implementing an emergency plan, ensuring that personnel are appointed to all positions in the Emergency Organisation, arranging for their training, arranging to conduct evacuation exercises and emergency response drills, reviewing the effectiveness of exercises and drills, and arranging for procedural improvements.

The site emergency response structure shown in **Figure 5-1** will be implemented in emergency situations.

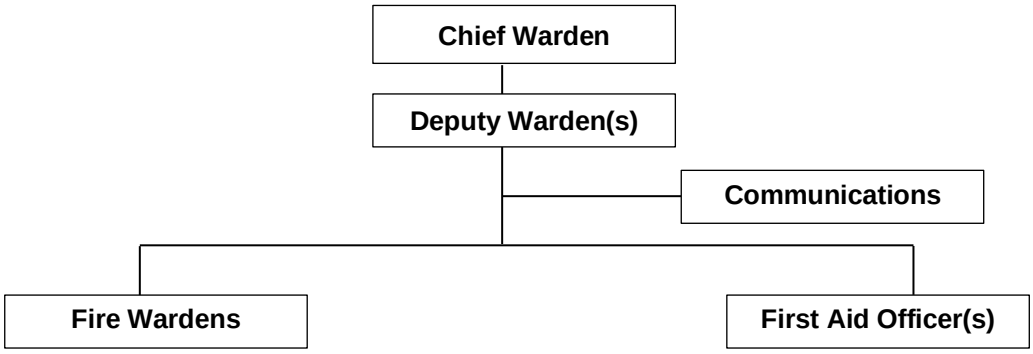

Figure 5-1: Emergency Response Structure

5.1 Emergency Command Structure General Notes

5.1.1 Immediate Response and Alarm Initiation

Any person discovering an emergency situation, or a situation which is likely to give rise to an emergency, shall:

- Consider controlling the situation alone.
- Control it (only if safe to do so).
- Alarm - raise the alarm by contacting the Chief Warden who shall decide on the level of alert and details of the emergency.
- Rescue - assist or alert persons in immediate danger.

If in doubt, the alarm shall be activated first and then the doubt will be clarified.

5.1.2 Criteria for the Selection of Emergency Response Personnel

Persons appointed to deal with emergencies will in general:

- be physically capable and willing to carry out the respective function.
- have leadership qualities and command authority.
- have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure.
- have clear diction and be able to communicate with the majority of persons in their care.

These points shall be considered when selecting personnel for the emergency response tasks.

5.2 Principle Roles and Responsibilities

It will be necessary for personnel to be allocated key emergency response duties. Key positions and duties are listed below. Appendix C provides a summary of the roles and responsibilities of key personnel in emergency response positions on site.

5.2.1 Criteria for the Selection of Emergency Response Personnel

The Chief Warden (CW) and Deputy Warden(s) will be pre-selected by the Site Manager. In the event that the CW is unavailable at the time of the emergency, Emergency Control will be the responsibility of the Deputy Warden.

The CW will take responsibility for control of onsite emergencies and direct the emergency response until the arrival of combat agency (CA). The CW will then hand control over to the Combat Agency (CA) Commander. The CW will brief the CA Commander and remain close to the CA Commander to provide advice on site-specific issues as required.

5.2.2 Restoration Team

A restoration team will be established by the Site Manager (or delegate) to firstly establish site operations (based on the scale of the incident). The restoration team shall be responsible for establishing a recovery plan and all further actions required until the resumption of business operations. The restoration team will be headed by the Site Manager.

5.2.3 Communications

Internal

The Communications Officer will be a Team Leader. It will be his/her task to monitor communication and facilitate the effective exchange of information between the site and the CA.

External

The Communications Officer is the only person responsible for relaying information to the media and other public bodies. Staff will be instructed not to discuss issues with any persons outside the site as this is the role of the Communications Officer only.

When a significant incident occurs, a media statement should be prepared as quickly as possible, and include:

- A description of the nature of the emergency.
- The corrective action taken, and its effectiveness.
- When the emergency is expected to be over.
- The investigative action that is to be taken.
- Any assistance that can be given by the media.

Only facts should be stated. Statements as to the cause and effects of the emergency should be avoided until a thorough investigation has been conducted.

5.2.4 Emergency Response Personnel

Combating emergencies will mainly be the responsibility of the relevant CA. However, initial response to an emergency will be provided by site personnel. The emergency response personnel

(Fire Wardens) will operate under the direct control of the CW; it will be the CW's responsibility to co-ordinate first attack response to emergencies.

The CW will direct the emergency response personnel to assist in the following emergency response areas:

Damage Control

Whilst the site is fitted with a fire main and hydrant system, there will be no requirement for company personnel to operate fire hydrants and hoses. Firefighting on a scale requiring a fire hose will be the responsibility of the Fire Brigades.

The site is fitted with hose reels and extinguishers; this equipment will be used in first attack firefighting by site personnel. This will aid in controlling the growth of incidents allowing the CA to provide more effective emergency response on their arrival. Selected site staff will be trained in firefighting. Although this equipment and training will be provided, it is up to the discretion of site personnel whether or not to fight a fire. If a fire cannot be effectively controlled by a fire extinguisher, evacuation is recommended as opposed to further firefighting action.

Rescue and First Aid

Selected site staff will be trained in first aid. It will be their task to render assistance in removing any injured staff from the emergency area and to provide effective management of injuries until the CA (ambulance) arrives.

Evacuation

Evacuation will be controlled by the CW. He/she will direct staff to evacuate the site should the emergency grow beyond manageable proportions. A site staff member will be delegated to facilitate the evacuation and ensure all staff have left the area to be evacuated. This staff member will report to the CW when evacuation has been completed.

To aid in facilitating evacuation an employee checklist will be used to mark names and ensure all employees working in the affected area have been safely evacuated. (See Procedure **ERP-07** for more details).

Traffic Management

A traffic management officer will be nominated by the CW. It will be this person's task to ensure the free flow of traffic in the areas immediately off-site. The task will also involve the removal of any vehicle that may obstruct the free flow of CAs in and out of the site.

On arrival at an emergency incident, it may be difficult for the attending fire brigade response crew to locate the exact warehouse, where the incident is not immediately evident (i.e. smoke cannot be seen). Hence, it would be necessary for a member of the emergency team (typically the nominated traffic management officer) to meet the fire brigade response crew at the warehouse complex entrance and direct the crew to the specific emergency location.

5.3 Site Command Centre

In the event of an emergency, control will be taken by the CW. He/she will be located in the site command centre, which shall be in the administrative office or in the car park at the front of the site (if the administrative office is affected by the emergency).

5.4 Emergency Response Positions and Roles

All emergency positions will be allocated to specific staff on site and regular exercises must be conducted to monitor the effectiveness of the ERP. A list of emergency response roles and contact information is given in **Appendix B**.

5.5 Principles of Emergency Response

The principles of response will be based on prevention, containment, rescue and first aid. These have been summarised below:

Prevention

- Maintenance and testing of all detection and protection equipment on a regular basis (e.g. in accordance with the requirements of AS 1851-2005, Ref. [10]).
- Inspection of all plant and storage facilities on a regular basis.
- Regular emergency response drills to ensure site readiness (biannually).

Containment

- Switch off any operating equipment (dock levellers, etc.).
- Isolate electrical supplies at the main switchboard.
- Take any operating equipment (e.g. forklifts) outside the warehouse.
- Co-ordinate with CW.

First Aid

- First aid is to be given only by trained first aid officers.

6 Evacuation

6.1 Evacuation of Personnel Located Onsite

The order to evacuate the site shall be issued by the CW or the responsible CA. All personnel are to move quickly to emergency assembly areas as shown in **Figure 6-1.**

- Staff are to warn others as they go.
- Report to the Evacuation Officer (nominated Fire Warden), this person will mark names off the evacuation list.
- Do not move or leave assembly area without permission from Evacuation Officer or responsible Combat Agency unless the area is under direct threat.
- Priority that must be observed during a building evacuation are:
    - those who are able to walk without assistance leave first;
    - those who require some assistance leave next; and
    - those who must be carried leave last.

Mobility impaired persons should be assembled in a safe area away from immediate danger.

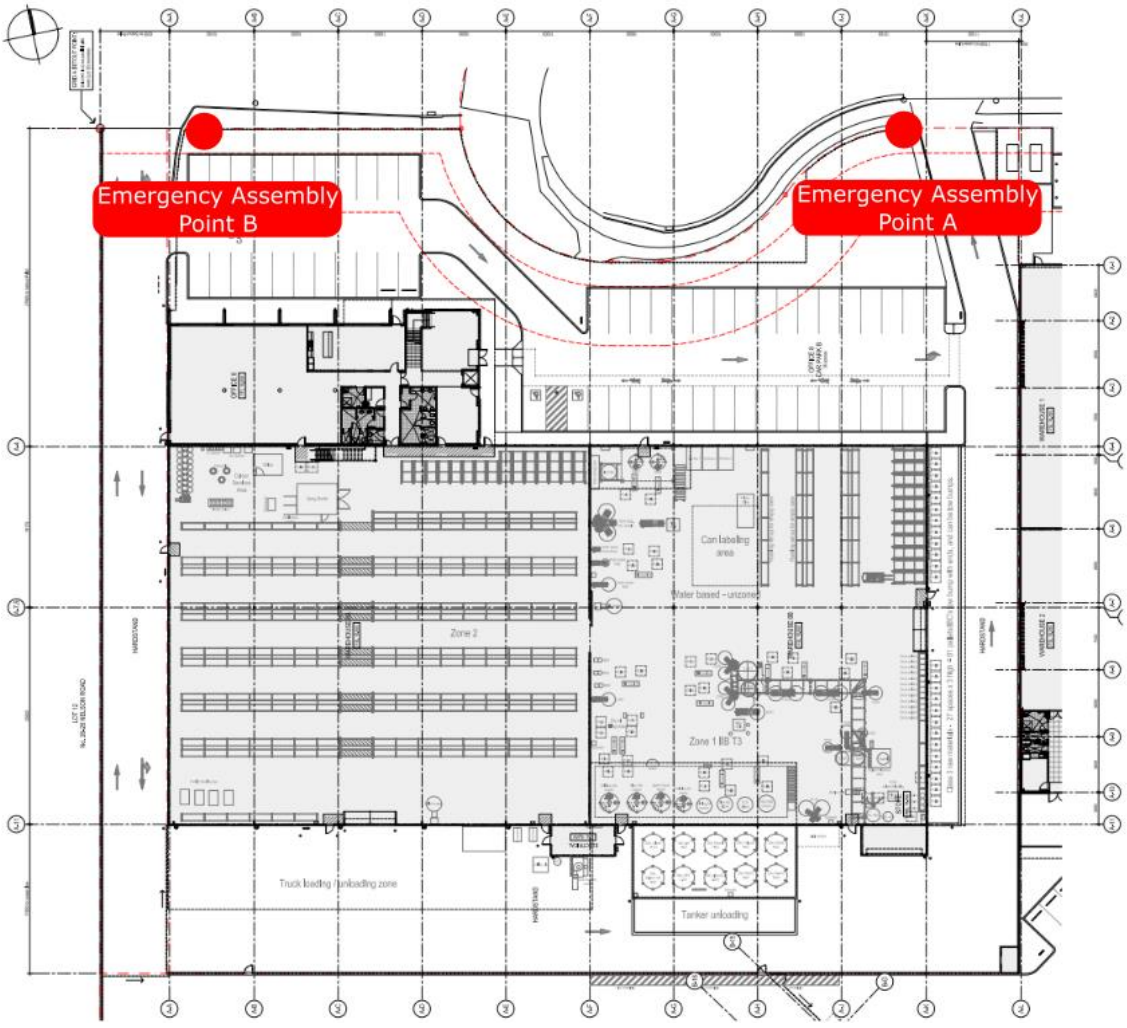

Figure 6-1: Emergency Assembly Areas

6.2 Evacuation of Personnel Located Offsite (Adjacent Properties)

In the event that an incident grows to proportions that adjoining sites may be affected, it will be necessary to contact the management of these sites and facilitate evacuation. The contact numbers for each of the adjoining sites is given in **Table 6-1**.

Table 6-1: List of Contacts – Neighbouring Sites

Neighbour	Contact Number
Artist Guitars	1300 489 816

Evacuation procedures are found in **ERP-07**.

The emergency operations flow chart, shown at **Figure 6-2**, indicates actions to be taken by persons responsible for undertaking actions and how they will be performed.

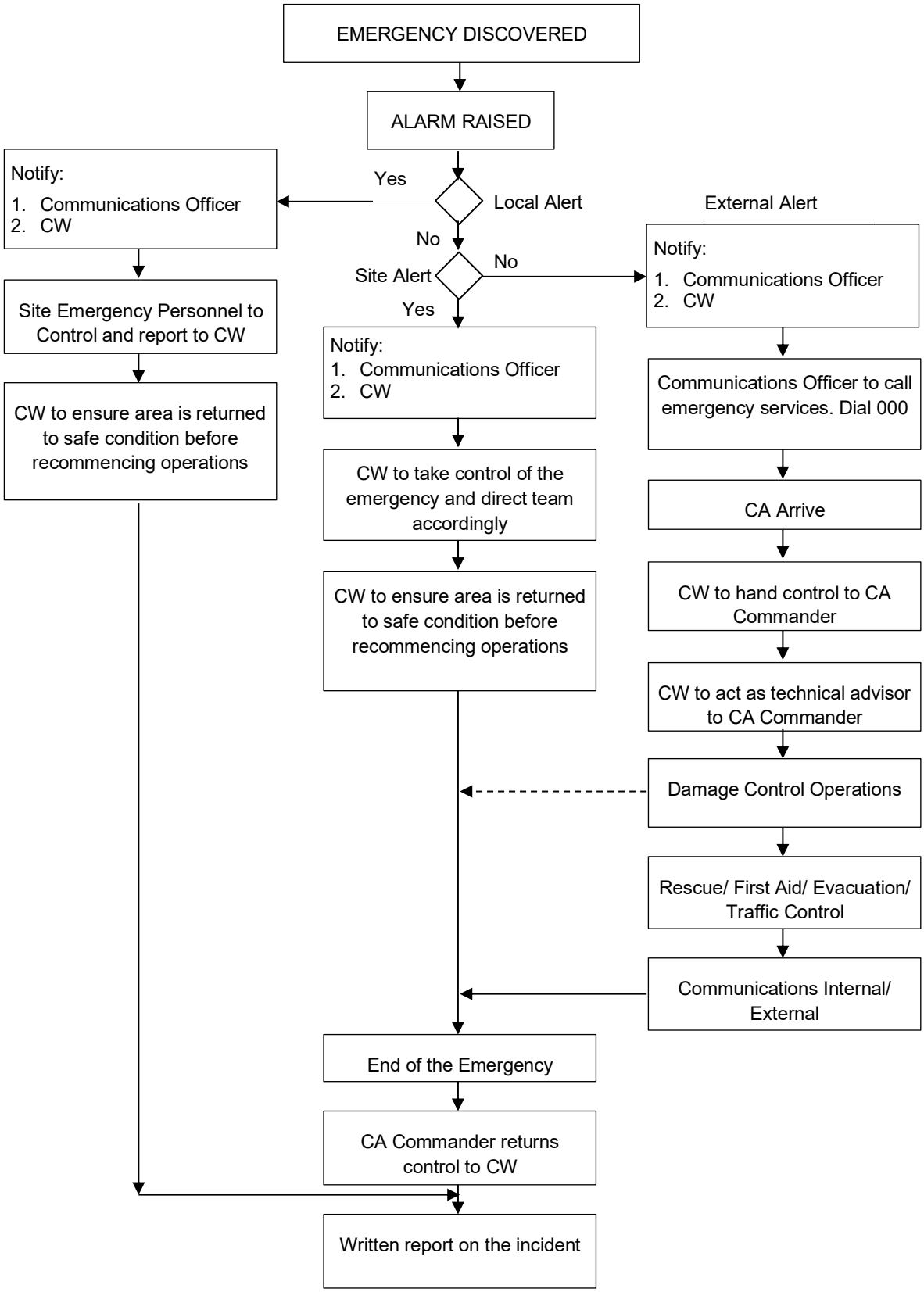

Figure 6-2: Emergency Operations Flow Chart

7 Emergency Equipment and Alarms

Equipment has been installed around the site for use in response to emergencies. It shall be maintained and accessible for immediate use, and its location appropriately sign posted. The range of equipment installed at the site includes the following.

7.1 Emergency Exits

Backlit emergency exit signs are installed within all parts of the building, including the warehouse and office areas. These “lights” are designed with an internal battery supply and operate independently of the main power system in an emergency situation. Lights will be tested quarterly.

An annual Fire Safety Certificate (FSC) will also be provided, including a system audit to review the correct operation of the exit signs.

7.2 Extinguishers and Hose Reels

Fire extinguishers and hose reels are provided for first attack firefighting, when safe, by employees trained in their use. Procedures for the use of extinguishers and hose reels are given in **ERP-01**.

Note that it can be hazardous to use the incorrect extinguisher or a hose reel on some types of fires (e.g. water extinguisher or a hose reel on electrical fires). Extinguishers and hose reels will be tested in accordance with the relevant Australian Standard (e.g. AS 1851-2005, Ref. [10]).

7.3 First Aid Kits

First aid kits are provided in the office areas. First aid kits will be regularly checked and maintained (quarterly) and any components used between review periods will be replaced immediately to ensure equipment in the kit is serviceable and available when required.

7.4 Spill Equipment

Safety Data Sheets (SDS) detailing action to be taken to safely control spills of hazardous materials and Dangerous Goods are available at the warehouse office. Spill absorbent material is in the spill kits located within the warehouse. Only trained persons in spill control procedures will engage in spill response.

8 Notification of Incident to Authorities and Adjacent Businesses

8.1 Combat Agency (Police, Ambulance, Fire Brigade, etc.)

In the event of an incident, the following is to be instigated with the Combat Agencies:

- Raise vocal alarm and make sure it is acted upon and/or phone 000.
- Advise neighbours of the incident and inform of potential evacuation.
- Type of emergency:
  - Casualties
  - Assistance required
  - Hazards
  - Telephone Contact Number
  - Name

8.2 Adjacent Businesses

The adjacent buildings are to be advised of any incidents (**Table 6-1**). Update neighbours to standby for further instructions by the Police Service or the Fire Brigade.

8.3 Authorities

Contact with authorities in relation to the consequences of the emergency is covered in more detail in the individual ERP sections in **Section 9**, with **Section 11** detailing terminating an emergency.

9 Emergency Response Procedures – Specific Emergencies

9.1 General

In many industries, safe and efficient operation depends upon the observance of basic safety principles, which have been developed through experience, and careful analysis of the nature of potential hazards associated with the processes carried out at a site.

In any emergency situation that arises, clear and explicit communication is essential to maintain control. All staff are expected to maintain a thorough knowledge of emergency procedures and therefore there should be no need for reference to this material during the actual emergency.

9.2 Emergency Contact Numbers

The telephone numbers which should be used in emergency, as appropriate, are listed in **Appendix A**.

9.3 Emergency Procedures

This section details the responses to specific emergencies as listed below in **Table 9-1**. A general flowchart of an emergency procedure is given in **Figure 6-2**.

Table 9-1: List of Emergency Response Procedures

Procedure	Emergency Procedure Number
Fire and Explosion	ERP-01
Loss of Containment (Spill)	ERP-02
Medical Emergency/Personal Injury	ERP-03
Bomb Threat	ERP-04
Collision of Road Vehicles	ERP-05
Intruder(s) on site	ERP-06
Evacuation	ERP-07

10 Detailed Emergency Response Plans

10.1 ERP-01 Fire and Explosion

10.1.1 General

It is imperative that for all fires and explosions the alarm is raised as early as possible. In the event a fire is discovered, or an explosion identified (i.e. heard), the person detecting the incident shall raise the alarm by immediately notifying others in the immediate vicinity and then contacting the CW. The CW will then make further decision regarding fire response. Where the CW cannot be immediately located, reception should be contacted, and the location of the CW identified so that the incident details can be relayed.

Any alarm given for a minor fire (e.g. a small fire in a rubbish bin in a non-hazardous area and not in danger of spreading) that is extinguished by the person on the spot should be “cancelled” and the Fire Brigade immediately notified. Whilst the Brigade will still attend the site to ensure there will be no re-ignition, there will be less urgency on the Brigade’s behalf.

In any fire situation, the first minutes are most critical and the initial decision to fight or to report can only be based on the estimate by the individual of his/her capacity to extinguish the fire with what equipment he/she has immediately on hand.

All explosions should be carefully assessed to determine whether they should be treated as a serious and major incident. Where small explosions occur (i.e. localised around small packages, etc.), it may be possible to respond and rectify the problem with onsite resources. However, in the unlikely event that a major explosion occurs and significant damage results, external assistance will be required. The CW must be contacted in the event of any explosion (or fire). He/she will decide on the appropriate action.

If in doubt – Summon Assistance.

Incidents occurring outside site hours would initiate site detection systems and alarms, however, no personnel will be on-site to attend to the incident. In this case, the alarm will be raised at the control room of the site security company who will relay the alarm to the Fire Brigade and then to the CW (or deputy). The site will then be attended by the Fire Brigade and the CW (or deputy). The ERP and emergency procedures will be located within the site Gatehouse. The Fire Brigade will have access to the site Gatehouse on entry to the facility. The CW (or deputy) will attend the site and assist the CA as required.

10.1.2 Procedures

10.1.2.1 Fire

10.1.2.1.1 All Employees:

a) Warn personnel close by or those who may be in immediate danger.

b) Immediately notify the CW. If the CW cannot be located, notify his/her deputy. In addition, the reception desk shall be notified of the emergency and its location.

c) If appropriate, the CW will notify the Fire Brigade (000).

d) The CW will direct CA to commence evacuation if required.

e) Emergency Team (Fire Wardens) shall attempt to extinguish the fire if it is feasible and rescue personnel casualties if involved in fire area, but only where a rescue can be accomplished without undue risk to the rescuer. Use fire extinguishers or hose reels as required. Take care to select the correct firefighting medium based on the fire type (i.e. care must be taken with electrical fires and water).

f) The CW will direct emergency response personnel (e.g. Fire Wardens) to ensure clear access for Fire Brigade (i.e. remove trucks off site).

g) The CW will advise the Fire Brigade of the situation and be prepared to assist as required.

h) Secure records and make visitors book available.

i) Staff are expected to be familiar with and be prepared to carry out the following Action Plan:

10.1.2.1.2 CW:

Take charge of the emergency until the Fire Brigade arrives, then provide support to local authorities. Take a mobile phone, if available.

Turn off power at main switchboard. If night time, light circuits should be left on in the offices (note: the warehouse and offices are fitted with emergency lights which will provide effective lighting for emergency egress and initial firefighting)

10.1.2.1.3 Drivers:

Stop loading or unloading operations. If possible, move vehicles to a safe area. Assemble at the emergency evacuation assembly point shown in **Figure 6-1** (either at the main assembly point or alternative assembly point) depending on whether the incident affects the primary assembly area.

10.1.2.1.4 Staff:

On the instruction by the CW, proceed to “Safe Assembly Areas”. Ensure free access to roadway for vehicles leaving warehouse. Prevent entry of vehicles other than the Fire Brigade, Ambulance, etc.

10.1.2.2 Explosion

10.1.2.2.1 All Employees:

Notify the CW and the reception desk of the emergency and its location.

If an incident occurs after hours (explosion raising an alarm), the site security company are to first notify the local fire authority and then the CW of an incident. The CW will then attend site to assist the Fire Brigade as required.

a) If appropriate, the CW will notify the Fire Brigade.

b) Cease all unloading/loading. Remove all trucks off site.

c) Ensure clear access for Fire Brigade (i.e. remove trucks off site).

d) The CW will advise Fire Brigade of situation and be prepared to assist.

10.1.3 Telephone Numbers

See Emergency Contact List - **Appendix A.**

Note: After an explosion occurs, do not approach the explosion area until the CW has assessed the situation. Where possible rescue injured people but do not attempt to investigate the explosion area without appropriate authority.

10.2 ERP-02 Loss of Containment

10.2.1 Product Spills Onsite

10.2.1.1 General

Spills within the site are generally preventable and would only occur if a container failed or if a container was dropped during unloading and transfer to the warehouse, or if equipment in the warehouse failed (e.g. racking, shelves, etc.). Whilst theoretically possible, the risk of truck turn over on site (i.e. within the warehouse itself) would be negligible as trucks do not enter the warehouse as they park outside and are unloaded by forklifts. There is potential for a truck roll over to occur while manoeuvring around the site; however, the site is speed limited and hence truck rollover is unlikely to occur.

In the event of a spill, the following procedure should be followed.

10.2.1.2 Procedures

10.2.1.2.1 Person Discovering the Spill

a) Warn any personnel in immediate danger.

b) Report the spill to the CW.

c) If the CW cannot be located, notify the CW's deputy and send someone to reception to physically report the incident. If an incident occurs after hours, the spill would be expected to be minor (i.e. small packages) and identification of the spill would be made by the first supervisory staff attending the site.

d) If safe, protected (i.e. PPE) and trained (e.g. Fire Wardens), contain the spill using the site spill kit, located at the rear of the warehouse (adjacent to the warehouse office and at locations throughout the site).

e) If not trained or competent in spill clean-up, evacuate the area and contact the CW.

Note: Do not use water to wash down spills

10.2.1.2.2 Communications Officer

a) Alert the CW.

b) If instructed by the CW call the Fire Brigade (Call 000).

c) Notify site emergency response personnel (Fire Wardens) of the incident by phone or message (e.g. via runners).

10.2.1.2.3 Site Emergency Response Personnel

a) Evacuate areas if required, or under the direction of the CW.

b) Conduct personnel count and account for all personnel on site.

c) Perform duties as required by CW.

10.2.1.2.4 CW

a) Assess the incident and formulate response.

b) Ensure CA are called as required (Call 000).

c) Co-ordinate emergency actions.

d) Contact tenants on adjacent sites if required and notify of potential evacuation if required.

e) Arrange for evacuation of on-site personnel and offsite facilities of required.

f) Provide advice to CA as required and liaise with CA commanders.

10.2.2 Product Spills Outside of Site

10.2.2.1 General

Spills off-site constitute a serious incident and must be responded to immediately. An off-site spill would be classified as an external alert requiring the response of CA.

In the event of spill, the following procedure should be followed.

10.2.2.2 Procedures

10.2.2.2.1 Person Discovering the Spill

a) Warn any personnel in immediate danger.

b) Contact the CW (or his/her deputy of he/she cannot be located). If an incident occurs after hours, the site security company are to notify the CW of the incident.

c) If no answer, send someone to reception to physically report the incident.

d) If safe (i.e. trained to do so, e.g. Fire Wardens) attempt to contain the spill from spreading further using the spill containment kits on site.

Note: Do not use water to wash down spills

10.2.2.2.2 Communications Officer

a) Alert the CW.

b) Call the Fire Brigade (Call 000).

c) Notify site emergency response personnel of the incident by phone or message (via runners).

10.2.2.2.3 Site Emergency Response Personnel

a) Evacuate areas if required, or under the direction of the CW.

b) Conduct personnel count and account for all personnel on site.

c) Perform duties as required by CW.

10.2.2.2.4 CW

a) Ensure CA are called immediately (Call 000).

b) Assess the incident and formulate a first attack response (i.e. containment).

c) Co-ordinate emergency actions.

d) Contact tenants on adjacent sites if required and notify of potential evacuation if required.

e) Arrange for evacuation of on-site personnel and offsite facilities of required.

f) Provide advice to emergency services as required and liaise with CA commanders.

10.2.3 Notification

For any suspected breach of the environmental protection regulations, written notification must be made to the VIC Environment Protection Authority (EPA) within 24 hours.

10.3 ERP-03 Personal Injuries

10.3.1 General

Responder	Contact Information
Ambulance	Telephone: 000
Fire Service	
Police	
Medical emergency	
Holroyd Private Hospital	(02) 9681 2222
	123 Chetwynd Rd, Guildford NSW 2161
Fairfield Hospital	(02) 961 68111
	Polding St & Prairie Vale Road, Prairiewood NSW 2176
Poisons Information Centre	Telephone: 13 11 26

10.3.2 Procedures

If injured, seek first aid/medical treatment immediately.

If a person is severely injured, has collapsed or is in distress, do not panic.

The following procedure shall be carried out:

- The person discovering the casualty shall:

a) Advise the supervisor of the injured person.

b) Contact reception and advise of the casualty.

c) If qualified, apply first aid, if not qualified await arrival of first aid officer or qualified first aid person.

d) Prevent unqualified persons from attempting to assist or treat the casualty.

- Communications Officer:

a) Alert the duty first aiders and notify of the casualty location.

b) Notify the CW and, under his/her direction call the ambulance (call 000).

  - Describe the nature of the emergency
  - Say how many are injured, if known

- Give your name and where you are telephoning from

- CW

a) Assess the injury and call assistance from ambulance service as required.

b) Assist on site response (first aiders) as required.

c) Arrange for guidance of the ambulance to the scene of the casualty.

d) Arrange for the accident/incident investigation and completion of the appropriate forms.

- First Aiders

a) Treat the casualty as required

Notes:

1) Where an accident occurs involving loss of life or serious personal injury, or is an accident involving plant and equipment, written notice of this accident is to be forwarded to the relevant Government Authorities, which include WorkSafe VIC, Dangerous Goods and WHS, Police.

2) Where an accident or incident occurs with actual or potential significant off-site impacts on people or the biophysical environment, a report shall be submitted to the Department of Environment and Heritage Protection/Environmental Protection Authority (EPA), within 24 hours of the incident, outlining the basic facts. A further detailed report shall be submitted following investigation of the causes and identification of necessary additional preventative measures.

Refer to SMS procedure for incident reporting.

First Aid kits are located in the administrative office areas.

10.4 ERP-04 Bomb Threat

10.4.1 General

Threats of this nature are usually made:

1) By telephone to a location.

2) By telephone through the local police, who may have received the message direct, or who may be repeating a communication to the press, radio, television or authorities.

3) By anonymous letter.

Letters received containing information on the alleged placing of a bomb should be handed to the police for any action they consider desirable. They should be handled as little as possible and by a minimum number of persons.

10.4.1.1 General Planning

The objectives of the guidelines, which follow, are:

1) To ensure maximum safety of personnel.

2) To protect company property.

3) To minimise interference with normal production, business etc.

4) To enable an early appreciation of the situation to be made and to arrive at the correct decisions without anxiety and confusion.

10.4.2 Procedures

10.4.2.1 Initial Response

Threats by mail or other published media should be passed immediately to the supervisor and then to the CW. Staff receiving phone threats should:

a) Remain calm (or appear to be) and do not hang up; let the caller finish message.

b) Obtain information and record on the nearest paper; wording is a priority. Keep answers to one or two words.

c) Warn others if possible.

d) Listen to background noises and voice mannerisms.

e) When caller hangs up, complete checklist.

f) Inform supervisor or site emergency response personnel.

g) Await interview by Site Emergency Commander.

A bomb threat checklist is provided at **ERP-04-1**.

10.4.2.2 Site Emergency Response Personnel

a) Notify the CW of the incident. If an incident occurs after hours on site security are to notify the CW of an incident.

b) Act under instructions from the CW as directed.

10.4.2.3 CW

a) The CW shall notify police of details, ask them for their recommendation for immediate action, and ask them to attend site to assess further required actions with management input.

b) On Police advice, take action to safeguard personnel (i.e. possible evacuation).

c) Consult with the site management and provide advice to the Police on site-specific issues.

10.4.2.4 Search Procedures

A search team shall be established under the direction of the CW. The following general procedures will apply:

a) The CW shall nominate and search a safe area to be used for evacuation. A search procedure is given at **ERP-04-2**.

b) Search of area(s) for bomb; the search to be organised by the police if they deem it necessary with management advice. All personal effects must be removed before search.

c) If a potential bomb is found by an employee, it should be reported to the CW. The device/object shall not be handled or disturbed. The CW shall notify police and bomb squad.

A search checklist is provided at **ERP-04-2**, to assist with the search if required.

10.4.2.5 Evacuation

a) If evacuation of the building is required, leave all windows and doors open as you leave to reduce damage if bomb explodes.

b) On instruction to evacuate, evacuate the nominated area of all personnel not required for the safe running of the facility, to the safe area. Those remaining shall bring the facility to a safe condition and then immediately evacuate to the safe area.

c) The evacuation time shall be for a period instructed by the police or CW.

10.4.2.6 All Clear

The police shall declare when the bomb threat no longer exists to the CW, or his/her representative, who shall declare it to all personnel.

10.4.3 ERP-04-1

10.4.3.1 Preamble to Bomb Threat and Search Checklists

This section is designed to give information on how to respond to bomb threats.

Bomb threats, and other similar types of threats, may arise from a number of causes. They may simply be made for harassment purposes, as a diversion, or as a 'party prank'. Alternatively, they may be a part of an extortion attempt (with or without an actual explosive device), part of the operations of a terrorist group, or an individual's malicious attempt to inflict injury or damage.

The threat may be specific or non-specific. In a specific threat the caller is prepared to give detailed information about the bomb: why it has been placed, when it will explode, etc. Non-specific threats are more common, and typically consist of the caller simply stating a bomb has been placed and hanging up.

Most threats are hoaxes, but this is of little consolation when you are faced with deciding how you will respond to one. It may appear that evacuation of people is the best response, but there are really a number of options open to you, and you have to decide which, in these circumstances, will be the safest. For example, if an explosive device has been set in a car park, or foyer, you would be placing people at greater risk by evacuating them to or through such an area. However, if the location of the bomb is given, or the bomber is thought to be genuinely motivated, evacuation of the known danger area may be the best response.

A check of the evacuation route and the assembly area should be made prior to the evacuation. Note: Do not use the fire assembly area in a bomb threat situation if there is the likelihood that the area may be a target. Direct people to the nearest alternative emergency assembly point.

In some cases, it may be best to tell people the reason for the evacuation and ask them to check their area for any suspicious objects and report, but do not touch them as they leave. In other circumstances it may be possible to safely conduct a discrete search while the building is still occupied, or the building may be evacuated as a 'fire drill' and then discretely search.

The point is, there is no standard response to a bomb threat which will give the best (safest) result in every situation. Each threat has to be individually evaluated.

10.4.3.2 Things to Consider when Assessing a Threat

- How did the threat sound? Was the caller familiar with the premises? Were they familiar with the nature and location of the alleged explosive device?
- Was the tone of the call consistent with a genuine threat? Was the call related to a current bomb threat climate? (Company pursuing a controversial policy, significant visitors on site, recent sacking etc.)
- How much time you have. When is the device set to go off?
- What options do you have open to you? Is a specific area under threat, or the whole site? What is the best way of safely and quickly conducting a search?
- What is the safest place for people on the site; where they are, in standard evacuation areas, or in some other area? Are your actions likely to encourage other threats?

The basic rule is to look at the threat and, given the known details, decide what should be done that will minimize the risk to human life.

The police must always be advised of any threat, and their advice considered in working out your response. As they are unfamiliar with your site, the job of searching for an explosive device may fall largely to company personnel. Guidelines on bomb searches are given in this section of the manual.

If an evacuation is implemented, ask occupants to take personal effects with them and report any suspicious objects noticed.

If a suspicious device is found, it should not be touched or interfered with in any way. It shall be immediately reported to the police who will take charge of disposal operations.

If it appears that the threat is a hoax, a decision must be made about re-occupation of the area. People will need reassurance that there is no further danger, and a reasonable criterion is how comfortable you personally feel about going back in the area. In some circumstances, re-occupation may be better left to the next day, or shift.

10.4.3.3 Summary of the Chief Warden's Duties During a Bomb Threat

- Decide what action should be immediately taken in response to the threat.
- Take charge of this response.
- Ensure that the police are notified as soon as possible.
- If appropriate, and in consultation with the police, form a bomb search team and brief them on their duties. Arrange for temporary relocation of any evacuated person.
- In consultation with the Police, advise neighbouring properties of the situation, if required.
- If any suspicious device is located, do not touch it, and hand over disposal operations to the police.

Note: You should also familiarize yourself with the bomb threat call sheet and other instructions in this section.

10.4.3.4 Explanation of Bomb/Extortion Threat Call Sheet

Copies of the call sheet should be kept out of sight, but readily available to reception operator and other persons likely to receive such calls. The purpose of the call sheet is to enable the call recipient to extract as much information as possible from the caller, so that the safest response to the threat can be worked out. To this end, the layout follows the logical sequence of such a call.

10.4.3.4.1 The Instructions

The Instructions are in a brief form at the top of the sheet to remind the recipient what to do, rather than give any detailed explanation.

10.4.3.4.2 Call Tracing

Some call tracing may be possible, even if one of the parties have already hung up, hence Instruction 3 is not to hang up. The police will action this if appropriate.

10.4.3.4.3 Exact Wording of Threat

Here the exact wording of the threat should be recorded. The time and date may be added later.

10.4.3.4.4 Questions to Ask

If the caller has not already given these details, ask specifically the questions listed. If the call is genuine, they will probably give straight answers to them. Extensive hesitation may tend to indicate a hoax. In Point 7 is the question, “Why are you doing this?” this question gives some scope for delaying tactics and for narrowing down the psychological make-up and identity of the caller. Following this is a request for the caller to give his/her name and address. These are unlikely to be given, even if the call is a sympathetic warning. Leave these questions till last, as they may well cause the caller to hang up.

10.4.3.4.5 Notification of Call

As soon as possible, the Chief Warden should be advised of the threat. If another person can do this while the call is in progress, well and good. If not, do it immediately after the caller has hung up.

10.4.3.4.6 Analysis of Call

Tick the appropriate squares. Add any details as necessary.

10.4.3.4.7 Search of the Areas.

If it has been established that a bomb may have been placed on site, a search should be conducted whenever it is considered that it is safe. The search team will consist of responsible people who normally work in the area, and will therefore be familiar with what is, and is not, out of place. As the police will not have this familiarity, they will need this assistance in the search. As a general rule, it is advisable to secure the co-operation of potential searchers in advance of a threat being received.

1) Organise a search team(s)

- Select responsible volunteers to carry out the search.
- Determine the exact area to be searched by the team(s).

- Determine a deadline for completing the search, including a safe margin before the threatened detonation time, if given.

2) Brief the Searchers

- Advise the type of explosive device, if known, and any other details given by the caller which may be relevant.
- Tell them to look for out-of-place items in the open, or in hidden, but accessible spots. Tell them to search in a methodical manner (see attached sheets).
- Tell them not to touch or tamper with any suspicious device.
- If there is the possibility of a booby-trap device, tell them to avoid any action which might trigger it. These may include opening doors, cupboards or hatches, or operating equipment or light switches in some circumstances.
- Tell them to immediately report any suspicious devices found.

3) Carry out Search

- Conduct the search in accordance with the briefing and in co-operation with the police. (In some cases, the Police may provide specialist assistance, e.g. sniffer dogs)
- If a suspicious device is found, withdraw from the area and allow Police/Military Bomb disposal units to handle the situation. If a suspicious device is not found, a decision on re-occupying the building should be made. When people are permitted to re-enter the area, they should be briefed to reassure them that no further danger exists and be accompanied back into the area by management personnel.

Note: When people have been evacuated from an area due to a bomb threat, they should be kept well clear of the danger area, and only the minimum number of people required for the purpose should be in the area during the search.

Bomb Threat Check List

Instructions: Use this sheet while receiving the call, complete as soon as possible
Obtain as much information as possible, ask questions
Do not hang up at the end of the call

Questions to Ask:	Caller's Voice ☑	
When is the bomb going to explode?	☐ Man	☐ Woman
.....	☐ Child	Age:.....
Where is the bomb right now?	☐ Calm	☐ Angry
.....	☐ Excited	☐ Uneducated
What does the bomb look like?	☐ Talking Slow	☐ Talking Fast
.....	☐ Soft	☐ Loud
What kind of bomb is it?	☐ High	☐ Deep
.....	☐ Clear	☐ Clearing Throat
What will cause the bomb to explode?	☐ Nasal	☐ Stuttering
.....	☐ Lisp	☐ Raspy
Did you place the bomb?	☐ Ragged	☐ Slurred
.....	☐ Laughing	☐ Crying
Why did you place the bomb?	☐ Deep Breathing	☐ Drunk
.....	☐ Distinct	☐ Disguised
What is your name?	☐ Foreign	☐ Familiar
.....	Whom does it sound like? (someone you know/movie star/radio personality)	
What is your address?	.....	
.....		

☐ Well spoken	☐ Taped
☐ Foul	☐ Incoherent
☐ Irrational	☐ Message Read

TELEPHONE CALL	
☐ Local	☐ Private
☐ Trunk/Toll	☐ Extension
☐ STD	☐ Public Phone
☐ Mobile	

BACKGROUND NOISES	
☐ Street Sounds	☐ Factory/Machines
☐ Crockery/Plates	☐ Animal Noises
☐ Other voices	☐ PA System
☐ Static	☐ House Noises
☐ Short echoes	☐ Long Echoes
☐ Traffic	☐ Aeroplanes
☐ Office Sounds	☐ Train Sounds
☐ Boat Sounds	☐ Music (type) .....

REPORT THE CALL IMMEDIATELY TO YOUR SUPERVISOR OR CHIEF WARDEN

Did the caller appear familiar with plant/buildings by their description of the bomb location?

☐ Yes ☐ No

Call Recipients details:

Name - ..... Location - ..... Phone - .....

Date - ..... Time - .....

10.5 ERP-05 Collision of Road Vehicles

10.5.1 Objectives

It is unlikely that a serious accident involving a transport vehicle will occur in the immediate vicinity of the warehouse (i.e. between entry gate and the warehouse entry point). However, a minor collision resulting in product spillage and fire may occur on the roads surrounding the warehouse. Notwithstanding the nature of the incident, the immediate objectives after a vehicle incident are to:

- Protect life and property.
- Control and prevent any spillage from spreading.
- Extinguish any fire if safe and possible.
- Remove ignition source (to prevent any fuel spills from igniting).
- Prevent spilt product from entering drains.
- Contain spilt product for subsequent removal.
- Prevent or minimise further spillage.

If the accident is serious enough to call the CA (Police, Fire Brigade, etc.) allow the Emergency Service Commander to assume traffic control on their arrival. Make all efforts to stop or divert approaching vehicles, depending on the risk and circumstances. Warn people to remain at a safe distance, taking into consideration the type and likely flow of liquid and vapour (e.g. fuel, acid, liquefied gas) and prevailing climatic conditions. Vehicle safety triangles are to be used where available.

10.5.2 Protecting Watercourses

Make every effort to prevent spilt product from entering drain or watercourses.

The priority actions are:

- Contain.
- Minimise spread of the product and prevent water usage, particularly in toxic/bioactive chemical spills.

Avoid hosing down, but the senior fire officer must use his/her discretion. The senior fire officer's prime concern is for public safety, so he/she must evaluate the potential risks involved in alternative courses of action. If flammable or combustible liquid is spilled and cannot be prevented from entering drains, foam can be applied to minimise flammable vapour generation.

Block inlets to drains by using drain covers, dirt, sand, paper, rags, old clothing, or similar material.

10.5.3 Incident Location Restoration

After an accident, any contamination of the incident location is to be restored as soon as possible (in consultation with management).

Fix damage to the road surface, surroundings or drainage systems. Co-operate with the local authorities. Clean the road surface of spilled materials or oil to prevent subsequent accidents from vehicles skidding or sliding on the chemical residue or oil. Notify public utilities, such as Telecom, electricity supply authority, water board, etc if their property has been damaged so that they can

affect the necessary repairs (e.g. spillage has entered Telstra cable tunnels). Similarly, damage to any signs, notices or hoardings should be made good or those responsible for them notified of the need for repair.

Assure owners of damaged private property such as houses, fences, gardens, motor cars, boats, etc. that their claims for compensation or repair will be promptly and sympathetically handled, but no acknowledgment of liability should be made. Any employees on the scene should ensure that the company does, in fact, take appropriate follow-up action promptly.

If land has been polluted by chemicals, flammable/combustible liquids or vehicle oil, it may be necessary to remove soil and replace it with fresh material to restore the area to its original condition. Consult management and any haulage contractor for advice.

10.5.4 Fire Fighting

If a fire has started (e.g. as a result of ignition of combustible/flammable materials), extinguish it (if safe and practicable) using the portable extinguishers (dry powder) from the vehicle or site. Try to limit the use of water until drains have been effectively covered and spill control is in place. See Procedure **ERP-01**.

10.6 ERP-06 Intruders Onsite (Vandalism, Armed Hold-Up, Assault)

10.6.1 General

The products onsite may be attractive items and can draw particular attention from certain elements of the community. Whilst the entrance to the site is by secure access only, there may be times when intruders could access the site via unmonitored fences and, hence, the products may draw unwanted attention. Site staff should be on the lookout for any suspicious activity by persons or vehicles near the entrances to the warehouse (both front and rear).

Note the description and registration number of suspicious vehicles and/or persons. Inform the site management personnel, security and Police immediately. Action can then be taken before a crime is committed.

10.6.2 Objectives

The objective of this procedure is to minimise the contact between site staff and intruders and to ensure the appropriate security forces apprehend the intruders with the minimum impact on the site.

10.6.3 Procedure

10.6.3.1 Armed Hold-Up - Staff involved directly in the incident.

- During an armed hold-up, co-operation is more important than intervention. Remember: no amount of money is worth a human life; don't be heroic.
- Try to remain calm, control your emotions and avoid any action which may incite violence.
- Obey the intruder's instructions, do precisely as they say, and nothing more.
- Tell the intruders what you're doing, make no sudden movements.
- Observe as much as possible as to the description of the intruders, including clothing and other distinguishing features (i.e. voice, accent, movements). Do not stare at the intruders.

- Do not touch anything which may be handled by the intruders.

10.6.3.1.1 After the Armed Hold-up, as soon as it is safe to do so.

- Call for assistance or activate an alarm – Notify the CW of the incident. If an incident occurs after hours on site security are to notify the CW of an incident.
- Give details to the CW of the incident (CW to use components of the list below to gather details)

10.6.3.1.2 CW to do the following

- Call the site security personnel, they may be able to apprehend the intruders before the escape from the estate.
- Telephone Police (000) and say “Mirotone, at 26-28 Nelson Road, Yennora, has been held up”.
- Give your name, telephone number, exact location of the incident, and description of any person(s) and vehicle(s) involved.
- State clearly if the person(s) were armed and the type of weapon.
- Close the premises completely and do not allow unauthorised people to enter.
- Do not allow any person into the area accessed by the intruders and do not let any personnel handle objects touched by the intruders.
- Ask any employee witnesses to remain until interviewed by Police or, if they insist on leaving, ask for their permission for Police to interview them either at home or a later date.
- Do not discuss with any persons outside the business the goods or valuable items stolen.
- Ensure staff or witnesses are provided with any trauma counselling if required.

10.6.3.2 Identification of Intruders on Site

Where intruders are identified on site, be it identification of an armed hold up in progress, identification of an unfamiliar person wandering around the site (i.e. person without a temporary identification badge that should have been obtained from reception), or identification of vandals, the following procedure should be followed:

- Immediately notify reception and ascertain whether the possible intruder is a visitor or is authorised on site, if this cannot be verified, notify the CW or a member of the site emergency team (who will locate and notify the CW).
- The CW will decide on the action to be taken; however, it is not recommended that the intruder(s) be approached. The recommended action is to immediately notify the site security and then the Police (external line - 000).
- Lock all entry and exit gates
- Attempt to keep intruders in view from a safe distance.
- Write down description of intruders (use the personal description form **ERP-06**)

Note: Do not at any time attempt to confront or arrest intruders. This is not your job!

10.6.4 Civil Disorder

10.6.4.1 General

It is unlikely that civil disorders (like bomb threats or large sporting crowds) will occur due to the reasonably remote location from residential, sporting or commercial (shops) outlets. Notwithstanding this, disruptive crowds can cause severe damage and major disruption to business operations, both directly to the facility and to the infrastructure immediately surrounding the site. It is therefore essential that the site emergency response contains procedures for coping with civil disturbance.

Examples of civil disturbance include:

- Industrial disputes
- Unpopular political decisions
- Emotional international situations
- Demonstrations and marches that get out of control
- Clashes of opposing groups (i.e. youth gangs) that spill over into the site

The procedure below is designed to minimise the danger to personnel and the risk of damage to assets.

10.6.4.2 Procedure

1) As soon as the CW is aware of a civil disorder occurring either:

- on the site
- in the vicinity of the site
- such that the event is imminent of unauthorised entry to the site by a disaffected person or group

The following action should be taken:

- Alert members of the CA
- Initiate action to restrict entry to the buildings on site (i.e. close all roller shutters and lock doors)
- Prevent contact between demonstrators and the site occupants (employees)
- Notify the site security and Police of the incident and request assistance
- Notify nominated managers.

1) Restrict entry to the site – site emergency personnel, under direction from the CW, should check security in their area and ensure all external gates and entry points to the site are locked.
2) The CW shall restrict contact between the site personnel and the demonstrators. All external openings to floors shall be closed and visual communication restricted by ensuring all personnel are kept well clear of windows. All blinds and window coverings shall be closed and drawn where possible.
3) The CW shall contribute in a practical manner by:

- Withdrawal of staff where necessary

- Supervising the locking up of offices
- Securing all records, files, cash, and other valuables
- Promoting an air of confidence and calmness.

10.6.5 Personal Description Form

- Separate form required for each person
- To be completed immediately after incident by each staff member and also passers-by if possible
- Place a tick in the box applicable □, if answer is unknown draw a dash "-"
- Do not consult others during the completion of the form
- Site Emergency Commander to collect the forms, copy and hand to Police

Name/Nickname Used:			Sex: Male ☐ Female ☐		
Approximate Age:			Nationality:		
Height (feet or metres):			Weight:		
Complexion	☐ Fair	☐ Dark	☐ Pale	☐ Fresh	☐ Pimply
	☐ Ruddy	☐ Suntanned	☐ Dirty		
Build	☐ Thin	☐ Medium	☐ Stout	☐ Nuggetty	
Voice	☐ Clear	☐ Loud	☐ Quiet		
Accent:			Eyeglasses (Colour/shape):		
Stature	☐ Straight	☐ Stooped	☐ Slouchy		
Walk	☐ Quick	☐ Slow	☐ Limp	☐ Springy	☐ Pigeon toed
Disguise:					
Moustache/Beard (Colour/type):					
Hands	☐ Soft	☐ Hairy	☐ Calloused		
Nails:					
Hair (Colour):					
Hair Style	☐ Straight	☐ Bald	☐ Curly	☐ Thick	☐ Thin
	☐ Wavy	☐ Long	☐ Cut		
Eyes (Colour):					
Size	☐ Large	☐ Little/Piggy	☐ Squint	☐ Staring	☐ Sore/irritated
Gloves (type/Colour):					
Scars or Marks					
Ears (Size/Shape)					
Nose (Size Shape)					
Teeth	☐ Good	☐ Bad	☐ Spaced	☐ Blackened	☐ Protruding
	☐ Uneven	☐ Missing			
Weapon					
Other distinguishing features (clothing, hat, tie, coat, shirt, etc.):					
Method and direction of escape (car model, registration, on foot, etc.):					
Method of operation (what did the intruder do, say, touch, take, etc.):					

10.7 ERP-07 Evacuation as Part of an Emergency

10.7.1 Evacuation Procedure and Emergency Assembly Areas

On the instruction to evacuate, all personnel will assemble at Emergency Assembly Point A. This assembly point will be used by all site personnel for all emergency situations on site.

In the event the main assembly point is affected by the incident, an alternative assembly point is designated at Emergency Assembly Point B.

The locations of the Emergency Assembly Points are shown in **Figure 6-1**.

10.7.2 Emergency Control Centre

The emergency control centre will be at Emergency Assembly Point A. If this area is affected by the emergency, the emergency control centre will be near at Emergency Assembly Point B.

10.7.3 Alarms

Alarm is raised manually by personnel physically identifying an incident. Personnel will then notify the CW, who will initiate the site emergency evacuation as necessary. Notice to evacuate will be relayed by voice to all staff on site.

10.7.4 Procedure

On the instruction to evacuate given by the CW or their Deputy, all personnel, including contractors' personnel, shall proceed to the Emergency Assembly Point at A. This assembly area will be used for all staff and contractors on site. The CW will arrange for the mark off of names to ensure all staff have evacuated safely. At the assembly point, staff and contactors will be given instructions on site evacuation or return to work as stipulated by the emergency condition.

In the event that the primary evacuation point is not available (i.e. the emergency is affecting the location), the alternate assembly point (Emergency Assembly Point B) will be used.

11 Terminating an Emergency

When the CA Commander's role is complete, he/she will hand back control to the CW.

The CW should carefully consider the overall situation and review the following:

- Re-organisation of staff.
- Re-construction of damaged equipment.
- Clean-up, safe storage and disposal of all contaminated material.

To facilitate immediate removal off site of contaminated liquids (e.g. firewater) contact a certified and appropriate liquid waste removal company.

12 Training and Drills/Exercises

A general training in emergency preparedness shall be provided to all Employees on the following subjects as a minimum:

- Definition and types of emergency.
- Emergency facilities, their function, location and how to use them.
- Means of communication and the location of communication facilities.
- Actions in case of emergency.
- Evacuation procedures.

Specific training shall be provided to the appropriate staff on:

- First aid.
- Rescue operations.
- Use of firefighting equipment.
- Spill containment and clean up equipment.

The training shall be provided to all new employees at the start of their employment.

- Retraining shall be provided annually.
- Evacuation drills shall be carried out biannually.

This Emergency Response Plan shall be evaluated by simulated emergencies. The simulated emergencies and drills involving all emergency functions and all employees shall be performed biannually, proposed to be in March and September.

The training of each employee shall be recorded, and the records of training shall be kept in personnel files.

13 Communications

13.1 Action with Emergency Services

The CW will invoke the provisions of the appropriate emergency plan. The site will ensure that the following occurs:

- Company CW to assist the CA Commander whenever possible.
- All company personnel to assist the local CW whenever possible.
- All safety, emergency and firefighting equipment to be made available to emergency services.
- Any documents to be made available to emergency services (e.g. SDS).
- All entrances are cleared for emergency vehicles access.
- All access doors cleared for emergency services access.

13.2 Public Relations

Company personnel are NOT to speak to the media unless authorised by the CW.

Any press releases issued to the media will be done so through the CW and are to contain the following information. Releases must be approved by the Site Manager.

- Description of the nature of the emergency
- The corrective action taken and its effectiveness
- When the emergency is expected to be over
- The investigative action that will or has been taken
- Any assistance that can be given by the media.

Note: Only facts should be stated.

13.3 Statutory Investigation

There may be a statutory investigation into any emergency depending on the requirements in the various regulations.

A coronial inquiry may be held in the case of fire and will be held in the case of fatalities:

- Investigating authorities will be:
    - Police
    - Fire Brigade
    - SafeWork authority
    - Environmental Protection Authority (EPA)
    - Department of Planning and Infrastructure
- The CW is to ensure no movement of any evidence apart from that necessary to control the emergency.

- The CA will nominate a senior police officer to take charge of any situation which may later become subject to a coronial inquiry.

13.4 Reports

13.4.1 Incident Reports

As soon as possible after the emergency a full written report on the incident must be compiled. This will be reviewed by the Site Manager and passed to the appropriate authorities within 28 days of the incident.

The report must cover in detail the following items:

- Objects of the Report
- Summary
- Conclusions
- Recommendations
- Remedial Action Report

13.4.2 Incident Follow-Up

A review will be conducted within 28 days of the emergency in relation to the effectiveness of the Emergency Response Plan (ERP). Areas of ineffectiveness or inefficiency will be noted, and the ERP modified to reflect the required actions. The modifications will be tested at the ensuing drills.

13.4.3 Review and Revision of the Emergency Response Plan

In addition to review and revision arising from real emergency situations and training exercises, the ERP shall be subjected to a periodical review. This review shall be carried out annually to ensure that the Plan is up-to-date, effective and in line with changing community standards.

The amendments to the Plan shall be made by the Chief Warden and Workplace and Safety team and approved by the Site Manager.

The Emergency Response Plan shall be audited annually by the Site Manager and Workplace and Safety team.

Commencing an update, all previously distributed versions of the ERP shall be collected, accounted for and replaced with the updated version.

The Emergency Plan shall be evaluated by simulated emergencies. The simulated emergencies and drills involving all emergency functions and all employees shall be performed biannually.

References

[1] S. Australia, “AS 3745-2010 - Planning for emergencies in facilities,” 2010.

[2] Department of Planning, “Hazardous Industry Planning Advisory Paper No. 1 - Industry Emergency Planning,” Department of Planning, Sydney, 2011.

[3] SafeWork NSW, “Work Health and Safety Regulation,” SafeWork NSW, Lisarow, 2017.

[4] Standards Australia, AS/NZS 60079.10.1:2009 - Explosive Atmospheres Part 10.1: Classification of Areas, Explosive Gas Atmospheres, Sydney: Standards Association of Australia, 2009.

[5] Standards Australia, AS/NZS 60079.14:2017 - Explosive Atmospheres Part 14: Electrical Installations, Design, Selection and Erection, Sydney: Standards Australia, 2017.

[6] Standards Australia, AS 1940-2017 - Storage and Handling of Flammable and Combustible Liquids, Sydney: Standards Australia, 2017.

[7] Standards Australia, “AS/NZS 4114.1:2020 - Spray painting booths, designated spray painting areas and paint mixing rooms - Part 1: Design, construction and testing,” Standards Australia, Sydney, 2020.

[8] Standards Australia, “AS/NZS 3833:2007 - Storage and Handling of Mixed Classes of Dangerous Goods, in Packages and Intermediate Bulk Containers,” Standards Australia, Sydney, 2007.

[9] NSW Department of Planning, “Best Practice Guidelines for Contaminated Water Retention and Treatment Systems,” NSW Department of Planning, Sydney, 1994.

[10] Standards Australia, “AS 1851-2012 - Routine service of fire protection systems and equipment,” Standards Australia, Sydney, 2012.

Appendix A

Emergency Contact Numbers

Contact Numbers

Responder	Contact Information
Ambulance	Telephone: 000
Fire Service	
Police	
Medical emergency	
Holroyd Private Hospital	(02) 9681 2222
	123 Chetwynd Rd, Guildford NSW 2161
Fairfield Hospital	(02) 961 68111
	Polding St & Prairie Vale Road, Prairiewood NSW 2176
Poisons Information Centre	Telephone: 13 11 26

Emergency Contacts

Adjacent Sites

Neighbour	Contact Number
Artist Guitars	1300 489 816

Appendix B

Summary of Emergency Response Roles

B1. Summary of Emergency Personnel Roles and Responsibilities

1) Chief Warden (CW)

The CW will be the controller of the hazard/emergency response. He/she will control all response actions and delegate authority as required by the specific situation. He/she will control the hazard/emergency response from the site control centre and will be assisted by the other members of the emergency response team as required.

The CW will also be the liaison between the site emergency response team and the combat agency (CA). In the event of an emergency requiring attendance at the site of the CA, the CW will relinquish control to the CA Commander and assist the CA Commander as required.

The CW will be the control authority for update of the site Emergency Response Plan. He/she will co-ordinate review and update annually.

The CW will also be responsible for arranging emergency drills and exercises throughout the year. These will consist of desk top exercises and a full emergency exercise/evacuation at least biannually.

2) Communications

The communications officer will assist the CW as required. He/she will assist in the emergency command centre and field communications (e.g. phones, radios, media, etc.) as required.

The communications officer is to ensure he/she is fully familiar with the requirements of speaking with the media (Section 5.2.3).

3) First Aid

The site first aid officer (for emergency response) will be responsible for attending any emergency where personnel are injured. He/she will be directed by the site emergency commander as required.

The site emergency first aid officer will also be responsible for ensuring the emergency response first aid kit is well stocked and any items with “use-by” dates are regularly replenished as required.

The site first aid officer will also be responsible for ensuring his/her first aid qualifications and certification are valid at all times. This will involve regular refresher training as required.

4) Fire Wardens

An overarching category for emergency response personnel. They are the primary emergency team which encompasses the following;

- Traffic management;
- Evacuation Control/Co-ordination
- Emergency Response Co-ordinator

Fire Wardens will be allocated duties (i.e. traffic management, evacuation control, etc.) by the Chief Warden as required during the emergency situation.

5) Traffic Management

The site is located in a complex of warehouses. On arrival at an emergency incident, it may be difficult for the attending Fire response crew to locate the exact warehouse, where the incident is not immediately evident (i.e. smoke cannot be seen). Hence, it would be necessary for a member

of the emergency team to meet the Fire response team at the warehouse complex entrance and direct the crew to the specific emergency location.

Notwithstanding this, the emergency response traffic management officer shall not commence any traffic management operations without the express direction of the CW.

In the event of an incident on site it will be necessary to ensure a clear traffic path is available for CA vehicles to approach the warehouse. It will be the responsibility of the traffic management emergency response officer to clear the path of vehicles that may block the way into the warehouse. This will include vehicles at the front and rear of the site on the roadways and approaches to the warehouse.

It will also be the responsibility of the emergency response traffic management officer to direct traffic at the front of the site. This may require the establishment of a traffic zone at the front of the site. The emergency response traffic management officer is to wear highly visible clothing at all times during the emergency to ensure he/she is clearly seen, limiting the potential for accident and vehicle impact to the officer.

6) Evacuation Control/Co-ordination

The evacuation control/co-ordinator will be responsible for ensuring all personnel are safely evacuated off-site to one of the assembly points. This position requires the incumbent to be familiar with the main and alternate assembly points and to arrange for communication of the evacuation order under the direction of the CW. The evacuation co-ordinator shall not instigate an evacuation without the express permission of the CW.

The evacuation control/co-ordinator will be responsible for obtaining the employees/visitors list of names and marking these names off at the assembly point. Where any person's whereabouts cannot be verified, details shall be passed to the Site Emergency Commander for action.

7) Emergency Response Co-ordinator

Whilst the CW is located in the site emergency centre, it will be necessary for physical response to the emergency to be actioned. This will be the responsibility of the Emergency Response Co-ordinator (ERC).

In the event an emergency occurs, the ERC will immediately contact the CW for direction on how to respond to the specific emergency. The ERC shall be fully conversant with the emergency response equipment on site. The ERC shall have first attack firefighting equipment, spill response training, hazardous materials knowledge/training and cursory first aid training.

The ERC will control the emergency response personnel allocated as part of this plan.

8) Emergency Response Personnel (DG Co-ordinators)

The emergency response personnel will be under the control of the ERC. They will take direction from the ERC as required, specific to the type of emergency at hand. These personnel must be fully conversant with the emergency response equipment on site and shall have (as a minimum) the following training:

- First Attack Fire Fighting
- Spill Response
- Hazmat Knowledge

List of Contacts

A list of roles, personnel in those roles and contact information is provided in **Table Appendix B1**.

The list of contacts shall be located in the Emergency Information Book (EIB). This package shall be located in the following areas:

- Reception Desk in the Administrative Office
- Dock Offices
- Gate House

Table Appendix B1: Emergency Personnel

Position	Name	Company	Contact Number
Chief Warden	John Davey	Mirotone	0466 340 295
Deputy Warden	Bob Bartle	Mirotone	0438 153 007
Deputy Warden	David Morris	Mirotone	0438 309 412
Fire Warden	Jim Chen	Mirotone	02 9795 3744
First Aid	Bob Bartle	Mirotone	0438 153 007
DG Coordinator	John Davey	Mirotone	0466 340 295
Communications	John Davey	Mirotone	0466 340 295
Traffic Management	David Morris	Mirotone	0438 309 412
Waste Management	Bob Bartle	Mirotone	0466 340 295