

# **Pollution Incident and Emergency Response Management Plan for Hawkesbury City Waste Management Facility**

**(Hawkesbury City Waste Management Facility - environment protection licence  
5293)**

## **Public Copy**

## Document Control

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# **1 Incident and Emergency Management Overview**

## **1.1 How to use this document**

This document is divided into a number of sections:

- |           |  |
|-----------|--|
| Section 1 | Outlines what an incident and emergency is and what the notification processes are for these levels.   |
| Section 2 | Contains protocols for the management of an incident and emergency. This advice should be read and understood by the team members prior to an event. |
| Section 3 | Describes team member roles.   |
| Section 4 | Contains the protocols for notifying NSW Health.   |
| Section 5 | Contains emergency procedures for a number of pre-considered scenarios. These are designed in a rip and run format.                                  |
| Section 6 | This section contains key forms and checklists for use during an emergency.  |
| Section 7 | Contains information on training for incident and emergency management.  |
| Section 8 | Contains information on location maps and pollution inventory.   |

## **1.2 Purpose**

The purpose of this document is to provide the Hawkesbury City Waste Management Facility with a standardised response and recovery protocol to prevent, minimise and mitigate injury and damage resulting from emergencies or disasters of man-made or natural origin. The Hawkesbury City Waste Management Facility is currently owned and operated by Hawkesbury City Council. The facility is located in South Windsor and services the Hawkesbury City Council community.

## **1.3 Goals**

The goals of the Incident and Emergency Response Plan are to document and understand the steps needed to:

- rapidly restore service after an emergency
- minimise site damage
- minimise customer impacts
- minimise adverse effects on the environment
- provide emergency public information concerning customer service
- provide waste facility information for first responders and other outside agencies.

## **1.4 Introduction**

### **1.4.1 What is an Emergency?**

An emergency is any unplanned event which can cause deaths, significant injuries or public health impacts to employees, customers or the public; or that can shut down the business, disrupt operations, cause physical or environmental damage or threaten the financial standing or public image of Council.

### **1.4.2 What is Emergency Management?**

Emergency management is the process of preparing for, responding to and recovering from an emergency.

### **1.4.3 Preparation Measures**

Every member of Council has a responsibility to know what he or she must do in the event of an incident.

This knowledge should be gained through Council's standardised and up-to-date Standard Operating Procedures (SOPs) and through regular training and briefing sessions (including tool box sessions, incident debriefings and team meetings). Preparation is also gained through stringent work safety practices (e.g. inductions to site and hazard analysis, materials handling procedures, reminders on personal hygiene, etc), and by regular maintenance and inspection systems.

Documentation is a vital tool to assist in preparing for an incident. Internal documentation that may have been prepared and incorporated into SOPs or Safety Management Systems includes:

- Risk Management Plan
- Fire Protection and Evacuation Plan
- Safety and Health Program
- Environmental Policies
- Security Procedures
- Site induction procedures
- employee manuals
- OandM Procedures
- Material Safety Data Sheets (MSDS)
- insurances
- Finance and procurement procedures.

## 2 Managing Incidents and Emergencies

### 2.1 Response Levels

Depending on the severity of an event, a response may be handled at different levels within Council. For Hawkesbury City Council Waste Management Facility a two-tiered structure has been developed.

Level 1 *Incident* – a small event which can be addressed by normal work crews with reference to standard operating procedures or simple pocket card reminders.

Level 2 *Emergency* – a serious event with impacts on e.g. water quality/Public health incident, assets or a large number of staff requiring coordination by a management team and possibly support from Emergency Services.

Examples of Level 1 and Level 2 emergencies can be found in the table below.

**Table 1: Example of Level 1 and 2 emergencies**

Specific Examples	Incident (Level 1)	Emergency (Level 2)
<b>Major asset failure (incl. power failure, fire or explosion)</b>	Short outage, little effect Minor fire extinguished by staff	Heavy plant (compactor) major damage, out of action Fire causing injury and some damage
<b>Odour</b>	Minor odour coming from Landfill, staff to cover with fill	Cell wall collapse, large amount of garbage exposed
<b>Safety</b>	Injury needing first aid Part of site declared unsafe and closed to staff and public	Injury needing hospitalisation Site/equipment declared unsafe and closed to staff and public
<b>Chemical Spill</b>	Contained minor spill	Contained major spill Some health or safety impacts
<b>Criminal Acts (including Terrorism)</b>	Minor vandalism to facilities Trespass/break in at facility	Fraud/theft by employees Threats received and taken seriously
<b>Natural Disaster</b>	Local flooding or small fire causing minor asset damage Local storm damage	Bushfire, major storm, or significant flooding threatening assets
<b>Building/Office/IT/Business systems</b>	Minor damage Short term loss of part of office Minor outage of key system	Evacuation of office Partial damage/loss of office
<b>Civil action/Media</b>	Complaints received and routinely dealt with	Protest action/threats Unfavourable media reports Angry or physical action taken towards staff
<b>Staff absence</b>	Localised illness Other staff can cover	Loss of a number of staff causing re-prioritising of work

### 2.2 Incident Response

This section details the response requirements in the event of an incident in all situations:

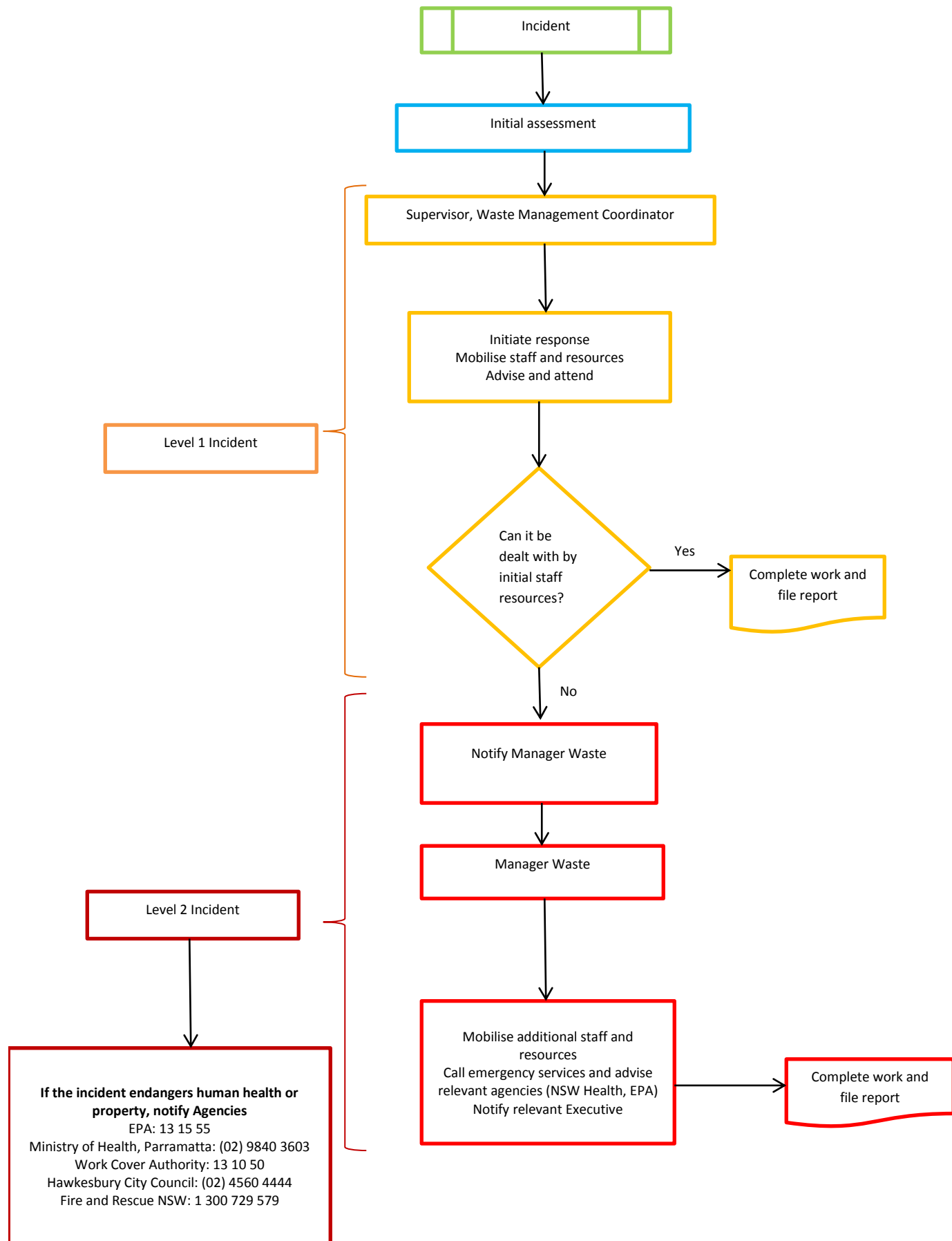
In the event of an incident the steps summarised in Table 2 and Figure 1 should be followed in all situations:

**Table 2: Incident Response Process**

Step		
1	Identify and assess incident severity	Level 1- Incident
		Escalate to Level 2 - Emergency
2	Take any necessary immediate action	Notify all onsite staff and customers Provide any emergency assistance to injured persons If necessary, contact emergency services Reduce the probability of any additional injuries or damage
3	Notify	Notify Council management If necessary: Follow EPA notification protocol if there is a pollution incident where "a material harm to the environment is caused or threatened" (>\$10,000 damage or clean-up cost) Notify emergency services and notifying agencies
4	Manage the incident	Implement relevant Emergency Operating Plans
5	Reporting	Complete site incident/debrief report



**Figure 1: Incident Response Diagram**



## 2.3 Communication and Notification

### 2.3.1 Pollution Notification Protocol

It is a legal requirement for significant pollution incidents to be notified to particular agencies immediately after they occur.

The following protocol will be followed for the notification of pollution incidents.

- **Identify the Need for Notification Requirement**

The notification requirement applies to any pollution incident with 'Level 1- Incident' or 'Level 2 – Emergency' where a "material harm to the environment is caused or threatened".

This requirement means that any incident which involves harm to the health or safety of a person, or an ecosystem, must be notified unless it is trivial. Incidents which result in a cost or damage exceeding \$10,000 must also be notified under this requirement.

**Note:**

1. With 'Level 1- Incident' where no material harm to the environment is caused or threatened (that is, sub material harm incident), no notification is required.
2. If a fire unit and/or other emergency services are called for a sub material harm incident, provide a courtesy call to the EPA, informing them that this is not a material harm incident, but called fire unit and/or other emergency services.

- **Identify the Person responsible to action the notification requirement:**

The Council has the duty to notify under legislation. This duty is to be performed by the person who manages the division carrying out the activity when the pollution incident occurs.

If the relevant Manager cannot be located then the incident must be immediately referred to the Director, or any other member of the Executive Team to action the notification.

If the Manager or any member of the Executive Team cannot be located and no other relevant Manager is available, then the staff member who has identified the incident has the duty to notify the relevant agencies in the manner described below.

- **Follow Procedure for the notification of material harm pollution incident**

In the event of a material harm pollution incident:

1. Immediate action should be taken to ensure the safety of people and containment of pollution if it is safe to do so.
2. Call 000 if the incident threatens human health or property. This will mobilise Fire and Rescue NSW, the NSW Police and/or the NSW Ambulance Service (combat agencies) as required.
3. If a combat agency is not required then:

As soon as it is safe to do so, the following agencies must be notified in the following order:

- Ministry of Health, Parramatta (02) 9840 3603
- WorkCover 13 10 50
- Hawkesbury City Council – Regulatory Services (02) 4560 4444
- Fire and Rescue NSW 1300 729 579
- EPA 13 15 55

- **Information required for notification**

- The time, date, nature, duration and location of the incident.
- The location of the place where pollution is occurring or is likely to occur.
- The nature, the estimated quantity or volume and the concentration of any pollutants involved, if known.
- The circumstances in which the incident occurred (including the cause of the incident, if known).
- The action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution, if known.

If information is not known at the time of initial notification, but becomes known at a later time, then additional notification should be made.

- **Other points of note**

- The EPA may require others (such as community members or property owners) to be notified by Council. All reasonable instructions must be followed.
- If, at the time of making the notification, you believe that some of the above authorities do not need to attend the incident, you may provide that advice. However, the authorities must be notified and all of the information regarding the incident must be passed on to the authorities. It is the responsibility of each authority to decide whether they need to attend the incident.

**Note:** The EPA will be contacted to reverse the material harm incident notification, if an incident was first considered exceeding the material harm level with all five agencies contacted and later identified that it was not a material harm incident.

## 2.3.2 Communication with the Community

Communication methods will be used on a case by case basis and in all situations Council will attempt to provide early warning to directly affected premises by phone call or site visit. Early warning is to include details of what the imminent incident is how those affected can prepare and respond, and provide important advice.

Where early warning is not possible Council will provide notification and communication during and after an incident to advise those affected with information, advice and updates. Notification and communication methods will be determined on a case by case basis and the following methods may be used:

- phone calls
- site visits/door knocking
- letter drops
- warning signs
- media releases (radio/television/newspaper/internet/social media as required)
- other methods as the situation requires.

In the event of a chemical spill into stormwater or waterway, Council staffs are to go to prominent and/or high use areas of the affected waterway and erect signage. The signs are to warn water users of the contamination and advise them to avoid activities such as swimming, fishing and boating until contamination has cleared. Additionally, if the event occurred or was occurring during dry weather, Council staff are to attend popular sites and advise users directly.

Regular communication and notification is to be provided until the incident and clean-up of impacted site and affected areas has been complete. Council is to take signs down and advise the public that regular activities can be resumed by (as required):

- phone calls
- letter drops
- media releases (radio/television/newspaper/internet/social media as required)
- other methods as the situation requires.

## **2.4 Level 1 Routine Incidents**

By far the greatest number of events that Council will experience will be routine matters which occur daily and can be resolved quickly by a service crew or the operators of a facility.

These can be defined as those incidents that require attention but have no operational effect (e.g. a minor chemical spill within a bounded area).

### **2.4.1 Response Focus**

The primary responsibility of a Routine Incident Response Team is to assess the impact of the incident with regard to life and public safety; on the Council's assets, and to public and private property and to take such action as necessary.

The employee/crew attending the incident should follow the standard Council operating procedure (SOP) to deal with the matter.

### **2.4.2 Incident Site Coordinator (Supervisor)**

This position is responsible for incident site operation, control and response.

**Responsible to:** Waste Management Coordinator

**Responsibilities:** Determine scale of incident  
Determine initial response required (including alerting emergency services)  
Establish clear command and communications  
Coordinate all Council teams at site  
Liaise with internal and external agencies on a plan of action for all damages to be repaired with the minimum disruption to customers  
Liaise with customer services, media liaison and expert technical personnel at site  
Provide update information to the Waste Management Coordinator to ensure information flow to stakeholders is maintained  
Maintain a Site Incident Log  
Control access to site for all Council employees  
Grade incident as situation changes and advise Waste Management Coordinator/Manager of appropriate action.

### **2.4.3 Incident Protocols**

Key protocols that should be established early on escalation are as follows.

- The chain of command on site. In many cases, emergency services will take command of an incident site. However, Council staff should provide liaison, technical advice and where directed, assistance to emergency services.
- Once communications have been established between the Council Site and Emergency commands, transmissions (mobile phone) should be limited to those parties (i.e. leave the Incident Site Coordinator to get on with the job).
- When the receiving party (Supervisor/ Waste Management Coordinator) receives a situation report (SITREP), the information should be noted in a log.
- Communications should be sent in such a way to allow time for the recipient to request clarification, or to allow other parties to transmit emergency information.

- No other member of staff should attend the scene unless he/she has been dispatched by the Supervisor/ Waste Management Coordinator or requested by the Incident Site Coordinator.
- The Incident Site Coordinator may be replaced only by the Supervisor/ Waste Management Coordinator/ Manager.
- Once each routine incident is completed, crews or staff members should complete and return a log entry. This entry will help managers assess future risk of the incident reoccurring and develop an appropriate maintenance or asset replacement program.

## **2.5 Escalation to Level 2 – Emergency**

The Supervisor or Incident Site Coordinator will contact the relevant Waste Management Coordinator/Manager then relay the information describing the incident.

A decision will be jointly taken as follows:

Call for a situation report (SITREP) from the person attending the site; consider the situation when the SITREP is received.

OR

Decide that the incident is manageable with normal operational resources, and that it should not be escalated further.

OR

Refer the matter to the next level of management.

OR

Declare an emergency and activate an Emergency Management Team.

If the supervisor considers the incident is manageable, he/she should continually monitor the event and refer to management if the situation changes.

If the incident is assessed as more serious than can be dealt with by the initial response team, the most senior staff member responding to the incident should take on the role of Incident Site Coordinator.

After having notified the appropriate authority (if at the site), the Incident Site Coordinator should secure the site; remain at the incident (or at a distance, if the site is unsafe) until such time that emergency resources arrive and facilitate emergency services' access to the site, liaise and assist.

The Incident Site Coordinator will continue to manage the Council's own staff and resources on site and provide situation updates to the Supervisor/ Waste Management Coordinator /Manager (see SITREP pro-forma – page 30).

Key triggers for activating an Emergency Management Team are as follows.

- Injuries, fatality, or significant ongoing threat; serious supply or service problem; serious infrastructure damage (whether owned by Council or others); investigation by statutory authorities; recurring related incidents.
- Serious injuries, affecting the operation of waste facility depot or office; minor building fire; health issues.
- Significant or widespread impact on service operations; bomb threat/search, significant asset failure or vandalism.
- Spill/emission which requires external resources to mitigate; high volume spill impacting the environment; contamination/failure of a depot storage system.
- Disruption requiring corporate/external resources to address; limited industrial action; communications/IT failure; significant power outage.

## 2.6 Level 2 Emergency Management

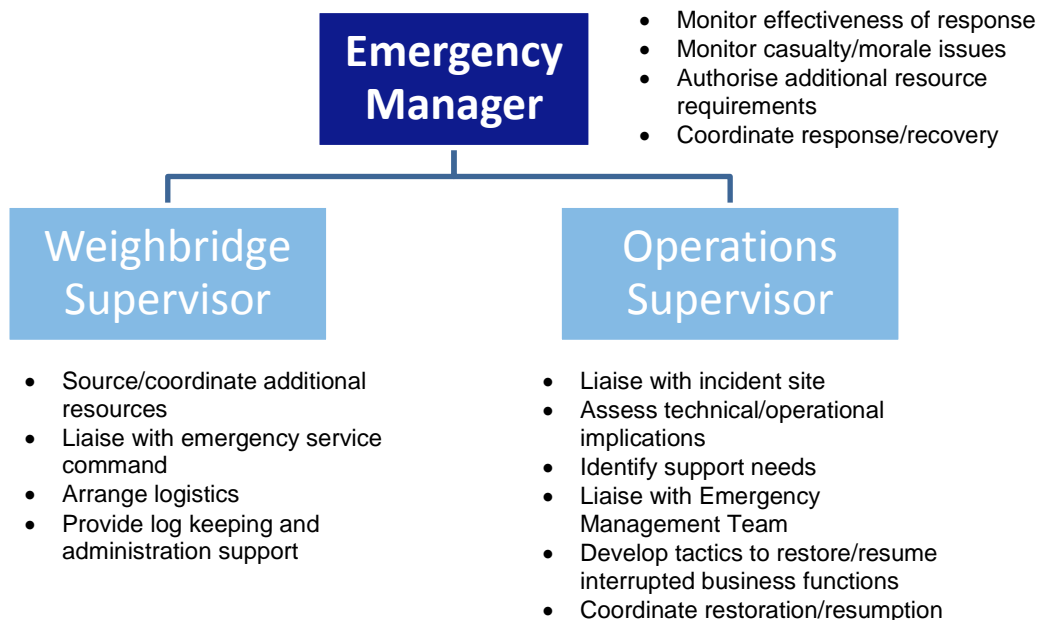
### 2.6.1 Emergency Management Team (EMT)

The Emergency Management Team will be led by the most senior person appropriate to the emergency (e.g. the Landfill Supervisor in the case of a cell wall collapse). This person is the Emergency Manager. In the event that an incident is escalated to a Level 2 Emergency, the Emergency Manager should notify his/her direct manager (e.g. Waste Management Manager).

The Emergency Manager will appoint and convene his/her own Emergency Management Team that will include:

- an Operations Coordinator, who will liaise with the Incident Site Coordinator
- a Logistics Coordinator, who will source and coordinate additional resources and skills
- the Support and Administration Coordinator will coordinate log keeping, depot liaison and business needs.

#### Emergency Management Team Organisational Structure



### 2.6.2 Responsibilities of the EMT

The key responsibilities of the Team are to manage the operational and business implications of an incident, including:

- restoration of operations
- liaison with external agencies
- coordination of resources
- management of communications
- notification to General Manager.

### 2.6.3 Activation of the Emergency Operations Centre (EOC)

At any time, during a Level 2 (Emergency) event, the Emergency Manager may elect to establish an Emergency Operations Centre. This may be done if significant issues are present or if the emergency requires coordination of internal and external resources from two or more facilities or locations and/or cannot be managed at the facility.

The location of an Emergency Operations Centre should, where possible, be identified in advance and be equipped with facilities on hand to enable it to be activated quickly.

Typical locations for an EOC would be the Weighbridge Office located at the main entrance.

### 2.6.4 General Working Methods

After the Emergency Management Team has been mobilised and individual roles confirmed, and the Emergency Operation Centre facilities and equipment activated and tested; the following general working methods and response actions will be required to be undertaken by all Team members.

- Commence and maintain group logs and information boards.
- Ensure all key officers have been briefed and ongoing communication protocols established and implemented.
- Ensure appropriate functional specialists have been activated and briefed.
- Advise the Director Infrastructure Services and establish a communication strategy and updates protocols (may include a communications liaison officer to the Emergency Operations Centre or site).
- Review incident for impact on customers, establish and maintain regular liaison with customers.
- Advise and maintain regular liaison with a designated contact at all appropriate regulators.
- Determine and continually review operating rules and decision-making processes for the EMT, including support resources.
- Under the direction of the Emergency Manager, conduct regular reviews (every 2 hours or better) and assess the issues identified, provide updates and progress reports on actions taken, and contribute to the development and implementation of the overall response strategies.
- Ensure that all members of the EMT are appraised of major new developments.
- Establish and continually update relevant executives.
- Monitor the morale and welfare of affected staff and ensure all necessary support, counselling, and relief is organised.
- Make arrangements for team member breaks every four hours, and, in the event of prolonged emergency, relief shifts every twelve hours.

## 2.6.5 Termination and Recovery

### Termination

The decision to terminate an emergency will be made by the Emergency Manager in consultation with the Site Coordinator and a senior executive. Issues they will consider will be the attendance of emergency services at the site, and the impact on customers and the waste business.

Termination may proceed if the following have been attended to:

- injured persons have been hospitalised or otherwise taken care of
- next-of kin of staff who have been injured, have been advised and taken care of
- staff suffering from trauma have entered a counselling program
- any spills and leaks have been stopped, contained and recovered
- the incident site is free of flammable or toxic vapours
- any fire has been extinguished, there is no possibility of fire starting again, and the fire brigade has given the all clear
- a head count has been carried out by the Council's Incident Site Coordinator, taking account of all staff and visitors to the premises where the incident occurred
- all relevant evidence has been preserved to the satisfaction of police and/or WorkCover
- all immediate restorations/repairs have been effected to restore services.
- any offenders have departed the site, or have been apprehended by police
- unidentified or suspicious packages have been removed by the police.

### Recovery

The aim of the recovery phase is to identify, document and manage through to a satisfactory conclusion all operational and strategic issues, including the welfare of staff, members of the public and Council owned assets, which will enable the return to a normal level of function.

The recovery phase may continue for a period of time after an emergency has been terminated, and will require ongoing attention from management and staff until all issues arising from the emergency have been resolved.

Issues to be addressed include:

<b>Customer needs</b>	<ul style="list-style-type: none"><li>• Immediate needs and wants (welfare, health and convenience)</li><li>• Alternative service arrangements, until normal operations reinstated (alternative waste drop off points)</li><li>• Public communications advising customers of alternate arrangements</li><li>• Other assistance to customers affected by the incident (e.g. insurance etc.)</li><li>• Assistance to next of kin</li></ul>
<b>Staff needs</b>	<ul style="list-style-type: none"><li>• Staff rehabilitation</li><li>• Welfare of staff and next of kin</li><li>• Staff communications strategy</li></ul>
<b>Community and stakeholder reaction</b>	<ul style="list-style-type: none"><li>• Damage to community profile</li><li>• Actions to restore goodwill</li><li>• Two way communications strategy</li><li>• External public relations strategy</li><li>• Media relations arrangements</li></ul>
<b>Environmental impact</b>	<ul style="list-style-type: none"><li>• Impact on drainage system and water catchment areas</li><li>• Impact on other public infrastructure (roads, power lines etc.)</li><li>• Isolation and containment measures</li><li>• Rehabilitation and clean-up</li></ul>



<b>Business operations restoration</b>	<ul style="list-style-type: none"> <li>• Repair or replacement of damaged facilities and/or equipment</li> <li>• Additional resources required to support business operations</li> <li>• Replenishment of all emergency equipment used in the emergency</li> <li>• Strategy to restore revenue losses</li> <li>• Cooperation with other agencies (especially telecoms and electricity utilities)</li> </ul>
<b>Regulators and compliance with their reporting requirements</b>	<ul style="list-style-type: none"> <li>• WorkCover</li> <li>• Department of Health</li> <li>• Local Authorities</li> <li>• Emergency Services</li> <li>• Environment Protection Agency</li> <li>• Council policies and procedures</li> </ul>

### 3 Team Member Roles

The roles for the following team members are described in this section:

- Incident Site Coordinator (Level 1 – Incident)
- Emergency Manager (Level 2 – Emergency)
- Emergency Operations Supervisor (Level 2 – Emergency)
- Emergency Weighbridge Supervisor (Level 2 – Emergency).

#### 3.1 Incident Site Coordinator Role

The Incident Site Coordinator will normally be the Supervisor at the scene of an incident. Where the incident occurs at the facility, the Site Coordinator should:

- ensure the safety of all personnel and those of other organisations
- ensure emergency services are called, gain access to the site and are given any information they need
- manage the local water utility's activity at the incident site
- ensure the incident is controlled by making the site safe.

#### 3.2 Emergency Manager

**Who:** This role is usually filled by the relevant Waste Management Coordinator.

**Responsibility:** Manage the overall incident from available resources.

Specific actions include:

- appoint and coordinate an Emergency Management Team
- assess operational and business implications
- identify support requirements (especially non-operational, e.g. Communications)
- inform, advise and liaise Executive
- ensure regular flow of information to the EMT (when activated)
- maintain log
- conduct incident debrief on termination.

#### 3.3 Emergency Operations Supervisor

**Who:** This role is usually filled by the Operations Supervisor.

**Responsibility:** Provide support to the Emergency Manager from available resources.

Specific actions include:

- receive briefing and role allocation, and co-ordinate own group
- establish communications channels and protocols with Emergency Manager and Incident Site Coordinator, then obtain detailed situation update and assessment
- identify additional resources required if indicated
- assess incident details and collate appropriate reference material (system maps, directories, operating procedures etc.)
- review technical/operational implications and solution options, then provide instructions and advice accordingly to incident site team
- maintain master event log – issue regular update copies to EMT
- assess impact on operability of the Council's facilities, and consider contingency options to maintain services
- provide advice, information updates, and resource support to the EMT
- coordinate inputs of specialists and other technical advisors
- advise Communications personnel on the technical content of media releases
- act as liaison point with regional emergency services' staff
- handle communication with other external groups as advised by the Communications personnel (e.g. emergency services and the regulator)
- stand down as instructed and contribute to debrief/investigation.
- develop strategies to restore/resume disrupted business functions

### **3.4 Emergency Weighbridge Supervisor**

**Who:** This role is usually filled by the Weighbridge Supervisor.

**Responsibility:** Sources administration support to the EMT and plans longer term implications.

Specific actions include:

- assess long term operations impact
- coordinate restoration and resumption of normal operations
- provide log keeping and administrative support to the EMT.
- liaise with emergency services' command (away from site)
- liaise with other Council operations and external providers of services or equipment.
- liaise with Council centralised functions which may be able/required to provide support (e.g. IT or Communications).

## 4 NSW Health Notification Protocol

Generally no NSW Health participation is required except for notifiable events (Section 4.1).

The NSW Chief Health Officer has the responsibility for issuing advice to the public regarding measures available to minimise risk from disease, including water-borne disease. In relation to wastewater and recycled water, this responsibility requires the Chief Health Officer to rapidly assess any report of:

- potential contamination of receiving water due to Sewage spills that was unable to be contained
- potential contamination of receiving water due to un-disinfected effluent (when disinfection system fails)
- contamination of the recycled water supply that could result in a threat to public health through ingestion of recycled water, skin contact and inhalation of aerosols
- third party (e.g. doctors, medical centre, technical experts) allegation that contact with recycled water supplied by Council is causing or has the potential to cause a threat to public health contamination of the drinking water supply as a result of inadvertent cross connection to the recycled water system

In addition to the above, NSW Health will provide advice, where appropriate, to Council and recycled water users in relation to the supply of recycled water which is safe to use in accordance with recommended uses and on other public health issues in regard to recycled water.

NSW Health will provide advice to Council in relation to public health impacts of notifiable incidents and events.

### 4.1 Events and Incidents notifiable to NSW Health

The following Events and Incidents are reportable to NSW Health.

Event or Incident	Measure
Chemical/Leachate Spills	Chemical/Leachate Spills with potential contamination of waterways or direct exposure to the public
Customer health complaint causing physical affect	When there is a health affect causing breathing difficulties, other physical affects
Toxic Smoke	Landfill, Timber, mulch or Tyre fire
Contamination of drinking water systems	Contamination of ground water or bore water with the potential to result in human ingestion or physical exposure to the public
Landfill gas build-up in a private building	Odour build-up, fire, or explosion in an enclosed space/building

### 4.2 Communication with NSW Health

All notifiable events shall be initially notified verbally to NSW Health by an authorised person from Council as soon as the event becomes apparent. Follow up written notification will be made in accordance with agreed procedures, using the incident notification form which is provided in Section 6.

During business hours, call (02) 9840 3603 and ask to speak to an Environmental Health Officer.

After hours, call (02) 9845 5555 and ask Westmead Hospital switchboard operator to page the On-call Public Health Officer.

The following persons have the responsibility and authority to notify NSW Health of a notifiable incident:

- Manager Waste Management
- Director Infrastructure Services.

#### **4.3 Notification to Customers of NSW Health Advice**

Council will notify customers of issues related to the Waste Management Facility and public health in accordance with advice provided by NSW Health.

## **5 Emergency Operating Procedures**

### **5.1 General Procedure**

1. Analyse the type and severity of the emergency (determine status of critical components).
2. Provide emergency assistance to save lives.
3. Reduce the probability of additional injuries or damage.
4. Perform emergency repairs based on priority.
5. Return system to normal.
6. Evaluate emergency response plan.
7. Revise Plan.

### **5.2 Specific Procedures**

Specific procedures have been developed for the following emergencies:

- major asset failure
- bomb threat (criminal act security threat)
- dangerous goods or chemical spill/leak
- fire/explosion/collision
- building/office problem
- health emergency (e.g. cross connection)
- natural disaster.

## Major Asset Failure

<b>Summary</b>	This emergency operating plan applies to the failure or imminent failure of a major asset
<b>Initiation and Notification</b>	Initiate this EOP if any of there is a failure or suspected failure of: <ul style="list-style-type: none"> <li>• major structure</li> <li>• major equipment</li> </ul>
<b>Specific Activities</b>	<b>1. Assess the problem</b> <ul style="list-style-type: none"> <li>• Shutdown affected assets and assess damage</li> <li>• Make area safe</li> </ul> Check welfare of staff and public, provide aid
	<b>2. Isolate and fix the problem</b> <ul style="list-style-type: none"> <li>• Alert appropriate staff and emergency response personnel</li> <li>• Communicate with business unit</li> <li>• Communicate and liaise with customer/s if affected</li> <li>• Communicate with regulators and authorities</li> <li>• Liaise with Emergency Services and assist</li> <li>• Provide emergency equipment (generators, spill kits etc.)</li> </ul>
	<b>3. Monitoring</b> <ul style="list-style-type: none"> <li>• A monitoring program may need to be developed in relation to the specific failure of the asset</li> </ul>
	<b>4. Recovery and return to Safety</b> <ul style="list-style-type: none"> <li>• Conduct repairs and begin planning for permanent repairs or replacement assets</li> </ul>
<b>Report of Findings</b>	
<b>Impacts</b>	<ul style="list-style-type: none"> <li>• Harm to employees or public</li> <li>• Releases to environment</li> <li>• Damage to public and private property</li> <li>• Shut down of operating area</li> <li>• Media attention</li> <li>• Attention from regulatory authorities</li> </ul>
<b>Business consequences</b>	<ul style="list-style-type: none"> <li>• Loss of revenue</li> <li>• Additional operational/emergency supply costs</li> <li>• Public litigation and compensation claims</li> <li>• Damage to image and reputation</li> <li>• Repair and restoration time and costs</li> </ul>

## Bomb Threat/Criminal acts/Security threats

<b>Summary</b>	This emergency operating plan applies to criminal acts(or the threat of such acts) directed against personnel or infrastructure		
<b>Initiation and Notification</b>	Notify Police Notify direct Supervisor/Coordinator/Manager Activate the site emergency alarm is warranted	000 <b>Internal only</b> <b>Internal only</b> <b>Internal only</b> <b>Internal only</b>	Police W/Supervisor O/Supervisor Coordinator Manager
<b>Equipment Identified</b>			
<b>Specific Activities</b>	<b>1. Assess the problem</b> <ul style="list-style-type: none"> <li>Assess damage/level of threat to affected assets</li> <li>Check welfare of staff and public, provide aid</li> <li>Check functionality of affected business</li> </ul>		
	<b>2. Isolate and fix the problem</b> <ul style="list-style-type: none"> <li>Alert appropriate staff and emergency response personnel</li> <li>Communicate with business unit</li> <li>Communicate and liaise with customer/s</li> <li>Communicate with regulators and authorities</li> <li>Liaise with Emergency Services and assist</li> <li>Provide emergency equipment (generators, manual systems, etc.)</li> </ul>		
	<b>3. Monitoring</b> <ul style="list-style-type: none"> <li>Monitor the situation</li> </ul>		
	<b>4. Recovery and return to Safety</b> <ul style="list-style-type: none"> <li>The chief Warden will provide the all clear to staff and others to re-enter the site once clearance is obtained from attending emergency services.</li> </ul>		
<b>Report of Findings</b>	File incident report as required		

<b>Impacts</b>	<ul style="list-style-type: none"> <li>Damage to/or loss of facilities and assets</li> <li>Releases to environment</li> <li>Risk to public/employee health and safety</li> <li>Public property damage, loss of cash, property</li> <li>Stress on organisation and staff</li> </ul>
<b>Business consequences</b>	<ul style="list-style-type: none"> <li>Loss of operational capacity and capability</li> <li>Threat to safety of staff and public</li> <li>Repair and restoration time and costs</li> <li>High cost of additional security measures</li> <li>Loss of data/communications</li> <li>Loss of revenue</li> </ul>



## Dangerous Goods or Chemical Spill/Leak

<b>Summary</b>	This emergency operating plan applies to a spill including leachate spill, hazardous chemical spill or oil spill.		
<b>Initiation and Notification</b>	Alert supervisor/Coordinator/Manager Notify emergency services (000) if the situation presents and immediate danger Notify the EPA if necessary	<b>Internal only</b> <b>Internal only</b> <b>Internal only</b> <b>Internal only</b>	W/Supervisor O/Supervisor Coordinator Manager
<b>Equipment Identified</b>	Spill Containment Kit PPE		
<b>Specific Activities</b>	<b>1. Assess the problem</b> <ul style="list-style-type: none"> <li>Keep upwind</li> <li>Avoid all contact with material</li> <li>Immediately notify supervisor</li> <li>Warn nearby persons, provide aid</li> <li>Keep all ignition sources away</li> <li>Assess seriousness of incident type based on quantity and type of leaking/spilled substance (e.g. major chemical leak from delivery tanker)</li> </ul>		
	<b>2. Isolate and fix the problem</b> <ul style="list-style-type: none"> <li>Shutdown affected assets</li> <li>Make area safe</li> <li>Activate spill containment systems and procedures</li> </ul>		
	<b>3. Monitoring</b> <ul style="list-style-type: none"> <li>See Specific Procedures</li> </ul>		
	<b>4. Recovery and return to Safety</b> <ul style="list-style-type: none"> <li>Liaise with Emergency Services and assist with containment and clean up</li> </ul>		
<b>Report of Findings</b>	File incident report as required.		
<b>Impacts</b>	<ul style="list-style-type: none"> <li>Harm to employees or public</li> <li>Releases to environment</li> <li>Contamination of area</li> <li>Shut down of operating area or asset</li> <li>Media attention</li> <li>Attention from regulatory authorities</li> </ul>		
<b>Business consequences</b>	<ul style="list-style-type: none"> <li>Additional operational costs</li> <li>Fines due to licence breach</li> <li>Public litigation and compensation claims</li> <li>Damage to image and reputation</li> <li>Repair and restoration time and costs</li> </ul>		

## Fire or Explosion

<b>Summary</b>	This emergency operating plan applies to a fire or where smoke is identified		
<b>Initiation and Notification</b>	<p>Raise the alarm.</p> <p>Warn anyone in danger, evacuate people away from immediate area and work site to emergency evacuation area.</p> <p>Call Fire Brigade and/or Police. Use 000 and then use emergency contact list.</p>	<p><b>Internal only</b></p> <p><b>Internal only</b></p> <p><b>Internal only</b></p> <p><b>Internal only</b></p>	<p>W/Supervisor</p> <p>O/Supervisor</p> <p>Coordinator</p> <p>Manager</p>
<b>Equipment Identified</b>	<ul style="list-style-type: none"> <li>• Fire extinguishers</li> <li>• Fire Hoses</li> <li>• PPE</li> </ul>		
<b>Specific Activities</b>	<b>1. Assess the problem</b> <ul style="list-style-type: none"> <li>• Determine the extent and nature of the fire if safe to do so.</li> <li>• Verify the presence of all personnel/contractors/visitors/customers at this point.</li> </ul>		
	<b>2. Isolate and fix the problem</b> <ul style="list-style-type: none"> <li>• Warn traffic of any hazard which affects traffic (use lights, warning signs, etc.).</li> <li>• Take any practical steps to contain the hazard</li> <li>• Remove customers from area and restrict access</li> </ul>		
	<b>3. Monitoring</b> <ul style="list-style-type: none"> <li>• Take any practical steps to prevent the hazard from spreading.</li> </ul>		
	<b>4. Recovery and return to safety</b> <ul style="list-style-type: none"> <li>• Notify other relevant authorities (e.g. EPA/Ambulance).</li> <li>• Contact Manager – Waste Management.</li> <li>• Decide with the relevant authority how to manage and secure the site.</li> </ul>		
<b>Report of Findings</b>	<ul style="list-style-type: none"> <li>• Record details of incident on Accident/Incident Report when possible</li> <li>• Record details of incident on Environmental Incident Register when possible</li> </ul>		
<b>Impacts</b>	<ul style="list-style-type: none"> <li>• Damage to/or loss of assets</li> <li>• Harm to employees or public</li> <li>• Stress to workers</li> <li>• Shut down of business area</li> <li>• Media attention</li> <li>• Loss of accommodation</li> <li>• Loss of critical data/information/systems</li> </ul>		
<b>Business consequences</b>	<ul style="list-style-type: none"> <li>• Lost time injuries/loss of key resources</li> <li>• Unplanned absences</li> <li>• Disruption due to loss of systems/data</li> <li>• WorkCover investigations</li> <li>• Cost to repair and replace damaged accommodation and equipment/systems</li> </ul>		

## Building/Office Problem

<b>Summary</b>	This emergency operating plan applies when a building has been affected by an incident (e.g. flooding or collapse)		
<b>Initiation and Notification</b>	Contact ambulance if there are injured people (000) Contact supervisor	<b>Internal only</b> <b>Internal only</b> <b>Internal only</b> <b>Internal only</b>	W/Supervisor O/Supervisor Coordinator Manager
<b>Equipment Identified</b>			
<b>Specific Activities</b>	<p><b>1. Assess the problem</b></p> <ul style="list-style-type: none"> <li>• Make area safe</li> <li>• Check welfare of staff and public, provide aid</li> <li>• Communicate and liaise with police/Emergency Services and assist with investigation</li> </ul> <p><b>2. Isolate and fix the problem</b></p> <ul style="list-style-type: none"> <li>• Isolate and fix the problem as appropriate (if safe to do so).</li> </ul> <p><b>3. Monitoring</b></p> <ul style="list-style-type: none"> <li>• Monitor the problem to determine if it has been fixed.</li> </ul> <p><b>4. Recovery and return to Safety</b></p> <ul style="list-style-type: none"> <li>• Conduct repairs and begin planning for permanent repairs or replacement assets</li> </ul>		
<b>Report of Findings</b>	File incident report as required.		
<b>Impacts</b>	<ul style="list-style-type: none"> <li>• Damage to/or loss of assets</li> <li>• Harm to employees or public</li> <li>• Stress to workers</li> <li>• Shut down of business area</li> <li>• Media attention</li> <li>• Loss of accommodation</li> <li>• Loss of critical data/information/systems</li> </ul>		
<b>Business consequences</b>	<ul style="list-style-type: none"> <li>• Lost time injuries/loss of key resources</li> <li>• Unplanned absences</li> <li>• Disruption due to loss of systems/data</li> <li>• WorkCover investigations</li> <li>• Cost to repair and replace damaged accommodation and equipment/systems</li> </ul>		

## Health Emergency (e.g. leachate spill into water ways etc.)

<b>Summary</b>	This emergency operating plan applies if human health may have been impacted by the Hawkesbury City Waste Management Facility.		
<b>Initiation and Notification</b>	Contact supervisor and advise of the incident Contact Ministry of Health, Parramatta (02) 9840 3603	<b>Internal only</b> <b>Internal only</b> <b>Internal only</b> <b>Internal only</b>	W/Supervisor O/Supervisor Coordinator Manager
<b>Equipment Identified</b>	Plumbing Equipment		
<b>Specific Activities</b>	<b>1. Assess the problem</b>		
	<ul style="list-style-type: none"> <li>Make area safe</li> <li>Check welfare of staff and public, provide aid</li> <li>Communicate and liaise with police/Emergency Services and assist with investigation</li> </ul>		
	<b>2. Isolate and fix the problem</b>		
	<ul style="list-style-type: none"> <li>Isolate and fix the problem as appropriate (if safe to do so).</li> </ul>		
	<b>3. Monitoring</b>		
	<ul style="list-style-type: none"> <li>Monitor the problem to determine if it has been fixed.</li> </ul>		
	<b>4. Recovery and return to Safety</b>		
	<ul style="list-style-type: none"> <li>Conduct repairs and begin planning for permanent repairs or replacement assets</li> </ul>		
<b>Report of Findings</b>	File incident report as required.		
<b>Impacts</b>	<ul style="list-style-type: none"> <li>Damage to/or loss of assets</li> <li>Harm to employees or public</li> <li>Stress to workers</li> <li>Shut down of business area</li> <li>Media attention</li> <li>Loss of accommodation</li> <li>Loss of critical data/information/systems</li> </ul>		
<b>Business consequences</b>	<ul style="list-style-type: none"> <li>Lost time injuries/loss of key resources</li> <li>Unplanned absences</li> <li>Disruption due to loss of systems/data</li> <li>WorkCover investigations</li> <li>Cost to repair and replace damaged accommodation and equipment/systems</li> </ul>		

## Natural Disaster

<b>Summary</b>	This emergency operating plan apply to floods, bushfire, earthquake, landslide, bushfire, wind, hail, lightning, drought		
<b>Initiation and Notification</b>	Communicate with manager	Internal only	W/Supervisor
	Communicate with customers	Internal only	O/Supervisor
	Communicate with regulators and authorities	Internal only	Coordinator
		Internal only	Manager
<b>Equipment Identified</b>			
<b>Specific Activities</b>	<b>1. Assess the problem</b>		
	<ul style="list-style-type: none"> <li>Shutdown affected assets and assess damage</li> <li>Make area safe</li> <li>Check welfare of staff and public, provide aid</li> </ul>		
	<b>2. Isolate and fix the problem</b>		
	<ul style="list-style-type: none"> <li>Liaise with Emergency Services and assist</li> <li>Provide emergency equipment (pumps, generators, manual systems etc.)</li> </ul>		
	<b>3. Monitoring</b>		
	<ul style="list-style-type: none"> <li>Monitor the scheme to determine if repairs have been successful</li> </ul>		
	<b>4. Recovery and return to Safety</b>		
	<ul style="list-style-type: none"> <li>Conduct repairs and begin planning for permanent repairs or replacement assets</li> </ul>		
<b>Report of Findings</b>	File incident report as required.		
<b>Impacts</b>	<ul style="list-style-type: none"> <li>Damage to/or loss of facilities and assets</li> <li>Loss of power/communications</li> <li>Loss of supply or treatment (quantity/quality)</li> <li>Spills, leaks and releases to environment</li> <li>Risk to public/employee health and safety</li> <li>Public/private property damage</li> <li>Loss of access to operating sites</li> </ul>		
<b>Business consequences</b>	<ul style="list-style-type: none"> <li>Inability to supply treated effluent within parameters</li> <li>Deterioration of stored water quality</li> <li>Loss of data/communications</li> <li>Reduction of operational manpower</li> <li>Repair and restoration time and costs</li> <li>Additional operational costs</li> </ul>		

## **6 Forms and Checklists**

This section contains the following forms and checklists in a rip and run" format for use during an incident.

- Incident Site Coordinator Checklist
- Report of an Incident – Telephone Log Sheet
- Situation Report (SITREP)
- Control Room Emergency Log
- Emergency Management Team First Advice
- Emergency Management Team Initial Actions
- Emergency Management Team Start-up meeting Agenda
- Debrief Report
- Hawkesbury City Council Notification to NSW Health.

## 6.1 Incident Site Coordinator Checklist

# Hawkesbury City Council

*Internal Use Only*



## Incident Site Coordinator Checklist

Tick appropriate activities as you complete them

### Preparation

Action required	Action	Time Done	More Action	Action Complete
<input type="checkbox"/>	Ensure that you understand the role of the Incident Site Coordinator and of the Emergency Manager and are trained in your own role.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ensure you have contact details for all potential EMT members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Emergency Start-up

Action required	Action	Time Done	More Action	Action Complete
<input type="checkbox"/>	Advise the Supervisor of your attendance and assessment of the Incident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Make site safe and secure it off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ensure emergency services are called (if necessary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Ongoing

Action required	Action	Time Done	More Action	Action Complete
<input type="checkbox"/>	Review Incident with regard to injuries/fatalities; potential to cause further damage to surrounding area/community; effect on waste operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Commence Activity Log	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Review site status and capacity of emergency services/contractor and report to Supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Liaise with emergency services to ensure site is made safe and all personnel accounted for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Establish contact protocol with Emergency Manager and EMT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Discuss with EMT Operations Coordinator and review site resource requirements (personnel & plant). Establish procurement needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Provide Situation Reports (SITREPs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Liaise with Council Advisers (e.g. Communications) if dispatched to site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Liaise with Investigators / regulators on-site. Report significant developments to EMT Operations Coordinator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Review stress levels of site staff (including self) and seek EMT advice as necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Attend regular emergency services on-site meetings and report to EMT on status of delegated duties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	In discussion with Operations Coordinator develop site stand-down protocol and stand down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Post Emergency

Action required	Action	Time Done	More Action	Action Complete
<input type="checkbox"/>	Attend debrief session to establish adequacy of the response and how the procedures and processes might be improved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

March 2016

## 6.2 Report of an Incident – Telephone Log Sheet

# Hawkesbury City Council

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## Report an Incident

### Telephone Log Sheet

To be completed by the person taking the initial call

Name of person receiving this call	<input type="text"/>		
Date	<input type="text"/>	Time	<input type="text"/> am/pm
Caller's Name	<input type="text"/>		
Address	<input type="text"/>		
Contact Details	MB <input type="text"/>	BH <input type="text"/>	Radio <input type="text"/>

#### Brief description of the incident

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Confirm location	Site Area	<input type="text"/>
		<input type="text"/>

#### Severity of the incident (e.g. damage to property, roads, environment etc.)

<input type="text"/>
<input type="text"/>
<input type="text"/>

#### Name and nature of any injuries

<input type="text"/>
<input type="text"/>
<input type="text"/>

#### Waste business assets affected (i.e. pipes, equipment etc)

<input type="text"/>
----------------------

#### Any customers affect? (e.g. Injuries/Property damage etc.) ☐ Yes ☐ No

Location of customer/s (Site Area)

#### Current action being taken (e.g. Have ambulance, police, fire service etc. been called? Crew actions etc.)

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

December 2017



## 6.3 Situation Report (SITREP)

### Hawkesbury City Council

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#### Situation Report (SITREP)

To be used by the Supervisor/Engineer receiving a report from the first crew member/supervisor attending a scene.

SITREPs should be provided by the Initial Crew on a regular basis or whenever the status of the incident changes.

Name of person receiving this call

Date  Time  am/pm

Caller's name

Contact Details  MB  BH  Radio

Have you made contact with the person who reported the incident? ☐ Yes ☐ No

Confirm location Site Area

Severity of the incident (e.g. damage to property, roads, environment etc.)

Name and nature of any injuries

Waste business assets affected (i.e. pipes, equipment etc)

Any customers affect? (e.g. Injuries/Property Damage etc.) ☐ Yes ☐ No

Location of customer/s (Site Area)

Current action being taken (e.g. Have ambulance, police, fire service etc. been called? Crew actions etc.)

Current resources on site (e.g. Number staff / resources)

Estimates of staff/resources required

Proposed actions

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## 6.4 Control Room Emergency Log

# Hawkesbury City Council

*Internal Use Only*



## Control Room Emergency Log

The summary list should provide an at-a-glance view of the overall situation.

The Incident Site Coordinator will be required to report on the situation at the site in order for the Supervisor/Engineer/Manager to assess whether additional staff and resources are required and if the incident should be escalated to the next level.

<b>Incident Reference Number</b>	<input type="text"/>		
<b>Date</b>	<input type="text"/>	<b>Time</b>	<input type="text"/> am/pm
<b>Incident Site Coordinator</b>	<b>Name</b>	<input type="text"/>	
	<b>Position</b>	<input type="text"/>	
	<b>MB</b>	<b>BH</b>	<b>Radio</b>

**Background** (brief description of what has happened at the incident)

<input type="text"/>
<input type="text"/>

<b>Incident Status</b>	No. staff attending	<input type="text"/>
	Injuries/Fatalities	<input type="text"/>
	Property damage	<input type="text"/>
	Customers affected	<input type="text"/>
<b>Internal Staff notified</b>	Supervisor	<input type="text"/>
	Manager	<input type="text"/>
	Director	<input type="text"/>
	General Manager	<input type="text"/>
<b>External organisations?</b>	WorkCover	<input type="text"/>
(Office and Name)	EPA	<input type="text"/>
	Health Department	<input type="text"/>
	Other	<input type="text"/>

**Is the situation serious enough to declare an Emergency?** ☐ Yes ☐ No

<b>Emergency Team</b>	Emergency Manager	<input type="text"/>
	Weighbridge Supervisor	<input type="text"/>
	Operations Supervisor	<input type="text"/>

**Activate Emergency Operations Centre (EOC)** ☐ Yes ☐ No

<b>Location of EOC</b>	<input type="text"/>	<b>Primary Phone</b>	<input type="text"/>
------------------------	----------------------	----------------------	----------------------

**Resources dispatched to site** (type and number of resources required for proposed actions)

<input type="text"/>
<input type="text"/>
<input type="text"/>

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## 6.5 Emergency Management Team First Advice

# Hawkesbury City Council

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## Emergency Management Team First Advice

The following aid memoire should be used by the Emergency Team Member who took the first alert call to report to the first meeting of the Emergency Management Team.  
It will form the first entry on the Master Log for the event.  
Obtain any answers to as many of the following questions as you can.

Incident Reference Number   
Date  Time  am/pm  
Location   
Staff member details  
Name   
Position

### Incident Details

What has happened? (Review Initial Reports and First Advice)

Who is responding to the incident and how? (Review First Advice)

Injuries and Fatalities? (Confirm Emergency Services have been called)

Are all waste facility staff accounted for? ☐ Yes ☐ No (Review First Advice & Initiate action if necessary)

Waste facility infrastructure damage? ☐ Yes ☐ No (Review First Advice & Initiate action if necessary)

What other water assets/services will be affected as a consequence? (Review and take action as necessary)

Non-waste business infrastructure damage? ☐ Yes ☐ No (Review First Advice & Initiate action if necessary)

Private infrastructure damage? ☐ Yes ☐ No (Review First Advice & Initiate action if necessary)

Service Disruption? ☐ Yes ☐ No (Review First Advice & Initiate action if necessary)

Public Health Consequences (Review First Advice & Initiate action if necessary)

Environmental Health Consequences (Review First Advice & Initiate action if necessary)

Is the Incident Site Coordinator coping with the situation? ☐ Yes ☐ No (Review & Initiate action if necessary)

What support is required from the Council as a whole?

Which managers have I notified?

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## 6.6 Emergency Management Team Initial Actions

The following table summarises what should be done by the first team members to arrive at the control room after activation, pending the full formal team start up.

<b>Assembly</b>	<ul style="list-style-type: none"><li>• If the Emergency Operations Centre is to be activated, available staff will help set up the room</li><li>• Convene as directed as soon as possible, or at the time specified, and advise own staff of your whereabouts/delegation of normal duties</li></ul>
<b>Activation of the Emergency Operations Centre</b>	<ul style="list-style-type: none"><li>• Gather any necessary equipment and material – especially systems maps and asset details.</li><li>• Plug in and allocate telephone lines, and advise all interested groups (including switchboard) of the numbers being used.</li><li>• Set up a fax machine, and arrange printing, copying, and email access.</li><li>• Issue role checklists, other reference material, general stationery, etc.</li><li>• Set up incident log whiteboards and brief team.</li><li>• Arrange security and access control.</li></ul>
<b>Organisation</b>	<ul style="list-style-type: none"><li>• Check attendance of all mobilised resources.</li><li>• Confirm key appointments, i.e. Incident Site Coordinator and EMT group Co-ordinators.</li><li>• Organise team-seating arrangements and phones</li><li>• Consider need for additional specialist and support resources, and facilities.</li><li>• Provide full briefing for mobilised staff, and specify the intended course of action, authorisation levels, and priority tasks/areas of responsibility</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Establish communications with the incident site and obtain latest situation report.</li><li>• Ensure authorities and emergency services are notified, if not already done by the site team, and all key internal and external stakeholders</li></ul>
<b>Response</b>	<ul style="list-style-type: none"><li>• Log and assess the known facts (keep personal logs), consider the key issues and implications, and arrange for provision of any immediate site support needs, including the need for a senior management visit.</li><li>• Develop initial response strategies (operations, communications, and stakeholder liaison), and consider immediate next steps, including priority tasks for each group.</li><li>• Commence team operations and set schedule for next review session.</li></ul>

## 6.7 Emergency Management Start-up meeting Agenda

This meeting should take no more than 10 minutes before action commences. Provide notepads/pens/pencils for attendees.

**AGENDA**  
**Emergency Management Start-up Meeting**  
**<<Day>>, <<DD MM YYYY>>**  
**in the**  
**<<Location>>**

Meeting to commence at 3pm

**Chair:** Emergency Team Manager

**Attendees:** Emergency Management Team: Operations Coordinator, Logistics Coordinator, Support and Administration Coordinator  
(Optional) Relevant executive, Council Communications specialist

**Minutes:** Log Keeper (as nominated by the Planning and Administration Coordinator)

- 1. EMT Leader to call the meeting to order**
- 2. Outline of Emergency**  
EMT Leader (2 minutes)  
Re-read your position checklist and keep checking to ensure all your responsibilities are covered.
- 3. Review all known information to date**  
Operations Coordinator
- 4. Review staffing arrangements on Site**  
Operations Coordinator
- 5. Review all known actions to date**  
Operations Coordinator
- 6. Consider immediate actions**  
EMT Leader to lead/All
- 7. Allocate which Team Members inform stakeholders (e.g. Internal/Regulators/Contractor corporate etc.)**  
EMT Leader to lead/All
- 8. Any questions/comments**  
All
- 9. Time of next report-back meeting**  
EMT Leader

Hawkesbury City Council

## 6.8 Debrief Report

# Hawkesbury City Council

*Internal Use Only*



## Debrief Report

Date  Time  am/pm  
Report compiled by   
Date of this report   
Recommended review date

**Full description of the incident** Attach additional documentation if required.


**Attendees at the debrief meeting** Attach additional documentation if required.

Name	<input type="text"/>
Position	<input type="text"/>
Role in Incident	<input type="text"/>
Name	<input type="text"/>
Position	<input type="text"/>
Role in Incident	<input type="text"/>
Name	<input type="text"/>
Position	<input type="text"/>
Role in Incident	<input type="text"/>

**Issue Summary** Attach additional documentation if required.


Issue #	Issue Summary	Recommended Actions	Responsible Officer	Action Due	Action Status
1					
2					
3					
etc					

### Distribution List

Internal Staff ☐ General Manager ☐ Director ☐ Manager  
External Organisation

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## 6.9 Hawkesbury City Council Notification to NSW Health

<b>Hawkesbury City Council</b>			
<small>366 George Street (PO Box 146) Windsor NSW 2756    DX 8601 WINDSOR Phone: (02) 4560 4444    Facsimile: (02) 4587 7740    Email: <a href="mailto:council@hawkesbury.nsw.gov.au">council@hawkesbury.nsw.gov.au</a></small>			
<b>Incident Notification to NSW Health</b>			
Notification to NSW Health of an Incident at Hawkesbury City Council Waste Management Facility			
<b>File reference</b>	<input type="text"/>		
<b>To</b>	Medical Officer of Health NSW Health Centre for Population Health Parramatta Office	<b>BH:</b> (02) 9840 3603 (Environmental Health Officer)	
		<b>AH:</b> (02) 9845 5555 (page the on-call Public Health Officer)	
<b>Notifiable Incident</b>	<input type="text"/>		
<b>Incident Description</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
<b>Date identified</b>	<input type="text"/>	<b>Time</b>	<input type="text"/> am/pm
<b>Incident Location</b>	<input type="text"/>		
<b>Recycled Water Quality data</b>	<input type="text"/>		
<b>Possible Causes</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
<b>Actions Taken or Proposed</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
<b>Documents attached</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
<b>Signed for Hawkesbury City Council</b>	<b>Name</b>	<input type="text"/>	
	<b>Position</b>	<input type="text"/>	
	<b>Signature</b>	<input type="text"/>	<b>Date</b> <input type="text"/>

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## 7 Training and Review

### 7.1 Training

To evaluate the effectiveness of the ERP and to ensure that procedures and practices in this ERP are adequate and are being implemented properly drills should be conducted regularly.

Training on the ERP will help determine what works and what does not so that revisions can be made accordingly. Training must be conducted annually or when:

- new employees commence
- new equipment or materials are used
- procedures are updated or revised.

Training may include the following.

- **Orientation Sessions** These should include basic instructions and explanation of the ERP and Action Plan procedures
- **Table Top Workshops** Where employees are presented with a fabricated major event. They verbally respond to a series of questions and evaluate whether their response match the ERP.
- **Functional Exercises** are designed to simulate a real major event. A team of simulators is trained to develop a realistic situation.
- **Full Scale Drills** Emergency response personnel and equipment are actually mobilised and moved to a scene. A problem is presented to the response personnel and they responded as directed by the ERP and Emergency Response Co-ordinator at the scene.

### 7.2 Review of Document

This document must be reviewed every year in accordance with clause 98 D(2) of the Protection of the Environment Operations (General) Regulation 2009 with the contact list updated. Other triggers for review include:

- within one month of an emergency (regulatory requirement)
- within two months of a change in the STP or recycled water operation
- immediately upon change in contact information.



## 8 Location Map of HCWMF and Pollution Inventory

Due to security reasons and the sensitive nature of this information, this section has been amended for the public version of this document.

### 8.1 Hawkesbury City Waste Management Facility Aerial Map



## 8.2 Hawkesbury City Waste Management Facility - Potential Pollutants Map

