EMERGENCY AND POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN FOR:

Silk Contract Logistics

132 McCredie Road
Guildford NSW 2161

GPS Coordinates: **33^0 51' 03.71" S**
150^0 57' 21.7" E

Site Contact:

Site Manager 0432 995 121

Emergency Contacts:

Site Supervisor 0428 810 812
NSW State Manager 0408 496 011

Summary of Dangerous Goods and GHS Categories held at the premises

Dangerous Goods Class		GHS Category	Bulk/IBCs/ Drums	Packages	Total Quantity
2.1	Aerosols			10,500 L	10,500 L
3	Packages			16,000 L	16,000 L
C1	Bulk		—	—	—
	Drums		—	—	—
C2	Bulk		700,000 L		700,000 L
	Packages			1,500,000 L	1,500,000 L
	Drums		1,000,000 L		1,000,000 L
8	Drums		–	22,000 L	22,000 L
9	Drums		–	38,000 L	38,000 L
		TOTALS	1,700,000 L	1,581,000 L	3,281,000 L

Prepared By: **Benbow Environmental**
Date: **03 October 2019**

EMERGENCY SERVICES INFORMATION PACKAGE

Fire Fighters Summary

This Summary also applies to Officers of NSW EPA.

The Silk Contract Logistics operate what was the ALMC site and before them, Castrol.

The site is at the rear of the front offices of BP at 132 McCredie Road, Guildford.

At the rear there are large quantities of dangerous goods and these have the potential to cause a significant fire as there is a total of 3,281,000 L of various flammable, combustible, corrosive and environmentally hazardous goods on site. There are 10,500 L of aerosols in a caged area. The majority of the dangerous goods are C2 combustible liquids – 3,200,000 L.

These are separated into defined areas. However the heat of radiation from a major fire could engulf the site hence the operation of a first rate fire prevention and control team will need to be provided by Silk Contract Logistics.

The site has separate bunded areas for each of the major combustible liquids storage areas. Each of these have locked valves to prevent bunded areas freely draining.

The site drains to an in-ground concreted holding dam. This when full, drains to Prospect Creek further south of the site and easiest access point to the Creek is the bridge at Fairfield Road.

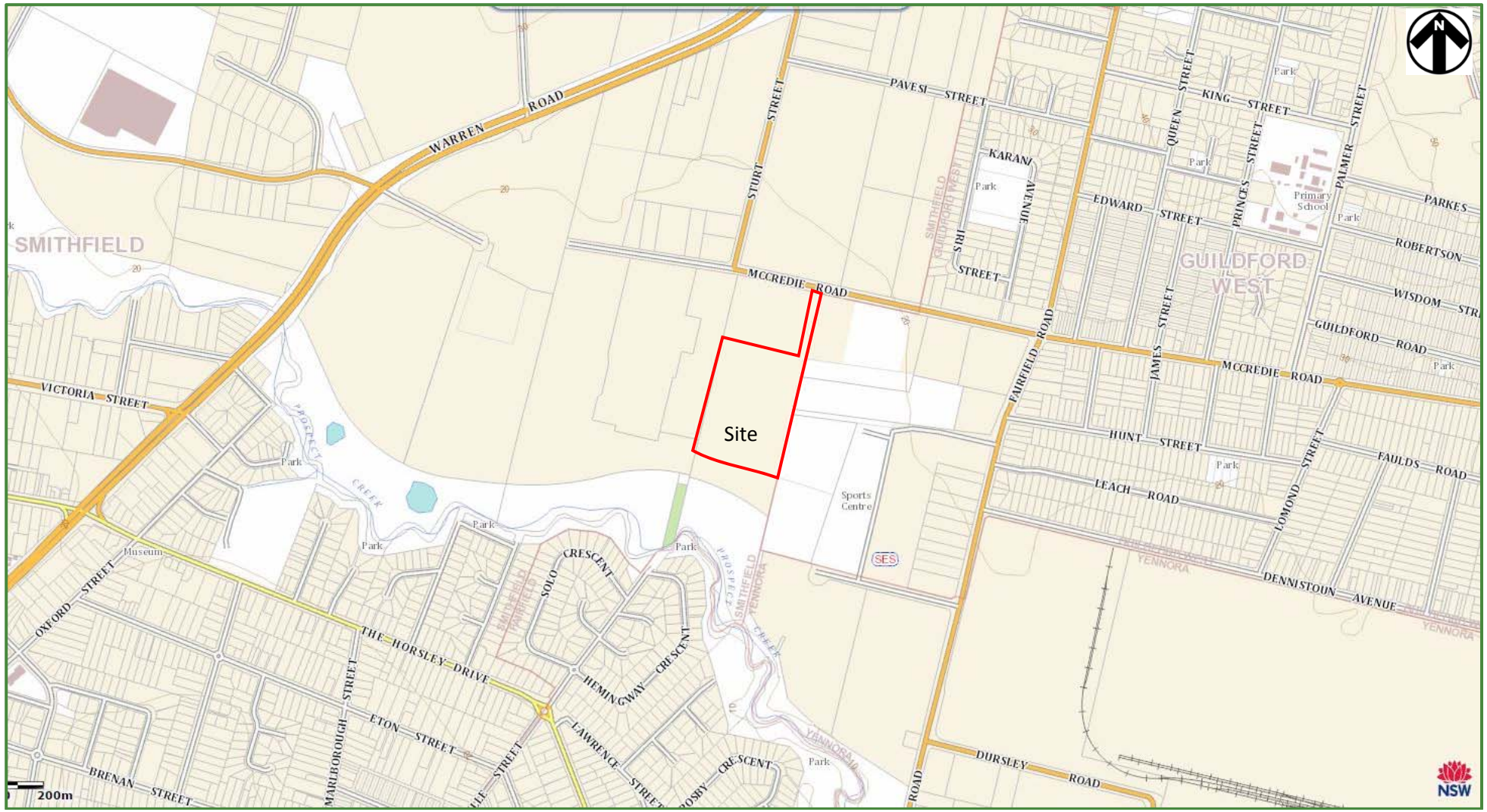
The dam outlet is in the south-east corner and a mat to cover the outlet is provided.

Nearest residences are south of Prospect Creek.

Experience on recent combustible liquid fires has shown that the volume of fire fighting water released will overflow the bund volumes.

As the site is also the holder of an Environment Protection Licence, a Pollution Incident Risk Management Plan is required. This has been built into the Emergency Plan to assist Emergency Services.

Figure 0-1: Map of Site & Surrounding Area



Site Address: 132 McCredie Road, Smithfield
Source: www. maps.six.nsw.gov.au

Figure 0-2: Aerial View of the Site

Site Address: 132 McCredie Road, Smithfield
Source: www. maps.six.nsw.gov.au

Figure 0-3: Aerial View

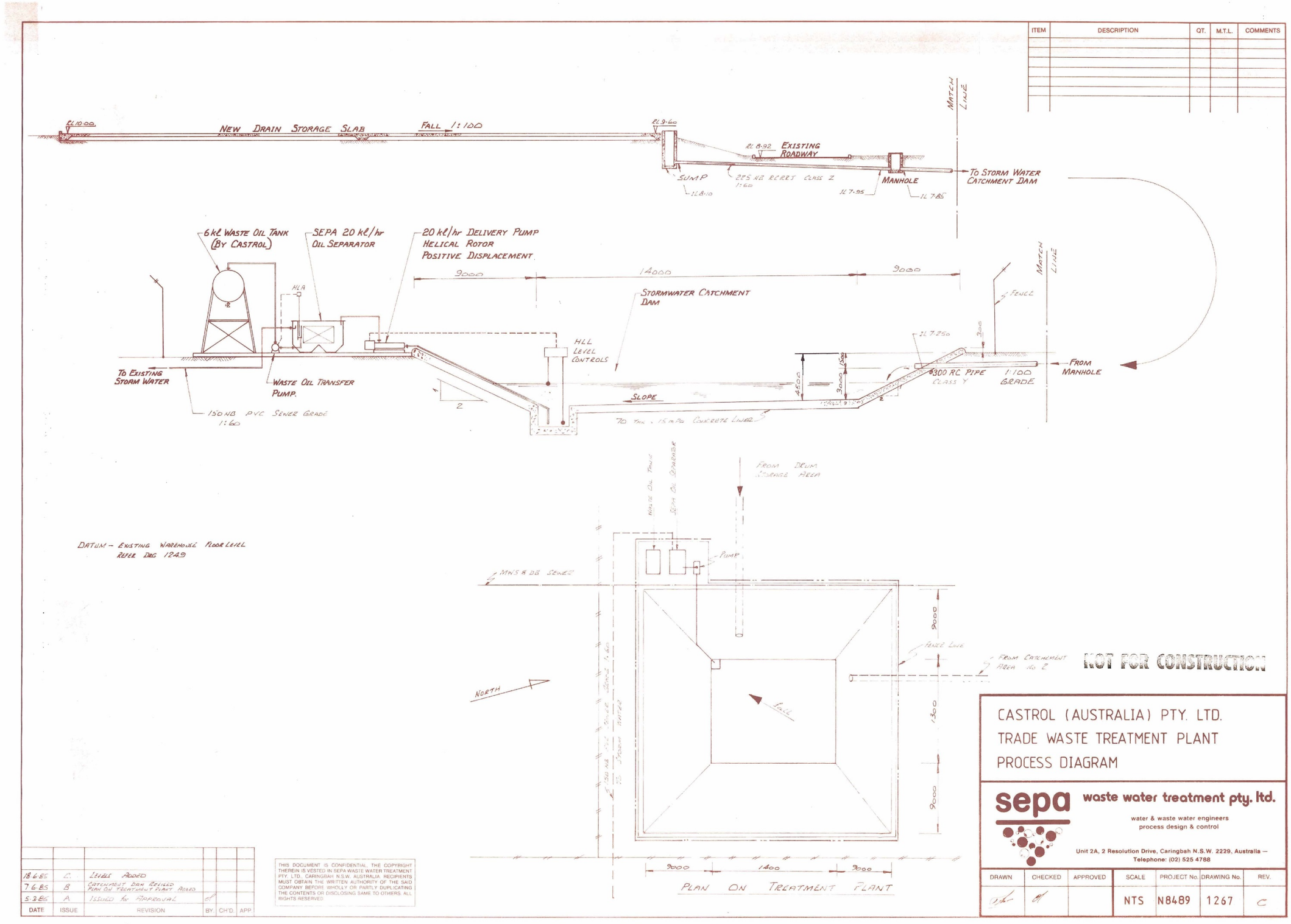
Source: Google Earth Pro © 2015

DRAINAGE

The site drains to the South-East corner as shown on the manifest drawing (Figure 0-5). Each of the external storage areas are bunded and have a locked outlet valve. These will overflow, enter drains on the roadways and discharge into the South-East corner dam. The dam (or containment basin) is fully concreted. It discharges from the South-East corner. There is a mat provided that would cover the outlet. From this containment basin any further water overflow will drain to Prospect Creek. The nearest point of access to Prospect Creek is the bridge at Fairfield Road.

Drainage diagrams are shown in Figure 0-1 to Figure 0-4.

Figure 0-1: Drainage (1 of 4)



DATUM – EXISTING WAREHOUSE FLOOR LEVEL
REFER DRG 1249

NOT FOR CONSTRUCTION

DATE	ISSUE	REVISION	BY	CH'D	APP.
18.6.85	C	LEVELS ADDED			
7.6.85	B	CATCHMENT DAM REVISED PIAN OIL TREATMENT PLANT ADDED			
5.3.85	A	ISSUED for APPROVAL			

CASTROL (AUSTRALIA) PTY. LTD.
TRADE WASTE TREATMENT PLANT
PROCESS DIAGRAM

sepa waste water treatment pty. ltd.
water & waste water engineers
process design & control
Unit 2A, 2 Resolution Drive, Caringbah N.S.W. 2229, Australia —
Telephone: (02) 525 4788

DRAWN	CHECKED	APPROVED	SCALE	PROJECT No.	DRAWING No.	REV.
			NTS	N8489	1267	C

Figure 0-2: Drainage (2 of 4)

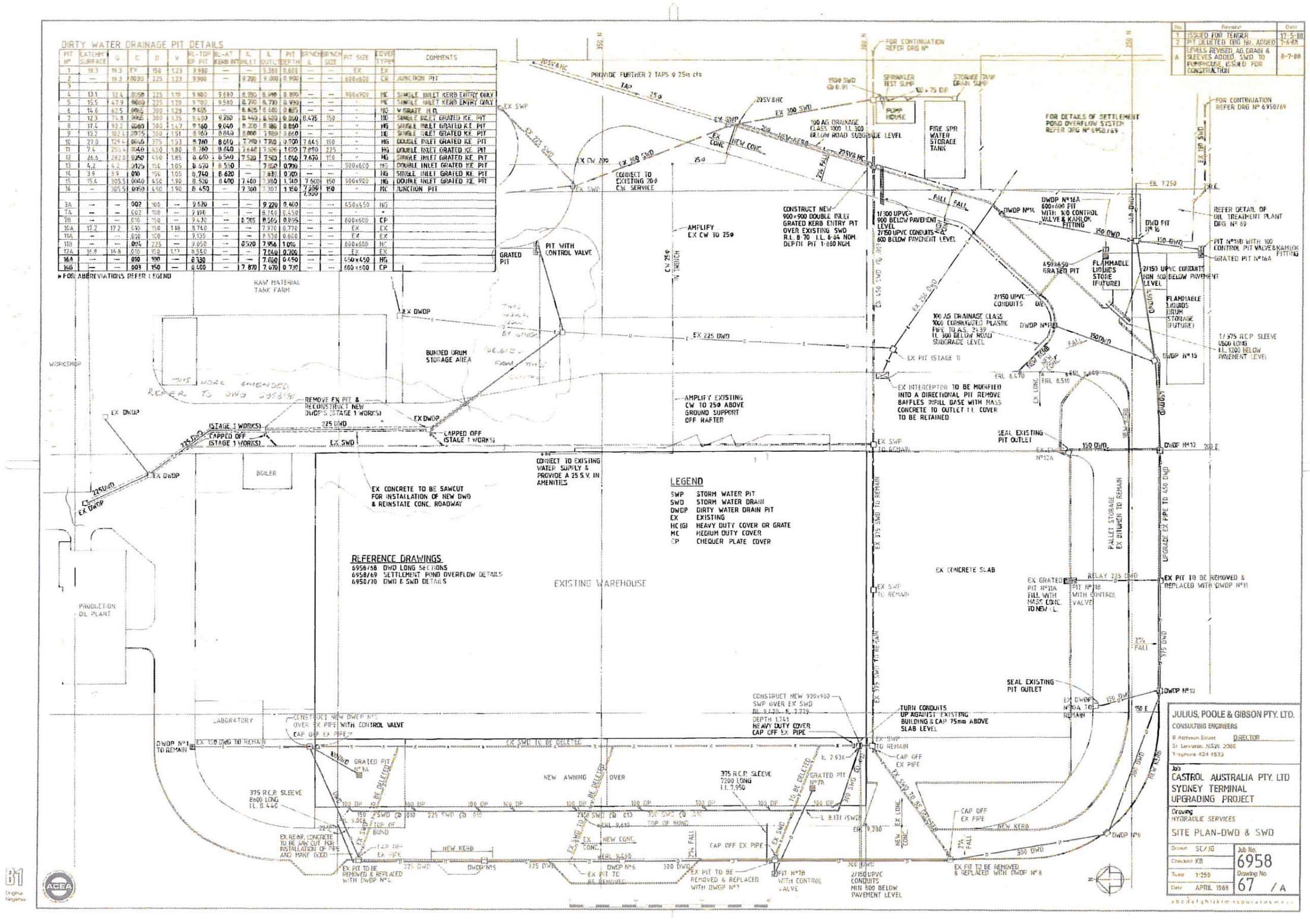
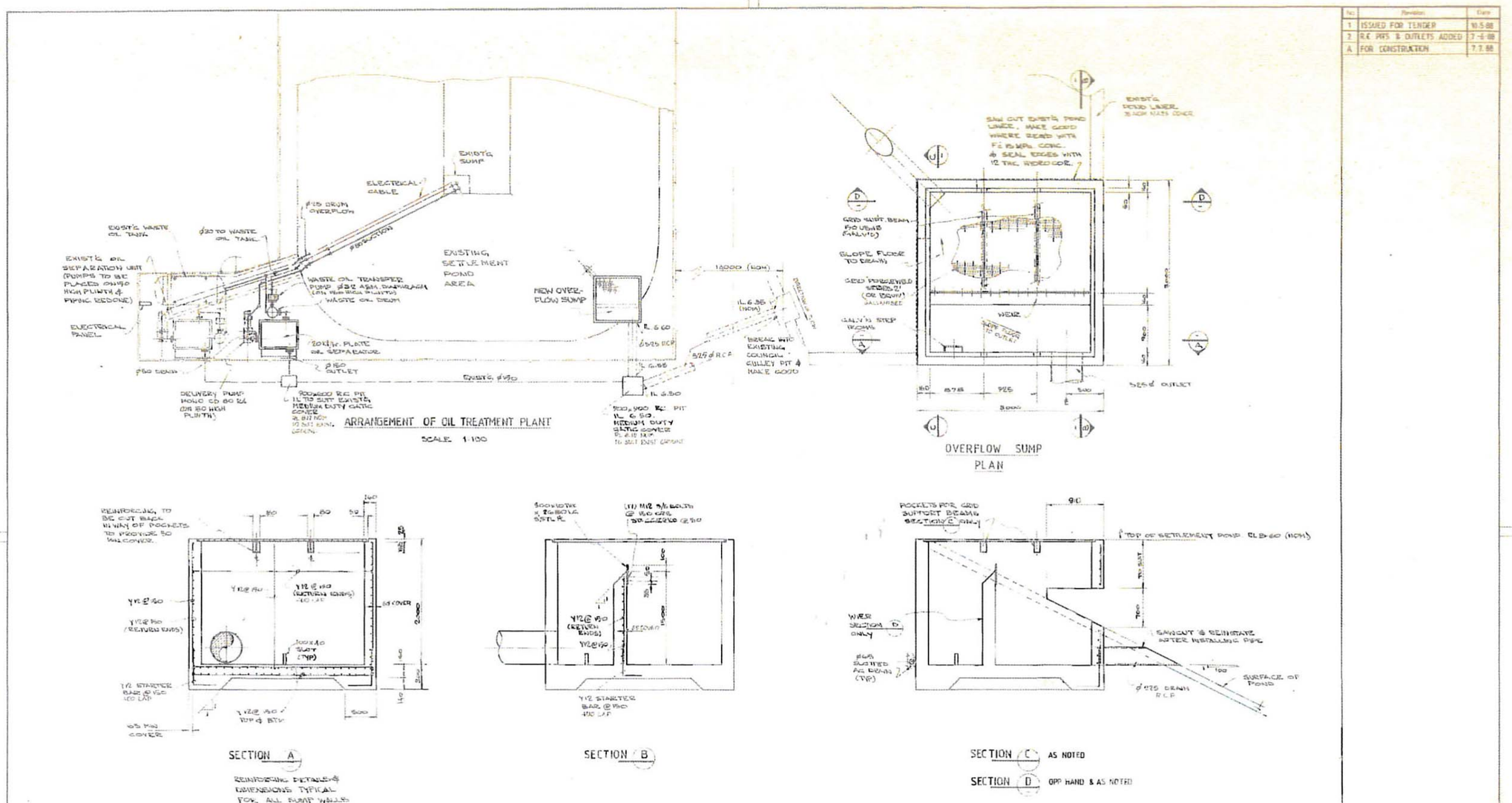


Figure 0-3: Drainage (3 of 4)



No.	Revision	Date
1	ISSUED FOR TENDER	10.5.88
2	R.C. PITS & OUTLETS ADDED	7.6.88
A	FOR CONSTRUCTION	7.7.88

NOTES
THIS DWG TO BE READ IN CONJUNCTION WITH DWG 6958/167
REFER TO SPECIFICATION FOR CONCRETE REQUIREMENTS.
CONCRETE TO BE GRADE F'c=20 MPa
CLEAR COVER TO BE 65mm

JULIUS, POOLE & GIBSON PTY. LTD.
CONSULTING ENGINEERS
9 Atchison Street
St Leonards NSW 2065
Telephone 436 4533

Job
CASTROL AUSTRALIA PTY. LTD.
SYDNEY TERMINAL
UPGRADING PROJECT

Drawing
ARRANGEMENT OF OIL TREATMENT PLANT & OVERFLOW SUMP

Drawn PC	Job No. 6958
Checked BAP	Drawing No. 69 /A
Scale 1:25	
Date MAY 88	

Figure 0-4: Drainage (4 of 4)

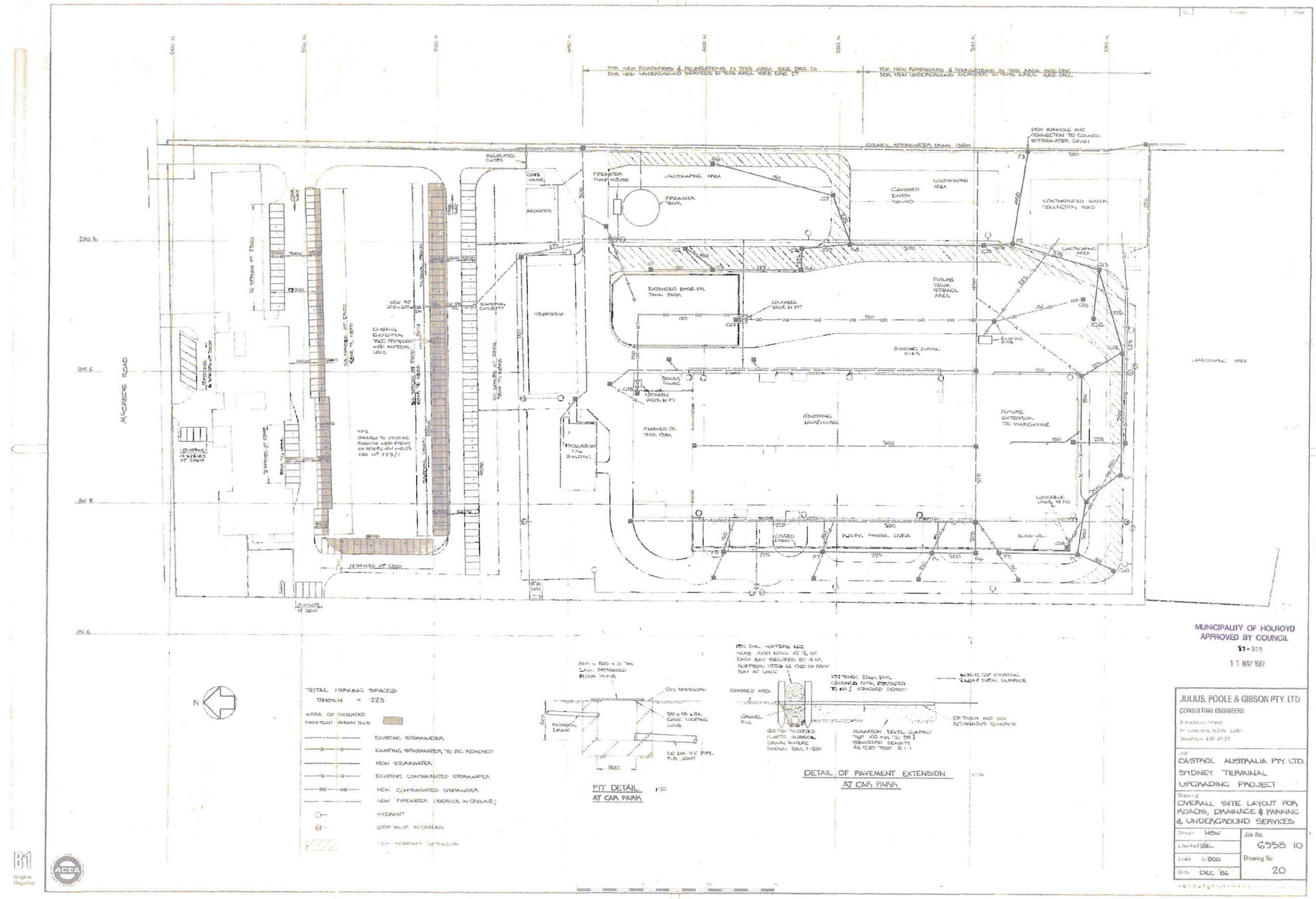
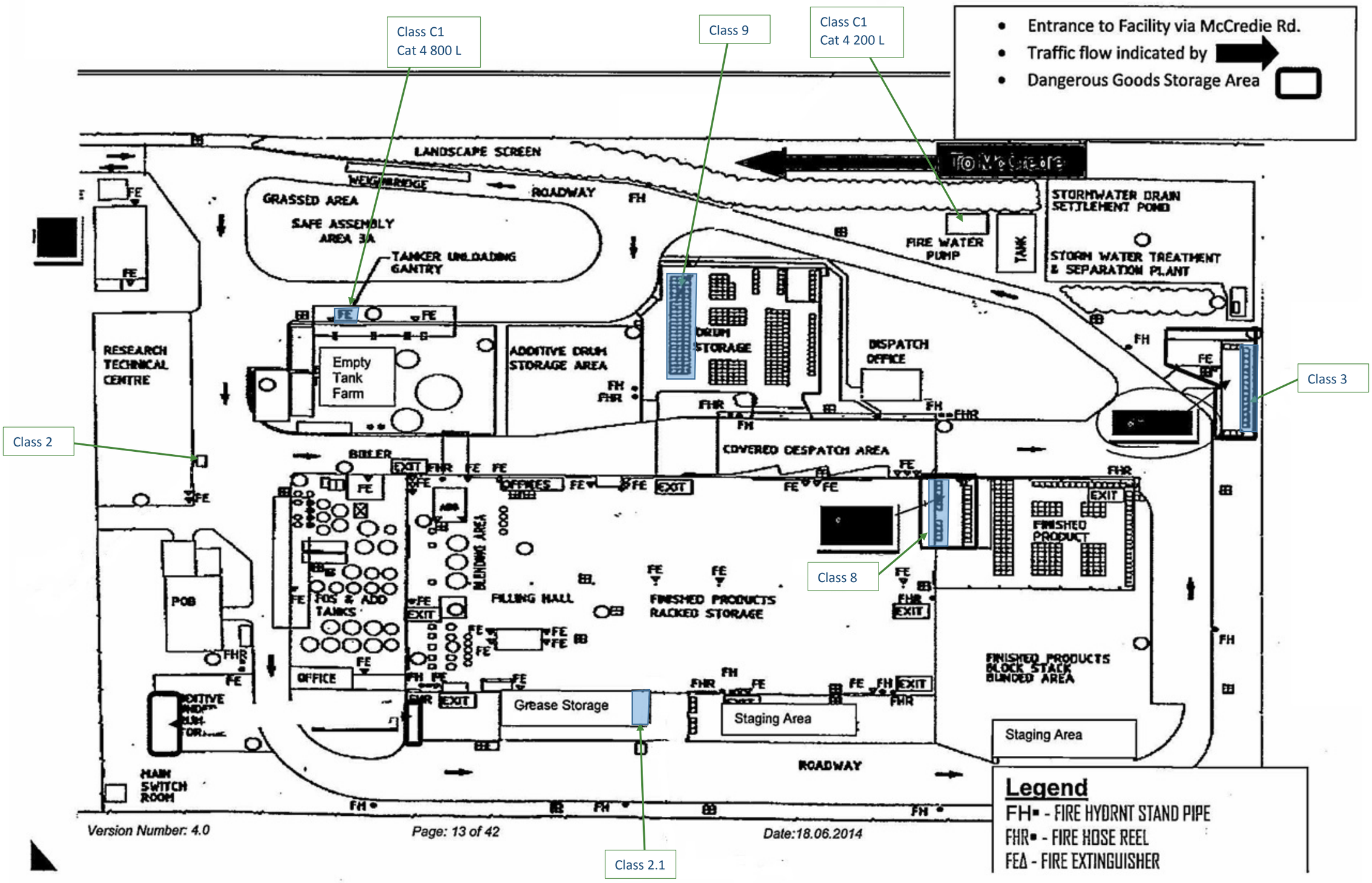


Figure 0-5: Site Manifest



STORAGE DETAILS

Bulk – 700,000 L
Containers (drums) – 1,060,000 L
Packages – 1,502,100 L

Table 0-1: Dangerous Goods Quantity On Site

GHS Category	Proper Shipping Name	IBCs	Product or Common Name—Typical	Typical Quantity	Unit
Storage Area – Roofed IBC store					
C2	Combustible liquid	IBCs (bulk)		700,000	L
		Packages/drums		2,500,000	L
				TOTAL: 3,200,000	**L**

Class	Shipping Name	UN Number	Packing Group	Total Quantity (KG)	
2.1					
2.1	Aerosols	UN 1950		1,753.44	
2.1	Aerosols, Flammable	UN 1950		8,402.99	10,156.43
3	Petroleum Distallates, N.O.S.	UN 1268		2,343.25	
3	Flammable Liquid, N.O.S.	UN 1300		2,114.70	
3	Flammable Liquid, N.O.S.	UN 1993		12,462.71	
3	Petroleum Distallates, N.O.S.	UN 1993		14.90	
3	Hydrocarbons, Liquid. N.O.S.	UN 3295		1,162.65	18,098.22
8	Corrosive Liquid, N.O.S.	UN 1760		1,364.99	
8	Potassium Hydoxide, Solution	UN 1814		4,743.66	
8	Ethanolamine Solution	UN 2491		10,485.30	
8	Corrosive Solid, Basic, Inorganic, N.O.S.	UN 3262		1,295.05	
8	Corrosive Liquid, Basic, Organic N.O.S.	UN 3267		1,597.00	19,486.00
9	Environmentally Hazardous Substance, Solid N.O.S	UN 3077		290.90	
9	Environmentally Hazardous Substance, Liquid, N.O.S	UN 3082		18,532.56	
9	Environmentally Hazardous Substance, Solid N.O.S	UN 3082		6,948.50	25,771.96
				Grand Total:	**73,512.61**
				Total on site:	**3,273,600 L**

DOCUMENT REVISION RECORD

Revision	Date	Description	Prepared by	Checked	Authorised
1	15-09-2015	Rev 1 / Draft	R T Benbow	R T Benbow	R T Benbow
2	20-10-2015	Rev 2 / Draft	R T Benbow	R T Benbow	R T Benbow
3	22-10-2015	Rev 3 / Draft	R T Benbow	R T Benbow	R T Benbow
4	26-10-2015	Rev 4 / Draft	R T Benbow	R T Benbow	R T Benbow
5	03-12-2015	Rev 5 / Draft	R T Benbow	R T Benbow	R T Benbow
6	12-12-2016	Rev 6	R T Benbow	R T Benbow	R T Benbow
7	24-9-2018	Rev 7	R T Benbow	R T Benbow	R T Benbow
7/Web	15-8-2019	Website/ Redacted Version	R T Benbow	R T Benbow	R T Benbow
8/Web	3-10-2019	Website/ Redacted Version	R T Benbow	R T Benbow	R T Benbow
9/Web	3-10-2019	Website/ Redacted Version	R T Benbow	R T Benbow	R T Benbow

DOCUMENT DISTRIBUTION LIST

Document Revision	Issued Date	Issued To	Issued By
1	15-09-2015	Silk Contract Logistics, Guildford	Benbow Environmental
2	20-10-2015	Silk Contract Logistics, Guildford	Benbow Environmental
3	22-10-2015	Silk Contract Logistics, Guildford	Benbow Environmental
4	26-10-2015	Silk Contract Logistics, Guildford	Benbow Environmental
5	03-12-2015	Silk Contract Logistics, Guildford	Benbow Environmental
6	12-12-2016	Silk Contract Logistics, Guildford	Benbow Environmental
7	24-9-2018	Silk Contract Logistics, Guildford	Benbow Environmental
7/Web	15-8-2019	Silk Contract Logistics, Guildford	Benbow Environmental
8/Web	3-10-2019	Silk Contract Logistics, Guildford	Benbow Environmental
9/Web	3-10-2019	Silk Contract Logistics, Guildford	Benbow Environmental

EMERGENCY AND POLLUTION INCIDENT RISK MANAGEMENT PLAN FOR WAREHOUSE STORAGE AT SILK CONTRACT LOGISTICS 132 McCredie Road, Guildford NSW

Prepared for: Fire and Rescue NSW
Silk Contract Logistics
NSW EPA

Prepared by: R T Benbow, Principal Consultant
BENBOW ENVIRONMENTAL

Report No: 148283_EP_Guildford_Rev9_Website Version
October 2019
(Released: 3 October 2019)

Contents

Page

Tables

Figures

Attachments

Attachment 1: Emergency Preparedness Checklist
Attachment 2: Emergency Evacuation Checklist
Attachment 3: Emergency Evacuation Debrief Template
Attachment 4: Incident Investigation Report Template
Attachment 5: Emergency and Evacuation Procedure Quiz
Attachment 6: Spills Procedure
Attachment 7: Bomb Threat Checklist
Attachment 8: Fire Services Inoperable
Attachment 9: Neighbouring Properties
Attachment 10: Notification of a Pollution Incident Procedure

1. INTRODUCTION

This Emergency Plan (EP) and Pollution Incident Risk Management Plan (PIRMP) is for the operation of a site for the storage of aerosols, packages and containers of Class 3 flammable liquids, Class 8 corrosive substances and Class 9 environmentally sensitive substances; IBCs of C2 combustible liquids and bulk storage of C2 in aboveground tanks. The warehouse is bunded. External storage areas and tank farms are bunded. The site drains to a large in-ground concreted dam.

All personnel and contractors working at the site are to be made aware of the general contents of this document and accompanying emergency response procedures.

The Emergency Plan is intended to cover all emergencies that may occur at this site.

The PIRMP is intended to cover all environmental risks and hazards at the site.

It is a requirement that all those employees responsible for emergency response activities, as defined by the EP (and PIRMP), have a copy of this Emergency Plan and receive the appropriate level of training needed to ensure the effective implementation of the respective emergency response procedures provided as part of this Plan.

1.1 DEFINITION OF AN EMERGENCY

This EP is designed to cover all emergency conditions that could be reasonably anticipated at the site.

At Silk Contract Logistics, an ***emergency situation*** can be defined as any abnormal or dangerous *event* that may adversely affect the safety or well-being of nearby persons, communities or the environment. Under these circumstances, the occupants of the said premises are called to immediately respond to the emergency situation in an effort to control, correct and return the dangerous situation to a safe condition.

If there is any doubt, an *event* should be treated as an *emergency* and the procedures stipulated by this EP should be followed. Note that **all** fires are to be treated as emergencies.

The three levels of emergency are defined as:

- **LOCAL ALERT (Alert I):** Any emergency situation that threatens human lives, property or the environment at one location of the site, but is not likely to spread to other areas of the site or the property;

- **SITE ALERT (Alert II):** Any emergency situation where its effects may spread to other areas on the site; and

- **EXTERNAL ALERT (Alert III):** Any emergency situation where its effects may spread and impact on people, property or the environment outside the site's boundaries, such as a grass fire.

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

- **MINOR EMERGENCY:** An emergency situation that can be handled entirely by the site's emergency response personnel without the assistance of the respective public emergency services; and

- **MAJOR EMERGENCY:** An emergency situation that requires the assistance of the public emergency services i.e. ambulance, fire brigade or police services.

An **EXTERNAL ALERT** is automatically a **MAJOR EMERGENCY**, as action cannot be taken outside the site boundary independently of the public emergency services.

1.2 Types of Emergencies and Pollution Incidents

The main types of emergencies which may be encountered at this site arise primarily from:

- **FIRES** which result from product spillages, electrical faults, arson or failure of a container during handling, or a fire commences involving a forklift. This is the most serious emergency situation as a small fire could escalate into a major disaster if not handled promptly and correctly, or if it occurs when the site is unattended and is not detected until a large fire has resulted.

- **SPILLAGE OR LEAK** (hazardous and non-hazardous materials) which may range from a minor spillage as only packages are stored, to a major spillage involving a 60 L or 205 L drum or 1000 L IBC.

- **TOXIC FUMES** may result from fires engulfing toxic materials; or by the reaction of another substance, such as water with a chemical; or as a by-product of combustion in a fire.

- **NATURAL PHENOMENA** such as wind, electrical storms and earthquake, the secondary events of which may result in product spillages or leaks, fire or explosion.

- **IMPACT** due to road tanker collision or possibly aircraft.

- **BOMB THREATS** – this is a warning received by any means of a threatening intention to detonate an explosive device having been placed to cause risk or damage to the Distribution Centre.

- **TERRORISM/SABOTAGE** – this may include explosive devices, or other malicious or wanton destruction, which may cause injury to persons and/or damage to property.

- **CIVIL DISTURBANCE** – a civil disturbance will be constituted by a public demonstration, protest, or public assembly at or adjacent to the site. Consideration must be given to the fact that the demonstration may become violent, resulting in injury to employees or damage to property. The NSW Police Force must be called to take any action necessary to control the behaviour of persons gathered for the demonstration.

- **OVERPRESSURE** resulting from multiple explosions of aerosols.

- **SERIOUS PERSONNEL INJURIES** – requiring immediate First Aid by on-site First Aid Attendant(s) and/or external medical assistance.

- **LOSS OF EXTERNAL SERVICES** – i.e. power supply – temporary or permanent loss.

Unlikely events at this site:

- **CHEMICAL REACTION** – this may include a situation whereby incompatible, i.e. reactive chemicals are mixed. Such cases could occur whereby products are mixed in a spill and water is present.

- **EXPLOSIONS** which may involve packaged goods mixing with combustible liquid.

The following types of emergencies covered by this Emergency Plan are summarised below.

Table 1-1: Summary of Emergencies and Response Procedure

Hazardous Event	Incident	Alert Levels*		
		Alert I	Alert II	Alert III
Fire	Warehouse or external area	✓	✓	✓
Spills	Individual carton spilt, contents of packaging evaporates, corrosion	✓		
	Pallet badly damaged, numerous (10-20) packages damaged, liquids evaporate, corrosion	✓		
Personal injury	Mechanical impact, falling objects	✓		
Natural events	Storm, localised flooding, lightning, earthquake	✓		
Others	Arson results in a fire	✓	✓	
	Sabotage results in a fire	✓	✓	
	Fire on adjoining property encroaches onto site causing external building (Warehouse) damage			✓

* The Alert Levels are described in Section 1.1.

The main chemicals stored at this site which are considered to be hazardous belong to combustible (ignitable) liquids.

The liquids, once ignitable, are difficult to suppress unless there is rapid application of foam. C2 combustible liquids which make up the large volume of liquid product stored are more easily suppressed with water during a fire event. However rapid action by a first response fire crew is critical to prevent pool fires occurring.

Combustion of combustible liquids will generate smoke, contamination of fire-fighting water and contamination of surfaces.

The site has been bunded around its perimeter to provide containment of a spillage but more importantly to contain a quantity of fire-fighting water. The site drains to a large in-ground concreted dam.

Separation distances are provided so that there would be the opportunity for water streams to be directed along this separation distance and reduce the heat load on IBCs.

The provision of adequate quantities of foam and fire protection equipment to enable foam to be directed onto a pool fire provide effective action for a well-trained first response fire crew.

1.3 STAKEHOLDERS

The stakeholders who need to be involved in the emergency planning process are the following:

- All team members of Silk Contract Logistics;
- Fire and Rescue NSW;
- NSW Environment Protection Authority (EPA);
- NSW Police Force;
- WorkCover NSW;
- Adjoining property owners;
- Fire Services Contractor;
- Security Contractor; and
- Cumberland Council.

The Emergency and Pollution Incident Response Management Plan (EP&PIRMP) is to be made available to all stakeholders on request.

The EP&PIRMP is kept at the front entry into the site in the red emergency box and the office.

1.4 COMMUNICATION

Communication with Fire and Rescue NSW would occur by submitting the EP&PIRMP to them.

1.5 USING THE EMERGENCY PLAN

The EP is designed to prevent major accidents through the following methodology.

On site and off site impacts of major accidents have been assessed and the adequacy of the existing set of safeguards analysed using a detailed quantitative risk assessment.

Events that could arise as a consequence of operational errors, human failure to follow procedures or events arising as a result of security, natural disasters or equipment failure have been assessed and adequacy of the current safeguards analysed.

The PIRMP deals with environmental emergencies. The unit building is bunded and has been designed to capture firefighting water on site, however the industrial estate is not fully bunded.

The EP&PIRMP provides a detailed analysis of these events and then the potential consequences.

The EP&PIRMP provides a detailed description of the activities that are undertaken and the protection measures at the dangerous goods storage area.

The safeguard measures are detailed and include the following:

- CO_2 Fire Extinguishers.
- ABE Powder Fire Extinguishers.
- Four foam fire extinguishers.
- Hose Reels with foam kits.
- Hydrants.
- 2 x 20 L containers of AFFF foam.
- Spill Kits.
- Safety shower.
- Emergency Eye Wash.
- Fire sprinklers using ESFR sprinkler heads.

1.6 Detail Provided in the Attachments

This section of the Emergency Plan discusses the purpose of the Attachments and how these relate to the Emergency Plan.

- **Attachment 1 Emergency Preparedness Checklist**
  This Attachment provides a checklist which is to be conducted by Wardens every three months.

- **Attachment 2 Emergency Evacuation Checklist**
  This Attachment provides a checklist to be used in the event of an emergency evacuation.

- **Attachment 3 Emergency Evacuation Debrief Template**
  This Attachment is to be used after an Emergency Evacuation to assess emergency evacuation procedures.

- **Attachment 4 Incident Investigation Report Template**
  This Attachment is to be used to investigate the reasons an incident occurred.

- **Attachment 5 Emergency and Evacuation Procedure Quiz**
  This Quiz is to be used at the end of a training session.

- **Attachment 6 Spills Procedure**
  This Attachment ensures the containment of all spills on the site and prevents the entry of spilled materials/debris into stormwater systems and public waterways, reducing the risk of environmental pollution and exposure to breaches and penalties, under environmental pollution legislation.

- **Attachment 7 Bomb Threat Checklist**
  This Attachment lists questions to be asked and observations to be made on receiving a bomb threat.

- **Attachment 8 Fire Services Inoperable**
  This Attachment details the action to take when firefighting services become inoperable.

- **Attachment 9 Neighbouring Properties**
  This Attachment lists neighbouring properties and contact details in case of a Level III emergency or pollution incident

- **Attachment 10 Notification of a Pollution Incident Procedure**
  This Attachment details the procedure to be followed in the case of a pollution incident.

1.7 TERMINATION OF AN EMERGENCY

A very detailed description on termination of an Emergency is provided in Section 13.

2. AIMS AND OBJECTIVES OF THE EMERGENCY AND POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN

2.1 AIM

The aims of this EP&PIRMP are the following:

- Provide a clear understanding of how to handle and react to any emergency situation that may occur at the site in the form of effective control structures, procedures and directives;
- Prevent or minimise the impact of an emergency on human life, the community and surrounding environment; and
- Facilitate a return to *normal* or *safe* operations as soon as possible.

The procedures contained in this EP have been designed to protect life and where possible prevent or minimise damage to the equipment, site and installations at the site and facilitate a return to normal operations by providing effective utilisation of the safety features, systems and equipment installed at the site.

2.2 OBJECTIVES

This EP applies to all equipment, site installations, personnel and visitors under the control or management of Silk Contract Logistics, whilst working or visiting the site.

The objectives of this EP are the following:

- To protect human life and facilitate the rescue or evacuation of personnel affected by an emergency situation.
- To control or limit any effect that an emergency situation may have on the site or on neighbouring areas.
- To facilitate emergency response and to provide such assistance as is appropriate to the occasion.
- To ensure the quick and effective communication of all vital information to respective authorities.
- To facilitate the organisation and reconstruction activities, so that normal operations can be resumed as soon as possible.
- To provide for emergency response training, so that a high level of preparedness can be maintained at the facility.
- To provide the structure under which Emergency Procedures are revised and updated.

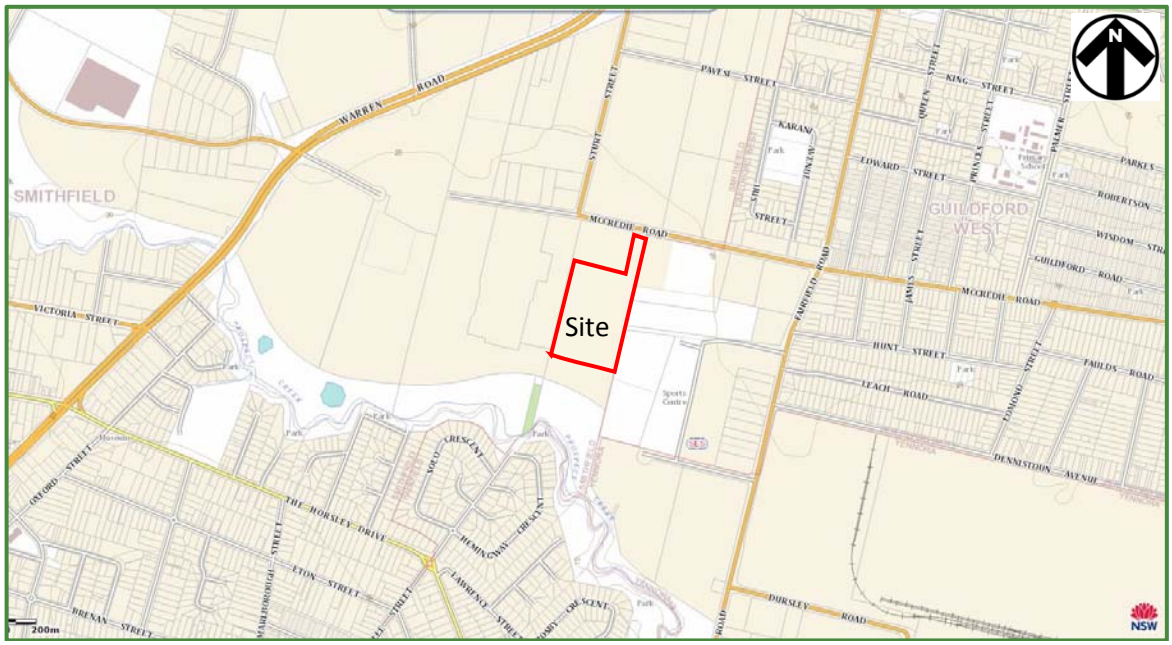
The EP&PIRMP contains information and instructions that provide a basis for handling various types of emergency situations, such as a fire, explosion, medical emergency, spills, bomb threats and security threats. These instructions should not be regarded as rigid procedures to be followed, but rather as continually improving guidelines to be adapted to cope with unanticipated situations. This plan will be updated periodically by the release of revised editions that will arise from changes in statutory requirements, technical data, lessons learnt from similar facilities, outcomes of emergency training and communication with stakeholders.

3. GENERAL DESCRIPTION OF SITE

3.1 SITE LOCATION

The site is known as 132 McCredie Road Guildford.

Figure 3-1: Site Location



Source: www.sixmaps

Figure 3-2: Aerial View

Source: Google Earth Pro © 2014

3.2 SITE DESCRIPTION

The site includes a large open warehouse with a portable office at the northern end.

The following provides the list of activities that would occur on site:

- Forklift loading/unloading of various types and sizes of containers and packages holding oil-based products;
- Bulk deliveries of oil;
- Transfer of oil into tanks;
- Transfer of oil from tanks into road tankers; and
- Battery charging.

3.2.1 Hours of Operation

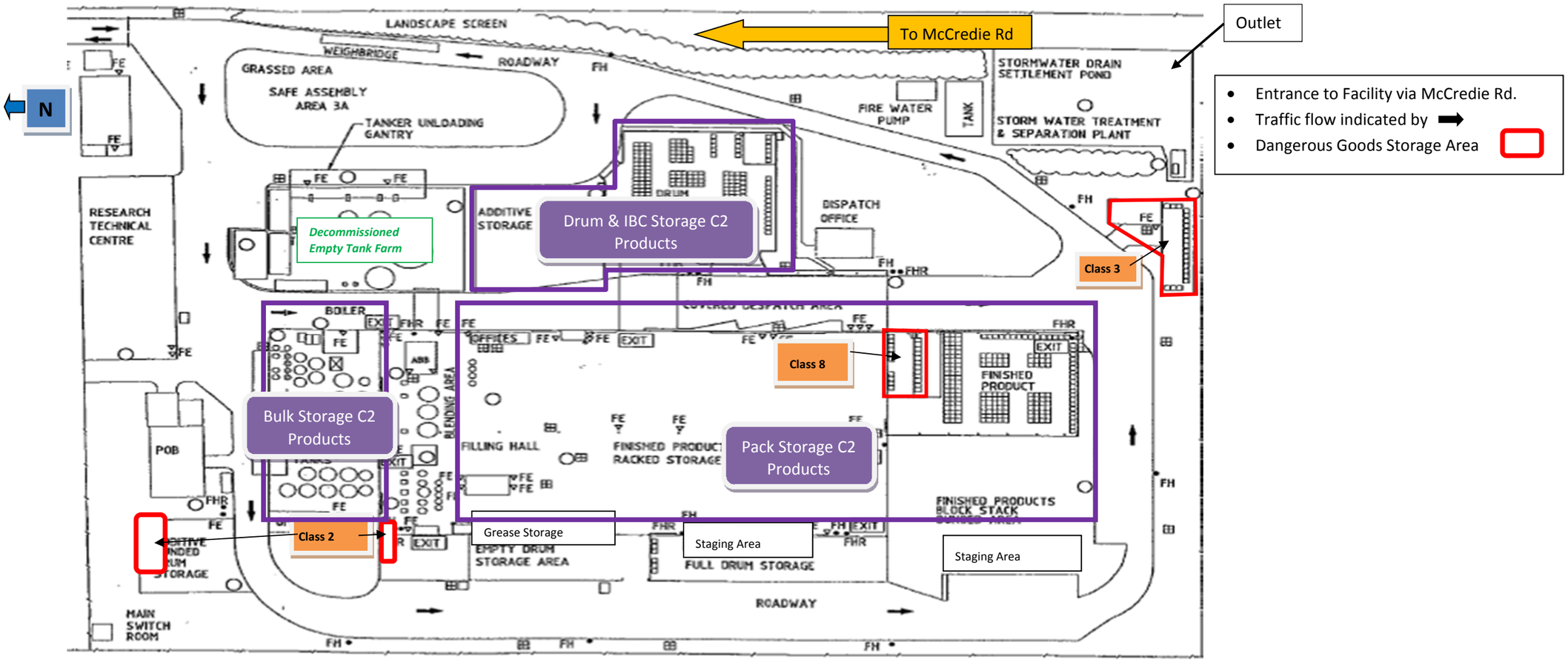
Typical warehouse operating hours are from 6.00am to 5.00pm, Monday–Friday and 6.00am to 4.00pm Saturday. The site is not attended during the evening or night time.

3.2.2 Site Storage Details

Silk Contract Logistics store very large quantities of combustible liquids in three types of containers.

(1) Warehouse for packages and containers.
(2) External bunded areas for containers and IBCs.
(3) Bunded tank farms.

Figure 3-3: Site Layout



4. ROLES OF AGENCIES, GROUPS, INDUSTRY AND COMMUNITY

The Agencies who have involvement with the site include the following:

- Fire and Rescue NSW;
- NSW Environment Protection Authority (EPA);
- NSW Police Force;
- WorkCover NSW;
- Adjoining property owners;
- Fire Services Contractor;
- Security Contractor; and
- Cumberland Council.

These roles are well defined and the EP&PIRMP has been developed to comply with their requirements.

5. EMERGENCY TRAINING, DRILLS & EQUIPMENT TESTING

5.1 GENERAL

All team members are required to be initially trained and retrained every 12 months in the Emergency Procedures Plan, in particular equipment and tasks applicable to their role in an Emergency.

During emergency drills (scenarios), observers are to be appointed to watch and record events during the simulated emergency. After the simulated emergency, a debriefing is to be held by the CHIEF FIRE WARDEN with the DEPUTY CHIEF FIRE WARDEN, observers and other nominated personnel who may have been involved, to review the Emergency Procedures Plan and internal emergency resources (i.e. equipment, personnel, etc.).

A report is to be prepared by the CHIEF FIRE WARDEN (in conjunction with the DEPUTY CHIEF FIRE WARDEN) after the debriefing session, stating emergency actions taken, problems encountered and recommendations to improve emergency planning. The report is to be circulated to appropriate internal persons and Labour Hire management as required. See Attachment 3.

5.2 WAREHOUSE PERSONNEL FIRST RESPONSE OBSERVATIONS

Warehouse personnel involved in this first stage of Silk Contract Logistics' defence against fire need to be made aware of the following.

Actions to take are listed below.

Containers and Packing

1. Observe weeping seams of containers.
2. Observe liquid around caps.
3. Observe liquid stains on pallets.

Steel Drums

1. Observe weeping seams at the base of the drums.
2. Observe liquid around caps.
3. Observe liquid stains on pallets.

IBCs

Although these are less likely to have damage having no seams, the valves are the weakness and the source of the fuel for pool fires.

Where a leak is detected the pallet or IBC will need to be kept in a segregated area on a bunded pallet in an outdoor area or in the staging area. A graphic board with photographs of the above sources of leaks would assist staff, with a simple set of instructions on what to do.

Preparation of these by Silk personnel will strengthen the use rather than have it supplied by an external party.

5.3 RISK OF FIRE

The research conducted by FM Global, NFPA and the UK Health and Safety Executive have proven that once a fire starts each of the packaging/containers/IBCs being used will fail and a pool fire will result.

Each of the tests conducted needed a fuel source and a source of heat.

The source of heat on IBCs was a "gas" match held against the valve on the IBC for typically 200 seconds i.e. 3.3 minutes.

A wooden match does not burn for this long. A gas match with the flame concentrated on the valve eventually caused the liquid to leak and obviously it would ignite as the temperature of a gas match far exceeds the fire point of combustible liquids. The focus on these tests was then the rapid spread of the fire and the "domino" effect of the heat failure on nearby IBCs and over greater lengths of time, steel drums.

The tests prove that roof sprinklers have very little success in controlling a pool fire and hence place in-rack sprinklers over the likely source of the fire.

Once a fire erupts, the evacuation of the building is called or. However fire extinguishers and hose reels are deliberately placed inside buildings so these are available to be used. Hence there is the expectation that a first response will be provided by the building occupants.

The philosophy of the Silk first response fire crew is to extent this logic to enable foam in large quantities to be delivered to the heart of the fire.

This can only occur if these things exist:

Fire Services

1. Hose reels connected to foam injection units.
2. Fire extinguishers on fork lifts.
3. For external storage areas of IBCs either the same hydrant-foam units or monitors connected to foam.
4. Each hydrant not connected to foam must have hoses connected.

Experienced Fire Crew

Fire crews who know how to use the above equipment and have sufficient real fire-fighting experience to withstand the fear of the fire and to know the level of risk and when to withdraw from the warehouse if the fire begins to engulf the products.

The need for an experienced fire crew then extends to the need to know what environmental protection is needed. This aspect needs to be within a sub team that purely focus on this aspect.

The Emergency Plans currently prepared for most sites have overlooked this aspect. This includes the Emergency Plans prepared for your sites. Once we gain feedback on this document these aspects will be addressed as will the necessary procedures the Environmental Crew need to follow.

5.4 TRAINING—FIRE-FIGHTING

The following are the training elements that are needed and can be provided by Chubb Training Group, [Redacted] is the Queensland State Training Manager. He would advise contacts in Melbourne, Sydney and Perth.

Fire Protection	Personnel Roles
• Fire extinguishers • Hose reels with foam injection • Hydrants with long flat hoses • Correct clothing to have available. This must be highly visible and establish the leadership roles.	Chief Warden Warden Evacuation training

5.5 EMERGENCY TRAINING

5.5.1 General Personnel and Contractors

All personnel working at the site who are not directly involved in the ECO shall be trained in the basic emergency response procedures as part of their annual awareness training.

Any contractors that work at the Site would be subjected to a similar Safety Induction Training Program. Competency would be recorded following the completion of the training program to ensure that the employee has acquired a minimum level of knowledge.

5.5.2 Emergency Control Organisation Personnel Training

All ECO team members shall be trained in the use of advanced fire-fighting techniques and equipment, including the use of fire hydrants, fire extinguishers and hose reels with foam induction kits with the aim of being able to adequately handle most, if not all, LOCAL and SITE ALERTS involving fires without need the external assistance of the local Fire and Rescue NSW.

Further training involving the correct emergency procedures to be used when dealing with emergency incidents that include major quantities of hazardous chemicals or dangerous goods, such as those found in the site, would also be included as part of the intensive training program that is designed to ensure that the ECO is ready for just about any emergency at the site.

Team members designated as First-Aid Officers shall be trained in accordance with the requirements of the Work Health and Safety Regulation 2011. Retraining shall be conducted at the intervals recommended by the relevant authority.

5.6 STORAGE PRACTICES

The Manifests prepared for the site established where the differing sizes of packages, containers, drums and IBCs would be located.

In addition it is generally known that IBCs are stored a minimum of 1 m in from the inside edge of the bunds. For storage heights of greater than 3 m, this distance ideally is 1.5 m.

6. EMERGENCY AND POLLUTION INCIDENT RESPONSE AND CONTROL

In the event of an emergency, or if a pollution incident occurs which poses a risk of material harm to the environment, the person carrying out the activity must immediately implement this plan.

6.1 RAISING THE ALARM

Any person (this includes contractors as well as Silk personnel) who observes an emergency situation, or a pollution incident with risk or material harm to the environment, shall raise the site alert alarm by activating any one of 12 Alert Alarm Call Points.

Always sound the alarm even if in doubt about an event qualifying as an emergency. Even small fires in plant areas must be treated as an emergency situation.

- The person raising the alarm should attempt to control the emergency **only if safe to do so.**
- Go or send someone quickly, with the details to the Chief Warden at the Emergency assembly point.
- If there is any danger in remaining in the emergency area go directly to the site assembly point and wait (see map Figure 9-1).

6.2 EMERGENCY RESPONSE

For those not involved in the immediate emergency area or response:

ON HEARING ALERT ALARM SIREN

- Ensure others in the area are aware of the emergency
- Collect personal property in the **immediate area only**
- Be **prepared** to turn off all electrical equipment

ON HEARING EVACUATION ALARM SIREN

- Shut down all equipment if safe to do so.
- Evacuate work area closing any doors behind you.
- Proceed to closest Emergency Assembly Point and report to Warden.
- Remain at Emergency Assembly point until advised.
- Take all Visitors/contractors to the assembly point and account for as quickly as possible, via the Roll Callers.

- **For those involved in the Emergency and Pollution Incident Response Management Plan:**

Invoke EP&PIRMP in accordance with assigned responsibilities.

6.3 EMERGENCY CONTROL

6.3.1 Chief Warden

The Chief Warden shall be responsible for coordinating the initial site response of the Emergency Control Organisation to the emergency and in the event of a major emergency that warrants evacuation and attendance of External Emergency Services, he / she shall HAND OVER control upon arrival to the Combating Authority (NSW Fire & Rescue). In the event of a pollution incident, the Chief Warden must also follow the Notification of a Pollution Incident Procedure (Attachment 10)and notify the relevant authorities and the nearest neighbouring facilities (if necessary). Details of who to notify and what to notify are identified in Section 11.12.1.

- The Combating Authority (NSW Fire & Rescue)
  The Senior Officer takes charge of:
  - Fire fighting
  - Spillage control
  - Containment
  - Rescue
  - Make safe
  - Clean up

- The Control Co-ordinator (The Police)
  The Senior Officer takes charge of:

  - Ground control
  - Traffic control
  - Evacuation – neighbours
  - Investigation
  - Security
  - Support to NSW Fire & Rescue
  - Coordination

- The Medical Authority (The Ambulance Commander)
  The Senior Officer takes charge of:
  - Treating victims
  - Rescue and transport

6.4 HANDOVER BRIEFING

A Formal Handover Briefing by the Chief Warden to the Combating Authority will include:

- Location, nature and status of the emergency
- Details or personnel injured or trapped
- Action taken to date
- Location of all personnel involved
- Details of product(s) involved
- Any other relevant information

It is essential that close liaison and complete cooperation is achieved between the Chief Warden and the External Emergency Services (Fire Brigade, Police, Ambulance) and other Silk personnel.

Technical and general advice about chemical/toxic/fire hazards must be given. Material Safety Data Sheet information will be made available to the External Emergency Services.

6.5 Traffic Control

In any emergency, internal roads must be free of vehicles not involved in handling the emergency. Access must be clear for large service vehicles at all times. There should be two access paths to the site of an emergency always.

Vehicles which are not directly involved in the emergency must **NOT** be allowed on site.

The **control** of **external roadways**, pedestrian and vehicle control **is the responsibility of the NSW Police Force**.

6.6 After Hours Emergency

i) Fire/Emergency alarms will sound and will indicate locally.
This would be observed by security monitoring personnel or others nearby to the site. Site management will be contacted by the Fire Brigade as required.

ii) Security patrols and internal monitoring alarms will indicate any possible break-ins that could lead to damage of facilities and stocks. Police and site management will be contacted by Security Services.

6.7 Neighbouring Properties

Neighbouring properties could potentially be involved. Refer Attachment 9.

6.8 Fire Order

A fire may cause significant property damage and human harm. A fire may also cause a significant amount of smoke and toxic fumes (especially if involving chemicals) being released to the atmosphere and the surrounding neighbours. The fire fighting water may contain pollutants such as chemicals and may run into the stormwater system and pollute the nearest stream, river, beach, etc. It is therefore important to know how to handle an event involving a fire on site.

The principles are as follows:

1. **Be safe**
   - Identify the location of the fire

2. **Raise alarm**
   - Activate the fire/emergency alarm
   - Notify other colleagues and seek assistance
   - Notify Chief Warden

- Notify Agencies such as Fire Services and/or follow Notification of a Pollution Incident Procedure (Attachment 10) (as required)
- Notify neighbours with safety instructions if they are likely to be impacted (Attachment 9)

3. **Restrict the fire and protect waters**
   - Close doors and isolate the fire
   - Close Site Stormwater Isolation Valves
   - Bock entry to drains

4. **Extinguish the fire**
   - Only if safe to do so, extinguish fire using the fire fighting equipment available

5. **Evacuate**
   - If necessary, follow evacuation procedure

6. **Clean Up and Dispose Responsibly**
   - Clean up debris and pollutants caused by the fire appropriately
   - Clean stormwater pits and drains
   - Can waste material be re-used?
   - If amount of waste is significant, consult Waste Disposal Company to dispose of materials

7. **Restock**
   - Replace and refill any used fire fighting equipment and damaged safety resources
   - Review incident – can we learn from this?
   - Can it happen elsewhere?

6.9 SPILL ORDER

An uncontrolled spill may run directly or indirectly (via soil, water table etc) into the stormwater system and pollute the nearest stream, river, beach, etc. In order to prevent pollution and minimize the potential environmental impact and liability, it is important to know how to handle a spill in the event that a spill occurs on Site.

The principles are as follows:

1. **Be safe**
   - Identify the spilt material
   - Consult Material Safety Data Sheet
   - Wear personal protective equipment (PPE)

2. **Raise Alarm**
   - Notify other colleagues and seek assistance
   - Notify switch, Supervisor
   - Notify Agencies such as Fire Services or EPA as required

3. **Stop the Source**
   - For example, turn off valve, roll drum on side so the leaking bung is at top

4. **Protect Waters**
   - Contain spill
   - Close Site Stormwater Isolation Valves
   - Bock entry to drains
   - Dyke with sand, absorbent material

5. **Clean Up**
   - Pump liquid spills into safe container
   - Absorb into inert material (such as sand)
   - Sweep up or vacuum spills

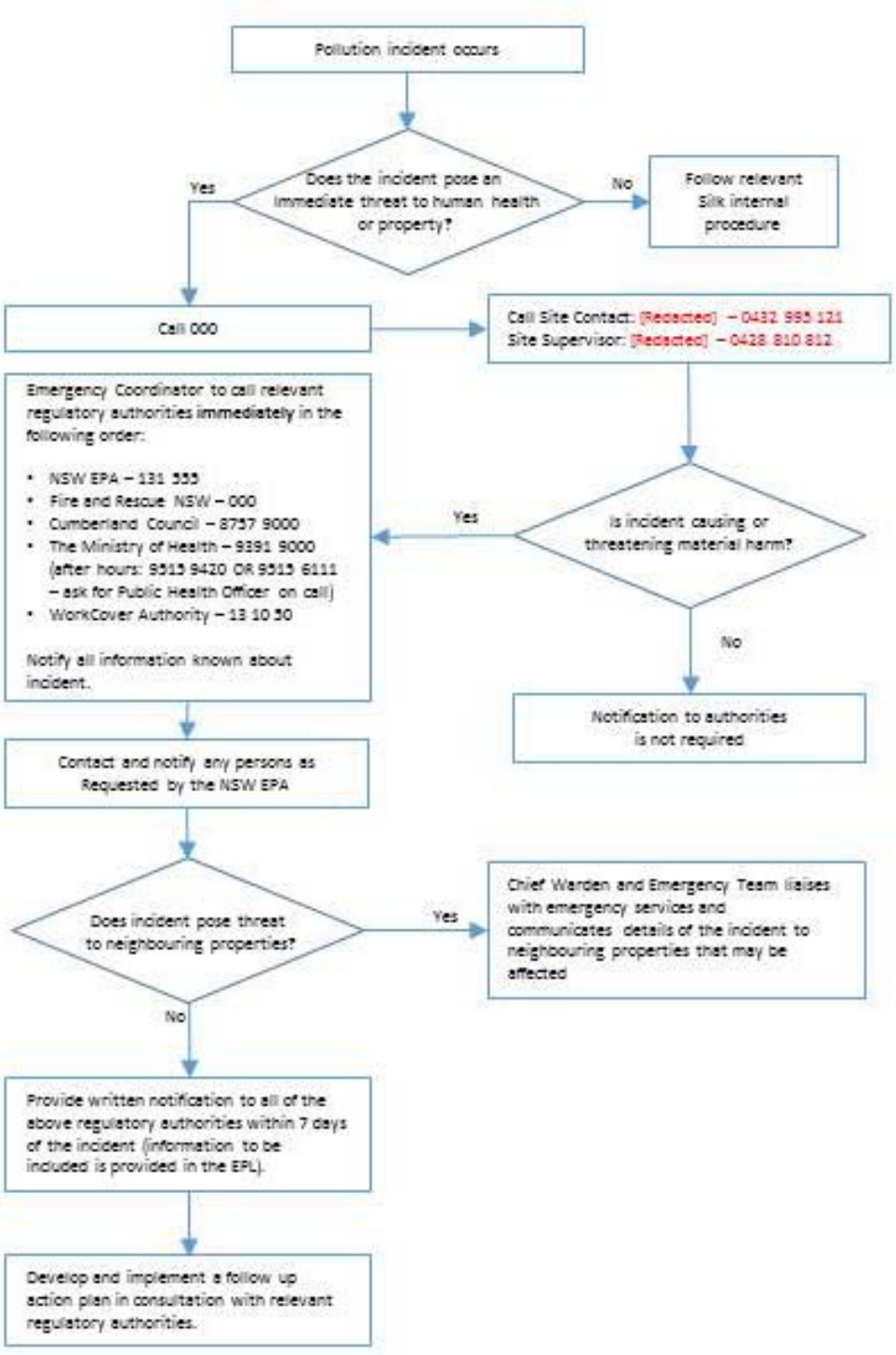
5. **Dispose Responsibly**
   - Can the material be re-used?
   - Consult Waste Disposal Company to dispose of materials
   - Absorb into inert material (such as sand)

6. **Restock**
   - Replace any PPE used from Spill Stations
   - Review incident – can we learn from this?

7. NOTIFICATION OF A POLLUTION INCIDENT

A pollution incident that occurs in the course of an activity so that material harm to the environment is caused or threatened must be notified. This section details how, when and who needs to be notified. The full procedure is provided in Attachment 10. The following is a simple flowchart detailing how to respond to a pollution incident:

Figure 7-1: Notification of a Pollution Incident



7.1 When to Notify

Under Section 148 of the POEO Act, holders of Environment Protection Licences and anyone carrying on an activity or occupying a licensed premise who becomes aware of a pollution incident with a risk of material harm to the environment are required to report it **immediately**.

"Material risk of harm to the environment" is defined under Section 147 of the POEO Act as:

(a) Harm to the environment is material if:
(i) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or
(ii) it results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding $10,000 (or such other amount as is prescribed by the regulations), and
(b) Loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measure to prevent, mitigate or make good harm to the environment.

7.2 How to Notify

If the incident presents an immediate threat to human health or property:

CALL 000
Fire and Rescue NSW, NSW Police and NSW Ambulance Service

If the incident does not present an immediate threat, or once the initial 000 call has been made, notify the relevant authorities in the following order:

NSW EPA – Environment Line 131 555

Cumberland Council – 8757 9000

Ministry of Health – 9391 9000
(after hours: 9515 9420 or 9515 6111 – Ask for Public Health Officer on call)

WorkCover on 13 10 50 (WorkCover will ask for the ABN)

Fire and Rescue NSW – 000

Notify other persons as required by the EPA.

7.3 What to Notify

Section 150 of the POEO Act specifies relevant information about a pollution incident to be given as follows:

(a) the time, date, nature, duration and location of the incident.
(b) The location of the place where pollution is occurring or is likely to occur.

(c) The nature, the estimated quantity or volume and the concentration of any pollutants involved, if known.
(d) The circumstances in which the incident occurred (including the cause of the incident, if known).
(e) The action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution, if known.
(f) Other information prescribed by the regulations.

The above information is that known to the informant notifying the incident at the time it is notified. If further information becomes known after notification, this information needs to be notified immediately after it becomes known.

8. IDENTIFICATION OF HAZARDS

The hazards associated with this proposed operation relate to the nature of the products stored, transported and/or transferred. The potentially hazardous materials and incidents that could occur on-site are described below.

The hazard identification involves the identification of all theoretically possible hazardous events. This does not in any way imply that the hazard identified, or its theoretically possible impact, will occur in practice. Essentially, it identifies the particular characteristics and nature of hazards to be further evaluated in order to quantify potential risks.

To identify hazards, a survey of operations was carried out to isolate the events which are outside normal operating conditions and which have the potential to impact outside the boundaries of the site. These events do not include occurrences that are a normal part of the operation cycles of the site but rather the atypical and abnormal, such as the occurrence of a significant fire.

8.1 HAZARDOUS MATERIALS

The potentially hazardous chemicals to be stored on site include a large quantity of combustible liquids of dangerous goods Class C2. A summary of the properties and potential hazards of some of these substances is given below.

The combustible liquids known as C2 in AS 1940–2004 *The storage and handling of flammable and combustible liquids* and and the ADGC of Transport have the following flash points:

- C2: >150^{o}C.

The combustion of C1 dangerous goods is similar to the GHS Category 4 combustible liquids. However none of these are now stored in the warehouse.

C2 combustible liquids once ignited would add to the fire load, but on their own, are not readily ignited.

Once the container fails, the contents spill and readily flow to beneath other containers and the high fuel load present as well as the fire easily spreading as a “pool”, means that the fire could rapidly spread and engulf the contents of the storage area.

8.2 SUMMARY OF HAZARDS

This section describes the potential occupational and environmental hazards associated with the site’s operations that were identified during the completion of a series of risk analysis studies. A discussion on the safety features that have been incorporated into the site’s operations to control or minimise these hazards has been included in the following section.

The hazards can be sub-divided into the following two categories:

(i) Material related hazards associated with the storage and handling of quantities of substances that are classified a *hazardous chemical* under the GHS, or a *Dangerous Goods*

in accordance with the Australian Dangerous Goods Code 7th Edition, relevant Australian Standards and Work, Health and Safety Regulation 2011.

The inherent chemical and physical properties of these materials require the implementation of particular storage and handling operating procedures, to minimise the possibility of a serious or dangerous incident from occurring.

(ii) Process related hazards that have the potential to cause severe injury to human life and the surrounding environment if not controlled or managed in an appropriate and effective manner.

The site is used for logistics and distribution, therefore has no processes. No decanting occurs.

8.2.1 Material Related Hazards

The site shall be storing and handling significant quantities of combustible (ignitable) liquids. The major hazards associated with these liquids are shown in Table 8-1.

Table 8-1: Classes of Dangerous Goods Stored and Handled at the Site

GHS Category and Dangerous Goods Class		GHS Category	Quantity
C2	Combustible Liquids Flashpoint >150°C	None applies	1,429,000 L

The total quantity may vary from time to time by ~10%.

Typical Material Safety Data Sheets (MSDS) for the oils are stored in the red box and in the office.

8.2.2 Process Related Hazards

A fire is the main process related emergency that has the highest level of risk occurring and would have the highest level of a state of emergency due to these consequences. Fire risks include:

- LPG store for forklift operation;
- Potential electrical fire occurring in the battery charging station, where charging wet batteries give off hydrogen gas; and
- Damage to an IBC occurs during handling, liquid splashes or flows onto the forklift, finds a hot surface and ignites; and
- Hot work undertaken by building contractors, hot metal falls onto a carton or IBC and ignites the contents. Similarly, hot metal falls onto a flow surface that has previously been contaminated by a past spillage of one of the products and a small fire occurs which is able to damage the floor of an IBC and cause ignition.

9. ALARM INITIATION

9.1 GENERAL

The Emergency Alert Alarm Call Point system consists of 12 locations within the site. These locations have a Call Point button that can be activated by any person on site. The alarm sounds at all 12 points indicating the alarm has been sounded and the Warehouse office and Gatehouse have an overview of where the alarm has been sounded. From the control room located at the Site Supervisor's office, the wardens are able to then investigate and if required escalate an evacuation to the safe assembly point by contacting the Gatehouse to set off the Evacuation siren. If there is no power to site, the alarm system consists of two portable evacuation air horns which are manually activated.

9.1.1 Alarm Testing

The alarms are tested monthly by Chubb.

9.2 EMERGENCY DETECTION

The main system for emergency or pollution incident will be the staff at the facility as they are able to quickly detect any leaks, through visual or odour recognition. Once such situations are detected, appropriate *first response* action would be taken.

9.2.1 Raising the Alarm

The following is to be instigated in the event of an emergency:

1. Use call point button to sound the alarm or if that fails, raise vocal alarm and make sure it is acted upon and phone: **"000"**
2. Advise:
   - Facility: Silk Contract Logistics
   - Location: 132 McCredie Road, Guildford
   - Cross Roads: Fairfield Road and Sturt Road
   - Type of emergency:
   - Casualties:
   - Assistance required:
   - Hazards (fire, material release, etc.):
   - Telephone Contact Number:
   - Name:

9.2.2 Alarm Response

In the event that an alarm is heard, and there is no evident danger, the work area will be immediately brought to a safe condition by shutting down operating systems.

Members of site emergency teams will report immediately to the Chief Fire Warden for direction.

9.2.3 Adjacent Companies

Each would be contacted in person. Advise neighbours to standby for further instructions by NSW Police Force or Officers of Fire and Rescue NSW.

The following are the occupants of adjoining premises:

- Silk Contract Logistics

  Position: Site Manager
  Phone: 0432 995 121
  Position: Operations Manager
  Phone: 0428 810 812

- BP Offices

  Name: [Redacted]
  National Warehouse and Logistics Manager
  Telephone Number: **Mobile:** 0438 462 114
  Name: [Redacted]
  BP Facility Manager
  Telephone Number: **Mobile:** 0499 986 882

9.2.4 Power Isolation

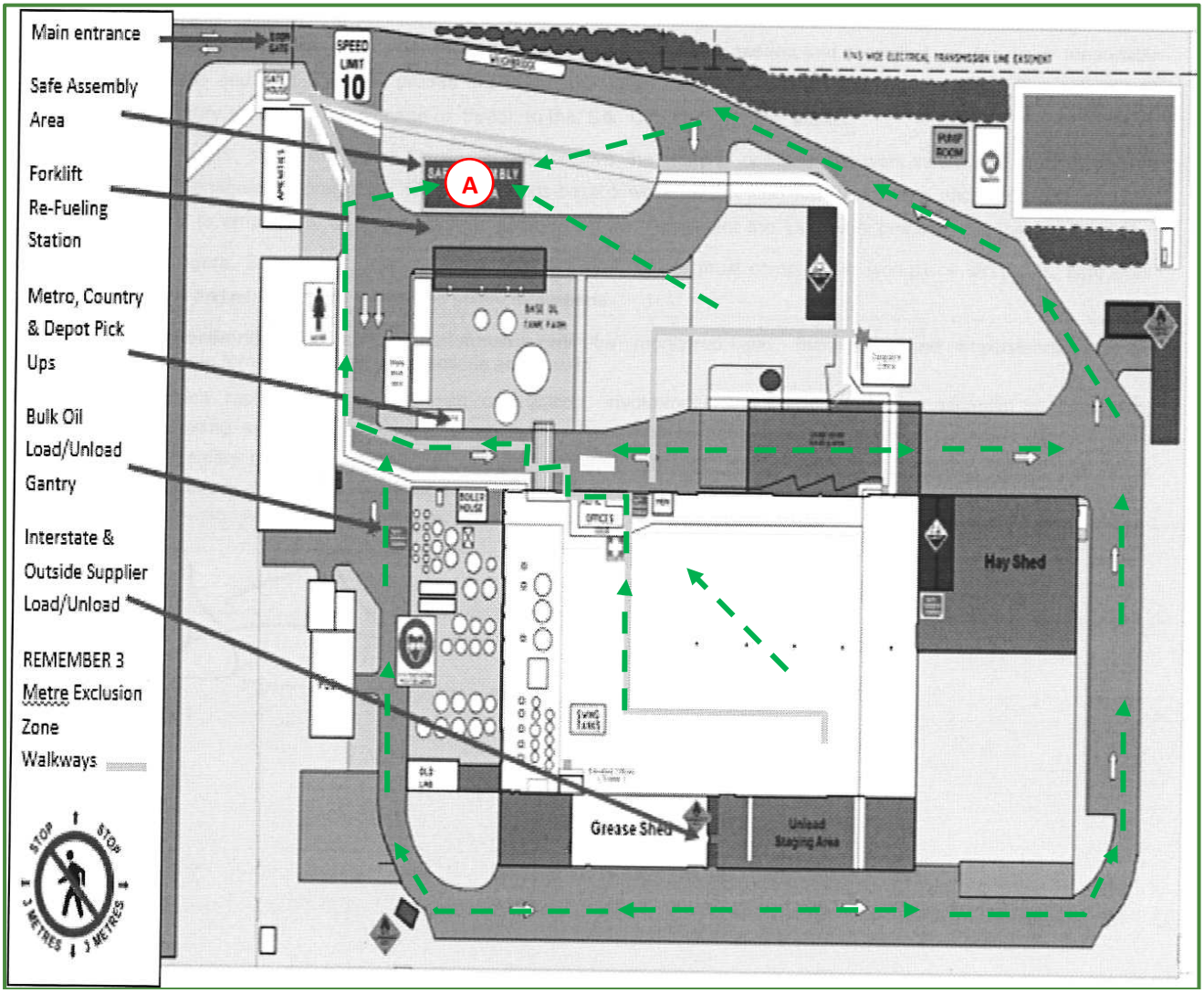
Power supplied to the site from the Supply Authority, may be isolated at the main distribution board.

9.2.5 Emergency Assembly Area

There is one Emergency Assembly Area at the site as shown in Figure 9-1.

On the instruction to evacuate, all personnel will assemble at the Safe Assembly Point shown at A.

Figure 9-1: Evacuation Plan



LEGEND:

A Safe Assembly Area

Evacuation Route

9.3 SITE OPERATIONAL HOURS EMERGENCY

9.3.1 Any Person Discovering A Fire Or Hazardous Situation Must:

a) INITIATE THE ALARM by activating the nearest emergency Alarm Call Button and notify the required emergency services (by telephone).

b) ACTIVATE EMERGENCY STOP SWITCHES if any are present.

c) GIVE DETAILS AND LOCATION OF EMERGENCY TO THE WAREHOUSE SUPERVISOR (or their nominee) at the Office by two-way radio or mobile phone.

d) GAIN ASSISTANCE AND CLOSE DOWN OPERATIONS in the threatened area.

e) EVACUATE IF NECESSARY TO THE NEAREST SAFE EMERGENCY ASSEMBLY AREA ON SITE OR OFF SITE IF APPROPRIATE.

f) Contact the NSW State Manager for Silk Contract Logistics.

9.3.2 A Person Hearing an Emergency Alarm Must:

Warehouse Personnel

a) IMMEDIATELY STOP WORK AND CLOSE DOWN OPERATIONS and only if instructed by the CHIEF FIRE WARDEN, remove any vehicles from the area.

b) ASSEMBLE AT THE NEAREST SAFE ACCESSIBLE EMERGENCY ASSEMBLY AREA, unless involved in dealing with the emergency, where a headcount will be made and await further instructions.

Office Staff/Visitors/Delivery Vehicle Drivers

a) STOP WORK IMMEDIATELY and ASSEMBLE at the nearest safe accessible EMERGENCY ASSEMBLY AREA where a headcount will be made and await further instructions.

Contractors

a) STOP WORK IMMEDIATELY

b) REMOVE ALL SOURCES OF IGNITION (turn off or isolate all power tools, equipment, vehicles, etc., in use).

c) ASSEMBLE at the nearest safe accessible EMERGENCY ASSEMBLY AREA where a headcount will be made and await further instructions.

Vehicle Drivers

a) STOP WORK IMMEDIATELY AND CLOSE DOWN OPERATIONS and only if instructed by Silk Contract Logistics personnel remove vehicle from the area.

b) ASSEMBLE at the nearest safe accessible EMERGENCY ASSEMBLY AREA where a headcount will be made and await further instructions.

9.4 DISTRIBUTION CENTRE AFTER OPERATIONAL HOURS EMERGENCY

During the evenings, on weekends or after normal working hours, the site will be unstaffed. Hence, the Emergency Response structure indicated above will not be able to be implemented immediately. However, the CHIEF FIRE WARDEN will still be the main contact in the event of any incidents.

In the event of an emergency, the CHIEF FIRE WARDEN/DEPUTY CHIEF FIRE WARDEN will assist the Fire and Rescue NSW where required and call on the services of the Silk Contract Logistics Emergency Control Organisation, as required.

If the situation is assessed by Silk Contract Logistics as requiring further assistance then the following personnel should be contacted:

- The Facilities Manager on their after-hours telephone numbers and/or mobile numbers – shown on Figure 10-2.

The above personnel will proceed immediately to the site. The Warehouse Supervisor or delegate will assume control until relieved by either a more senior person in the Emergency Control Organisation (refer Figure 10-2), or by the Emergency Services.

10. EMERGENCY CONTROL AND RESPONSE

Typical warehouse operating hours are from 7.00am to 5.00pm, Monday–Friday and 7.00am to 4.00pm Saturday. The site is not attended during the evening or night time.

10.1 PRINCIPLES OF EMERGENCY CONTROL AND RESPONSE

The principles of emergency response will be based on Prevention, Containment, Rescue and First aid. These have been summarised below:

Prevention:
- Inspection of all site and hazardous chemicals/dangerous goods storage areas.
- Regular emergency response drills to ensure site readiness.

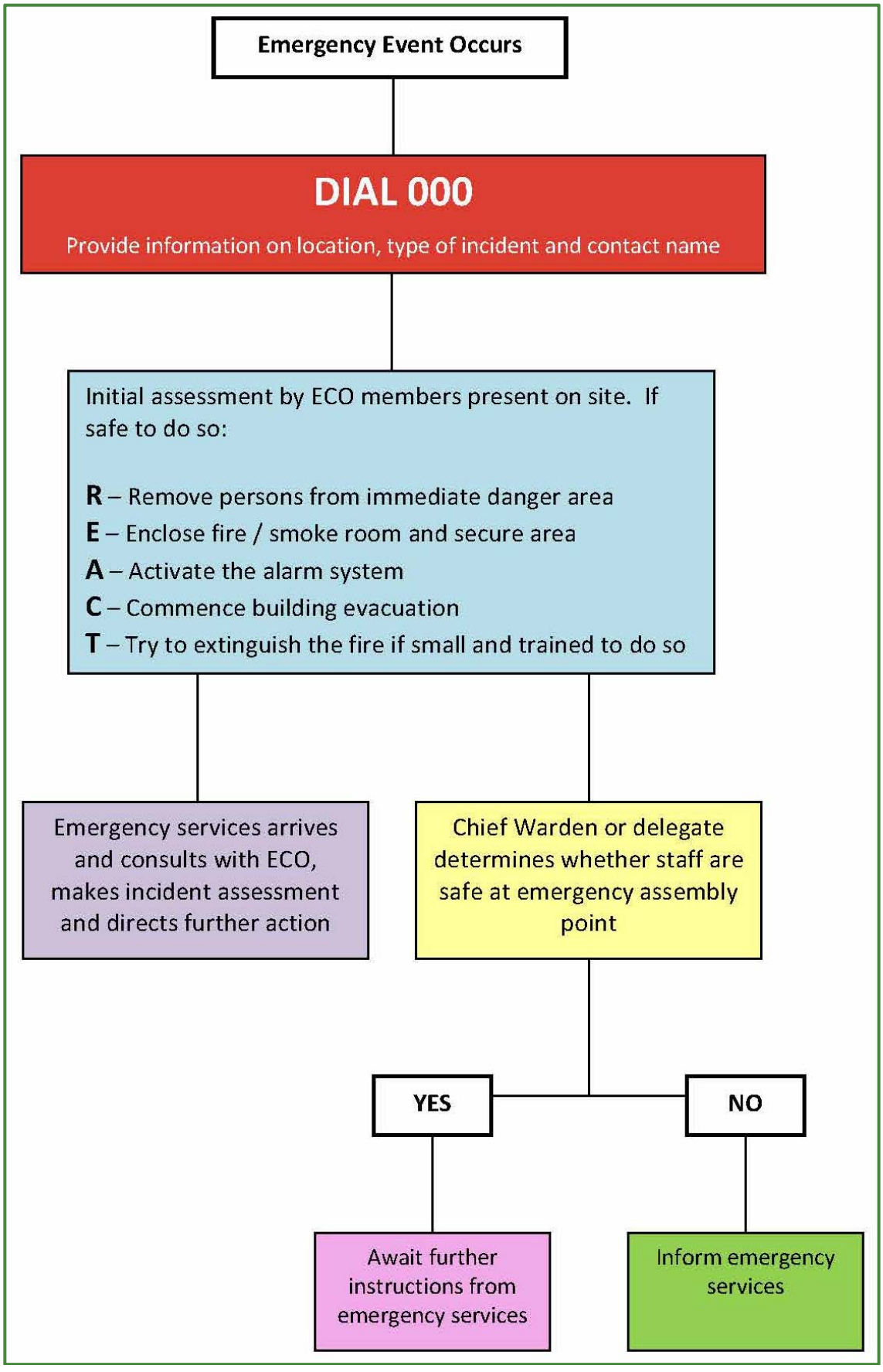
Containment:
- Minimise any secondary damage.
- Immediate isolation of all electrical power to the affected area.
- Strict co-operation with any instructions provided by the Chief Fire Warden.

Emergency Equipment:
- Only trained emergency personnel are to use emergency equipment where an emergency situation requires particular precautions (i.e., Spill Kits, Fire Fighting Equipment) or the use of specialised Personal Protection Equipment (PPE).
- Approved safety clothing to be worn. All emergency equipment would be located in relative areas of concern.
- Emergency equipment operations must never endanger the safety of personnel.

First Aid:
- First-aid officer to provide assistance.

A copy of the Emergency Flowchart is included as Figure 10-1.

Figure 10-1: Emergency Control Flowchart



10.2 EMERGENCY CONTROL ORGANISATION (ECO)

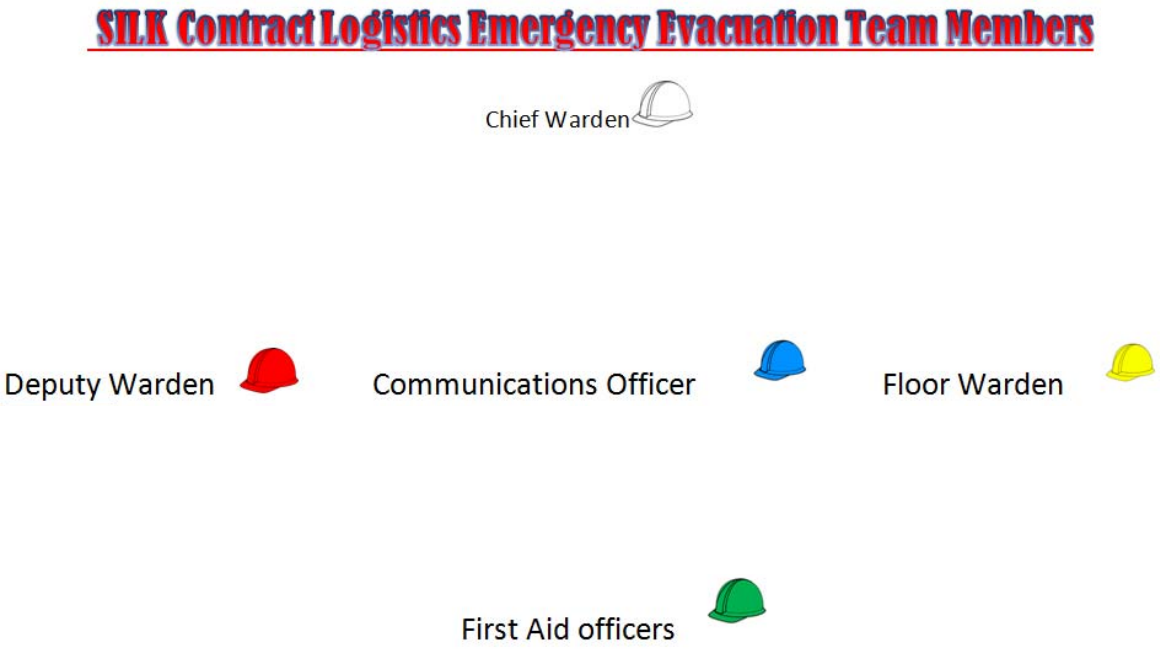
The Emergency Control Organisation (ECO) consists of a group of site personnel that has the responsibility of providing first response action to an emergency in terms of organising the necessary resources, communications, evacuation of personnel and implementing any corrective actions that may be necessary to return the emergency situation back to normal.

All personnel that are part of the Emergency Control Organisation (ECO) shall be trained in accordance with the procedures contained in this ERP and Australian Standard AS 3745-2002 "*Emergency control organisation and procedures for buildings, structures and workplaces"* and be recognised as members of the ECO by all other personnel throughout the Site.

The Chief Fire Warden is in charge of overseeing and controlling **all** emergency response actions at the Site. In the case that the Chief Fire Warden is unavailable at the time of the emergency, control will be delegated to the responsibility of the Deputy Chief fire Warden.

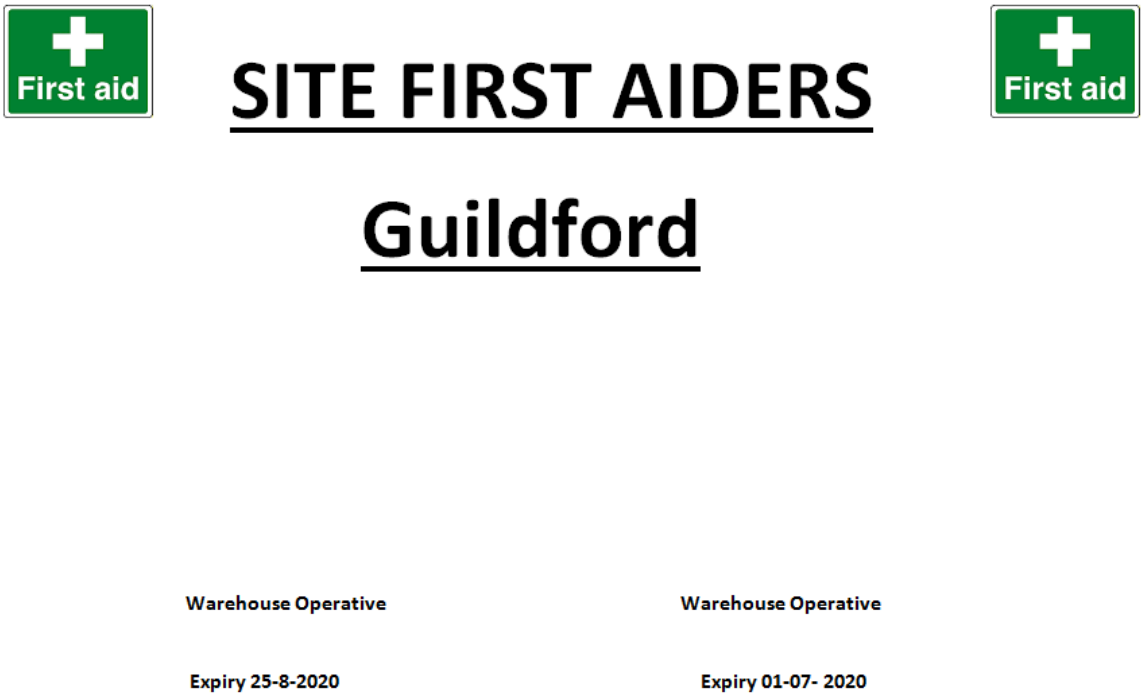
The Emergency Control Organisation (ECO) consists of the members shown in Figure 10-2 and First Aid officers in Figure 10-3.

Figure 10-2: Emergency Control Organisation Members



NOTE: Photos and names are not displayed for privacy reasons.

Figure 10-3: First Aid Officers



NOTE: Photos and names are not displayed for privacy reasons.

All Emergency Control Organisation members clearly understand that they provide the first line of attack in an emergency situation, such as a fire. However on the instruction to EVACUATE, they are to implement their responsibilities as a member of the Emergency Control Organisation. The general responsibilities of the Emergency Control Organisation are discussed in the next section.

10.3 Criteria for Selecting Emergency Response Personnel

Any persons that are appointed to deal with emergencies will in general need to possess the following qualities:

- Be physically capable and willing to carry out their respective duties and tasks;
- Have certain leadership qualities and command authority;
- Have maturity of judgement, good decision making skills and be capable of remaining calm under pressure; and
- Have clear diction and be able to communicate with all personnel under their care or supervision.

10.4 Principle Roles and Responsibilities

10.4.1 Damage Control

The Emergency Control Organisation at the Site shall be a fully functional emergency response unit. All Emergency Control Organisation personnel shall be trained in the use of advanced fire-fighting techniques and equipment, including the use of fire hydrants, fire extinguishers and hose reels with the aim of being able to adequately handle most, if not all, Local and Site Alerts involving fires without the need to involve the local Fire and Rescue NSW. In the event of a Major

Emergency, the effectiveness of the Emergency Control Organisation will ensure that the damage or danger caused by the emergency situation is controlled or minimised until external aid arrives at the Site.

10.4.2 Chief Fire Warden

This function is to operate at the site of the emergency to co-ordinate and direct Silk Contract Logistics Emergency Teams. They will provide information and assistance to the Emergency Services at the scene of the emergency.

The CHIEF FIRE WARDEN, during operational hours, will be the first available person on the "*List of Authorised Company Personnel for CHIEF FIRE WARDENS & DEPUTY CHIEF FIRE WARDENS*". Outside operational hours the CHIEF FIRE WARDEN will be the first person on the list to arrive on site and will remain CHIEF FIRE WARDEN until relieved by a more senior person on the list.

The CHIEF FIRE WARDEN will make certain at all times that the minimum number of people are used during an emergency and that only those people concerned are at the scene of the emergency.

The four most critical keys for prompt control are:

1. COMMUNICATION - internal alarm systems, then “000” for Fire and Rescue NSW, Ambulance and NSW Police Force.

2. PRESERVATION OF LIFE - evacuate to the assembly area or off-site evacuation. Rescue if risks allow.

3. CONTAINMENT.

4. COOLING/EXTINGUISHING – With water or foam.

Duties & Responsibilities:

1. Obtain two-way radio, obtain and wear CHIEF FIRE WARDEN’s white safety helmet and orange vest for easy recognition. (Note: A set of safety helmets (i.e. CHIEF FIRE WARDEN and DEPUTY CHIEF FIRE WARDEN) are kept at the Main Office (Reception).)

2. Establish as quickly as possible radio contact with the DEPUTY CHIEF FIRE WARDEN and account for all personnel on site.

3. Proceed directly to the site of the emergency and take direct control of the emergency. Take action as required, utilising facilities and personnel.

4. Upon the arrival of the Emergency Services, the CHIEF FIRE WARDEN must brief the Officer-in-Charge with the following information:
   a) Location and type of emergency;
   b) Details of personnel injured or trapped;
   c) Action taken to date;
   d) Location of all personnel on site;

e) Details of product involved (e.g. MSDS etc); and
f) Any other relevant information.

The CHIEF FIRE WARDEN will then hand over the responsibilities of directing the emergency operations to the Officer-in-Charge of the relevant Emergency Service and will offer whatever assistance may be required.

5. Determine the magnitude of the Emergency and liaise with the DEPUTY CHIEF FIRE WARDEN for assistance, as required.

6. Keep the DEPUTY CHIEF FIRE WARDEN informed of the emergency status.

7. When additional personnel and equipment are available, deploy as necessary.

8. Decide whether to cancel the alarm if conditions warrant a cancellation.

9. Decide on the requirements for evacuation of the affected area, the entire site and/or adjoining areas as directed by the Officer-in-Charge from the Emergency Services.

10. Liaise with DEPUTY CHIEF FIRE WARDEN on release of personnel and equipment during the termination stage.

11. Following an emergency, decide, after consultation with the DEPUTY CHIEF FIRE WARDEN, emergency services and authorities as appropriate, how/when/if to resume normal operations.

12. Notify the NSW EPA immediately if there has been pollution of the environment or the potential exists. NSW EPA will need to be advised if the fire is likely to continue past 90 minutes as the fire-fighting water isolation and containment system on site could be full.

13. Liaise with the State Emergency Services Commander to decide whether other Authorities need to be informed of the emergency, e.g. Sydney Water, Energy Australia, Natural Gas Co, WorkCover NSW and Cumberland Council.

14. Allocate personnel if required to do so by an Authority to assist cleaning or containing waste residue resultant from an emergency. Have firefighting water evaluated for release or continued road tanker removal by road tanker for offsite treatment.

15. At completion of the emergency, hold debriefing meeting and minute all proceedings.

16. Set up a recovery strategy in line with the Police Regional Emergency Plan.

17. Prepare investigation reports and recommendations for actioning.

18. Revoke all existing Work Permits and re-issue as appropriate.

10.4.3 Deputy Chief Fire Warden

The DEPUTY CHIEF FIRE WARDEN will assist the CHIEF FIRE WARDEN and is responsible for:

- establishing and coordinating the emergency communications in support of the CHIEF FIRE WARDEN and Emergency Services;
- providing technical assistance; and
- providing back-up co-ordination for the emergency.

During an emergency the DEPUTY CHIEF FIRE WARDEN will be stationed at the Main Office with a radio (to maintain contact with Silk Contract Logistics personnel at the actual emergency site).

The magnitude of the emergency may require the setting up of the mobile Fire Brigade Operations Centre or Emergency Operations Centre (EOC) and activating the Police Regional Emergency Plan. The EOC could be located near the front of the site. This action is decided by the Police, Site Controller or head of a Combat Agency. If so, the DEPUTY CHIEF FIRE WARDEN must report to the EOC.

The DEPUTY CHIEF FIRE WARDEN, during operational hours, will be the second available person on the "Authorised List of Company Personnel as CHIEF FIRE WARDEN's and DEPUTY CHIEF FIRE WARDEN's". Outside operational hours, the CHIEF FIRE WARDEN will be the second person on the list to arrive at site, and will remain DEPUTY CHIEF FIRE WARDEN until relieved by a more senior person (if available) on the list.

Duties & Responsibilities:

1. Wear the DEPUTY CHIEF FIRE WARDEN's orange safety helmet and orange vest for easy recognition. (Note: A set of safety helmets i.e. CHIEF FIRE WARDEN and DEPUTY CHIEF FIRE WARDEN) are kept at the Main Office.

2. Set up emergency control centre in the Main Office.

3. Immediately establish radio contact with the CHIEF FIRE WARDEN and confirm the level of emergency.

4. Meet all requests and obtain all information for the CHIEF FIRE WARDEN.

5. As people become available, advice the CHIEF FIRE WARDEN who may direct them to duties as required.

6. Allocate Silk Contract Logistics personnel as necessary to assist in performing such duties as, e.g. traffic control, telephone system, etc.

7. Arrange:
   a) Headcount;
   b) First Aid or Medical help;
   c) Security;
   d) Telephone manning;
   e) Traffic control;

f) Manning of evacuation point, if evacuation is ordered; and
g) Handover to the appropriate external emergency services.

8. Notify, as required:
   a) Emergency Services;
   b) Neighbouring companies;
   c) Government Departments (i.e. NSW EPA, WorkCover NSW, etc.);
   d) Westmead Hospital; and
   e) Utilities providers.

9. Should additional team members be required, the DEPUTY CHIEF FIRE WARDEN will arrange for Management to be called in.

10. Arrange for maintenance aid, as required.

11. Ensure that there is constant observation and control of the operation of the fire hoses. The person designated to do this must have a two-way radio.

12. At the conclusion of the emergency, call a meeting of operators and contractor personnel, and as appropriate, Emergency Services and relevant authorities, to discuss the start-up procedure.

10.4.4 First Aid Attendant

The health and safety of personnel, and provision of First Aid to the injured, is of prime importance. All efforts should be directed to caring for the injured.

First Aid Attendant(s) will be designated by the DEPUTY CHIEF FIRE WARDEN. Each must be a Silk Contract Logistics employee having a current First Aid Certificate.

The DEPUTY CHIEF FIRE WARDEN will also designate an Emergency First Aid Area(s) where injured persons shall be treated if practicable. This area may, or may not, be the existing First Aid location, depending on the situation.

Duties & Responsibilities:

1. The person(s) manning the Emergency First Aid Area(s) will establish and maintain contact with the DEPUTY CHIEF FIRE WARDEN as soon as possible. Radio communication must be used and maintained.

2. The CHIEF FIRE WARDEN will arrange for the injured to be sent to the Emergency First Aid Area(s). If it is necessary for the First Aid Attendant to go to the injured person, the DEPUTY CHIEF FIRE WARDEN will arrange for manning of the Emergency First Aid Area(s). The Emergency First Aid Area(s) are not to be left unmanned during an emergency. If extra help is required, the First Aid Attendant should contact the DEPUTY CHIEF FIRE WARDEN.

3. The First Aid Attendant will do one of the following, depending on the seriousness of the injury:
   a) MINOR – render the proper First Aid and, if practical, return the employee to work. If not practical, allow recuperation time at the Emergency First Aid Area.

b) CHEMICAL – to render the proper first aid reference to the MSDS of the chemical involved may be required.
c) OTHER – injuries requiring professional medical treatment. The First Aid Attendant will call the DEPUTY CHIEF FIRE WARDEN to arrange to have the injured person taken to: Westmead Hospital. When the injury is caused by exposure to a chemical, a copy of the MSDS for the chemical involved will be sent to the hospital with the injured person.

The DEPUTY CHIEF FIRE WARDEN will arrange immediate access of the ambulance to the site, and have it directed to the appropriate location.

Company vehicles may be used in place of an ambulance if the First Aid Attendant judges it to be quicker, and the injury allows transport by car. The DEPUTY CHIEF FIRE WARDEN will arrange transport.

10.4.5 Duties and Responsibilities of Other Silk Contract Logistics Personnel

Under the direction of the CHIEF FIRE WARDEN, provide all assistance necessary to control, reduce or stop the cause of the emergency, and to minimise any secondary damage which may propagate the incident. Where necessary, and if safe to do so, carry out search and rescue operations for persons unaccounted for.

10.4.6 Emergency Operations Centre (EOC)

The magnitude of the emergency may require the setting up of the Fire Brigade Emergency Operations Centre (EOC). The EOC is a mobile unit and can be located anywhere at the front of the site (depending upon wind direction etc.) This action is decided by the Police, Site Controller or head of a Combat Agency. If so, the DEPUTY CHIEF FIRE WARDEN must report to the Emergency Operations Centre.

In this situation the DEPUTY CHIEF FIRE WARDEN would take:

- Mobile telephone;
- Copy of the Emergency Plan; and
- Manifests.

10.4.7 Communications

The Facilities Manager will be nominated as the Communications Officer. It will be his/her task to monitor communication and facilitate the effective exchange of information between the site and the relevant State Emergency Services.

The Chief Fire Warden will be responsible for relaying information to the media and other public bodies. All staff will be instructed to **not** discuss such issues with any external bodies, as this is the role of the Chief Fire Warden.

10.4.8 Evacuation

The Chief Fire Warden will determine and control the evacuation of the site. The Chief Fire Warden will direct staff to evacuate the site should the emergency grow beyond manageable proportions.

To aid in the evacuation a team member checklist will be used by Chief Fire Warden to mark names and ensure all team members working in the affected area have been safely evacuated.

10.4.9 Traffic Control

A Traffic Control Officer, nominated by the Chief Fire Warden will be responsible for ensuring the free flow of traffic around the site. The task may also involve the removal of any vehicle that may obstruct the free flow of emergency vehicles in and out of the site.

10.4.10 Emergency Control Centre

In the event of an emergency, the Chief Fire Warden will co-ordinate the emergency response activities from the Emergency Control Centre, which is located at the Administration Office (if appropriate to emergency).

10.4.11 Movement of Vehicles

Vehicles shall not be removed from the car park area during an emergency requiring evacuation of the premises, unless authorised by the State Emergency Services Commander. This is to avoid a local traffic jam, and to protect employees in vehicles against possible injury.

10.5 EVACUATION

10.5.1 Initiation

The Chief Fire Warden shall assess the extent and severity of the emergency situation and issue a complete site evacuation order if considered necessary. All team members who are not in the ECO shall be evacuated immediately and if it is considered safe to do so, fire wardens shall remain behind to ensure that the Site is brought to a safe or stable condition before proceeding to the Emergency Assembly Area.

Where a clear danger exists, site personnel may evacuate on their own initiative to their own Emergency Assembly Areas.

10.5.2 Personnel Accounting System

After evacuating, personnel shall assemble at their designated Emergency Assembly Area. The Chief Fire Warden shall then conduct an attendance roll call to ensure that all persons are accounted for including any visitors and contractors working on-site.

Visitor and Contractor sign-in records need to be brought to the Emergency Assembly Area by a person nominated for this task.

Any missing persons shall be advised immediately to the State Emergency Service upon arrival.

The Chief Fire Warden will assess whether or not the on-site emergency response team has the capability or necessary equipment to safely undertake the search and rescue activity of the missing person or wait until the State Emergency Service personnel arrive on-site.

10.5.3 Adjacent Premises

The occupants of adjacent premises need to be advised if endangered by the emergency. However, evacuation of those areas is the responsibility of the individual companies and the Emergency Services.

10.5.4 Relocation of Evacuees

If the designated Emergency Assembly Areas become endangered, or if evacuees are to remain outside the premises for some time, they should be relocated to a suitable, safe alternative location nominated by the Chief Fire Warden.

10.6 Statutory Investigation of Incident

Government authorities such as the NSW Coroner, NSW Police Force or WorkCover NSW may request a formal investigation or Coronial Inquiry to be carried out on certain types of emergencies, particularly in the case of fatalities. Full co-operation should be given to such request.

During emergency operations, the Chief Fire Warden should attempt to ensure that the area is only disturbed as much as is necessary to control the incident, until investigations are completed. Actions taken during the emergency and any noteworthy features of the incident should be advised to the investigator. There must be no interference with the scene of the accident or evidence contained therein which may be used in the inquiry.

10.7 Written Report on Emergency and Review of EP&PIRMP

After any emergency, the Silk Contract Logistics State Manager involved with the emergency in conjunction with the site personnel shall prepare a detailed incident report within 28 days of the incident occurring outlining the following information:

- Reason and cause of incident;
- Review of the emergency response performance;
- Recommendations on preventative strategies or additional safety systems that may be considered essential to avoid a recurrence of the incident, and
- Recommendations on methods or ways to improve the emergency response performance so that any future incidents can be dealt with in a more effective manner.

10.8 Review and Revision of the Plan

This EP should be reviewed:

- Following any emergency or training exercise that exposes shortcomings;
- Following any significant changes to the layout or operations on site; or
- Once per year.

Whenever the Plan is amended, the initials of the person making the amendment and the date of the amendment shall be entered on the bottom right hand corner of the page. All copies, including those held by external organisations, shall be similarly amended.

11. EVACUATION PLAN

11.1 THE SITE

These procedures have been developed for the Guildford site to cover the hazardous chemicals stored at 132 McCredie Road Guildford.

11.2 DEFINITION OF SITUATION COVERED

An EMERGENCY is any situation which may not be contained or controlled immediately by the people on duty using the available resources and will include:

- Situations where injuries have occurred or could occur.
- Situations where property has been damaged or is placed at risk.
- Situations where there is the potential for serious environmental consequences.

11.3 LEVELS OF EMERGENCIES

- SITE ALERT is any situation, which threatens life, property or the environment in or on the site.
- EXTERNAL ALERT is any situation where effects may spread beyond the site boundaries, or cannot be contained by the available site resources.

11.4 PRINCIPAL OBJECTIVE

The principal objective of this procedure is to provide an ordered response to an emergency.

11.5 FIRE PROTECTION

Firefighting equipment consists of fire hydrants, hose reels and extinguishers.

The fire extinguishers are to be checked and serviced every six months.

The warehouse is protected by ESFR sprinklers.

The warehouse is bunded. Bunding height is 100 mm. Each doorway is bunded.

The storage area established for IBCs has separate bunding.

11.6 SPILL CONTROL

The dangerous goods store is fully bunded.

All spillage equipment consisting of shovels, brooms, storage containers, (HAZCHEM drum) and absorbent material are maintained on the site.

11.7 Emergency Alarm

The Emergency Alert Alarm Call Point system consists of 12 locations within the site. These locations have a Call Point button that can be activated by any person on site. The alarm sounds at all 12 points indicating alarm has been sounded and the Warehouse office and Gate house have an overview of where the alarm has been sounded. From the control room located at the Site Supervisors office the wardens are able to then investigate and if required escalate an evacuation to the safe assembly point by contacting the Gate house to set off the Evacuation siren. If there is no power to site, the alarm system consists of two portable evacuation air horns which are manually activated.

11.8 Fire Fighting Training

ECO team members are trained fire wardens.

Silk Contract Logistics team members receive in-depth training in the use of the fire fighting equipment.

11.9 First Aid

A first aid area is maintained at the site.

At least one suitably trained first aider will administer first aid. The first aid kit, meeting minimal legislative requirements will be inspected as required by the first aider and replenished as necessary.

11.10 Emergency Equipment

The following equipment is maintained at the site:

- CO_2 Fire Extinguishers.
- ABE Powder Fire Extinguishers.
- Four foam fire extinguishers.
- Hose Reels with foam kits.
- Hydrants.
- 2 x 20 L containers of AFFF foam.
- Spill Kits.
- Safety shower.
- Emergency Eye Wash.
- Fire sprinklers using ESFR sprinkler heads.

11.11 Alarm Initiation And Response

11.11.1 Sounding the Alarm

Any person discovering an emergency or pollution incident is to contact the Warehouse Supervisor on the nearest telephone or two way radio, with the following details:

- Type of Emergency or pollution incident.
- Location.
- Are people trapped or injured.

This person pages the emergency team to the area and notifies Police, Ambulance or Fire Brigade if requested by the Chief Fire Warden.

11.11.2 Responding to the Alarm

11.11.2.1 Fire

- The person raising the alarm attempts to extinguish the fire if they believe it is safe to do so.
- Otherwise evacuate by the shortest and safest route to the Assembly area.

One or more of the following persons (depending who is on site), proceeds immediately to the Emergency point:

- Chief Fire Warden.
- Deputy Chief Fire Warden.

This group is the Emergency Team.

A decision is made by the Chief Fire Warden on whether the emergency can be controlled by site resources or emergency services are to be called.

11.11.2.2 Site Evacuation

If the Evacuation alarm sounds, all team members are to go to the Evacuation Assembly area (see Figure 9-1).

The Chief Fire Warden, or in his/her absence, a delegate of the Chief Fire Warden:

- Collect Visitors Book and Emergency Procedure Folder
- Proceeds to the Assembly Area and reports to the Chief Fire Warden.

The Chief Fire Warden nominates one of the Emergency Team to do a headcount.

All personnel are to remain in the Assembly Area. The Emergency Services/ Emergency Team will advise further actions.

NOTE: The Chief Fire Warden will be in control of the emergency until they hand over to the external emergency services.

11.11.2.3 Emergency Call-Out List

This applies only to emergencies occurring when the site is not occupied.

If you receive a call concerning an emergency at Silk Contract Logistics, Guildford:

- Acknowledge the call.
- Before leaving home, ask some responsible person to telephone the next name down the list and transmit the following message. "This is Silk Contract Logistics. There is an emergency at the McCredie Road Guildford premises, you are needed there urgently".
- If the person next on the list is not at home, that name is skipped and the next person is called.
- If you are called and have no-one else at home to make the call, ask the person who telephoned you to make that call as well.
- Speed is vital, keep the telephone calls short.

Names in order of call out:

1. Site Manager – 0432 995 121
2. Site Supervisor – 0428 810 812
3. NSW State Manager – 0408 496 011

11.12 Emergency Affecting Others

11.12.1 External Notification:

If the emergency is likely to affect the community i.e., a large toxic or flammable vapour release etc., the personnel most likely to be affected must be notified **IMMEDIATELY.**

Immediate neighbours will be advised using employees as runners, or such other procedure dictated by external emergency service controllers.

This will normally be decided by the Chief Fire Warden with the external emergency service personnel.

In the event of an emergency, notification may be required to the following bodies and personnel for assistance, or to notify of the emergency:

- Emergency Services (via the telephone);
- Hospitals; or
- Other Government Authorities (NSW EPA, WorkCover NSW etc).

11.13 EMERGENCY STEPS

It is not possible in this procedure to list all the possible emergencies which may arise and provide detailed directions for handling them.

The steps taken in handling an emergency will depend on the particular situation, resource availability, etc.

11.13.1 SPILL OR LEAK

- Stop source of spill if safe to do so.
- Contain liquids with absorbent and broom.
- Shovel spilled and absorbent material into appropriate drum and seal. Write name of spilt material on drum.
- Notify NSW EPA if there is danger of contamination of drains.

11.13.2 CIVIL DISORDER

- Notify Police.
- Shut site if disorder should endanger team members.

11.13.3 BOMB THREAT PROCEDURE

All available information must be collated and threats should be categorised as either **specific** or **non specific** threat. This will assist in deciding what further actions have to be taken.

- **Specific –** least common but more credible. The caller provides detail that may describe the device, its placement, the reason, its time of activation, etc.
- **Non Specific – l**ittle detail before the call is terminated.

Neither threat should be discounted and decisions now have to be made by an assessing team.

When a bomb threat is received the Operations Manager and ECO Team, including the Chief Warden, should be notified.

The following four options are available:

1. Take no further action but inform Police
2. Search without evacuation but inform Police
3. Evacuate and Search but inform Police
4. Evacuate (without search) inform Police

The notification of Police is not optional, in the event of taking no further action, reporting is required as a threat is a crime and as such has to be reported.

The appropriate response will depend on the level of the perceived risk. In determining the perceived risk, the following issues should be considered:

- The nature or type of caller – Was there any site specific knowledge demonstrated by the caller? Was it seemingly premeditated by the caller? (i.e. Scripted threat, or recorded voice) This may increase the level of perceived risk. Was it a Child's voice or were there people

giggling in the background? If there are factors which suggest the call is less genuine, this will lessen the perceived risk.

- The frequency of the threats being received. If threats are received on a more frequent basis, the level of perceived risk will be reduced.
- Timing of the threat. If the threat is received during school holidays or April Fool's day the perceived risk will be less. However, if the threat is received during periods of increased building occupancy or a site-specific function, the perceived risk may be elevated.
- Is it possible that the call is a Copy-Cat call? If there have been media reports recently this may lead to an increase in frequency of false threats and hence would reduce the perceived risk.
- Will immediate evacuation of the building expose people to greater danger? If you believe the location of the bomb/threat is in building vicinity, occupants may be safer remaining in the building.
- What is the size of the building and how many people are involved? Where there are fewer people it may be more appropriate to consider evacuation even where the perceived risk is low. However, where there are many people involved and there is a lower perceived risk (i.e. telephone call without a suspicious package) a full building evacuation may not be warranted as the costs associated with evacuating a large number of people would be considered excessive considered the risk.

It is the responsibility of the ECO team to consider the risk and determine which of the four options is the most appropriate action.

Before an unattended item is deemed suspicious the following questions must be asked by the Chief Warden.

H – Is the item HIDDEN?

O – Is the item OBVIOUSLY suspicious?

T – Is the item TYPICAL of items usually found in that area?

If the finder of a suspicious package is still unsure the following questions in conjunction with HOT should be asked:

U - Is there evidence or reports of UNAUTHORISED access or activity?

P – Is there PUBLIC access to the area?

Communications during Search

A rapid two-way communication system is of utmost importance. Normally communications between search teams and the Chief Warden can be accomplished through the existing telephone system, or building intercommunications system.

Caution: The use of radios or mobile phones could prove dangerous. The transmission could cause premature detonation of an electric initiator (blasting cap). Do not transmit within 25 m of a suspect item or farther if possible.

The Chief Warden will make the decision on the use of radio communication whilst the search is in progress, based upon the level of credibility or the nature of the threat.

If a Suspect Object is Found

DO NOT TOUCH, TILT OR TAMPER WITH THE DEVICE

The Floor Warden for that floor will:

1. Advise the Chief Warden.
2. Proceed to evacuate the floor.

The Chief Warden will:

1. Advise Police and Fire Brigade.
2. Advise the Floor Wardens concerned to evacuate two floors above and one floor below the "suspect" floor.
3. Alert the Ambulance service.

If a written threat is received:

1. Immediately notify the Chief Warden or Security.
2. Place the threat document in a plastic envelop or transparent folder to preserve condition and prevent contamination.
3. **Do Not** photocopy.
4. Surrender document to Chief Warden.

Bomb Threat Evacuation

Proceed with evacuation procedures keeping in mind the following:

- Route of evacuation may need to be changed to avoid a suspect object. Wardens should be advised of a suspect object's location prior to evacuation.
- As a minimum, evacuation routes, Assembly Areas and areas of access to the general public must be searched prior to any evacuation.
- Occupants should be requested to take personal belongings such as handbags, briefcases, shopping bags etc when evacuating.
- Doors and windows should be kept open, to lessen the impact from an explosion.
- Evacuation should be initiated no later than 30 minutes prior to any deadline.
- Persons should not assemble in any location that is in line of sight to the possible danger area.
- An alternative Assembly Area should be considered
- Building re-entry should only be considered after a thorough search has been conducted and after consultation with Police, Security and Management.

Car Park

During a bomb threat, a search may be undertaken. If a device is found in the car park or a threat indicates a device has been left in the car park, the Chief Warden should:

1. Ensure Police are notified and Ambulance if required.
2. Ensure vehicle and pedestrian access is restricted to the responding Emergency Service.
3. If necessary, commence evacuation of the site.
4. Until advised by appropriate Emergency Service, no vehicle or persons can re-enter the car park.

Note: In a bomb threat situation, DO NOT use two-way radios.

Reception Operator Instructions

1. Do not panic.
2. Keep the caller on the line as long as possible and record the person's comments word by word.
3. Ask questions listed on the Bomb Threat Checklist (Appendix 8).
4. Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller.
5. Fill out bomb threat checklist immediately in private, away from distractions.

11.14 TRAINING AND EVALUATION

11.14.1 Practice Emergencies and Revisions

Practice emergency drills are to be conducted on a quarterly basis. At the conclusion of the drill, these emergency procedures are to be reviewed and updated as necessary. A review of each drill will be documented and maintained by the State Manager.

11.14.2 Training

All new personnel are to be trained in their roles as part of their induction procedures. On-going training of all personnel is to be conducted. All Training will be listed on the individual's Training Record.

The responsibility for the initiation of both induction and on-going training rests with the team member's Manager/Supervisor.

11.15 PUBLIC RELATIONS AND MEDIA

11.15.1 Formal Media Statement

Only a member of the ECO or his/her nominated representative will make any formal statements to the media. These statements are to be confined to the immediate situation on the site.

12. INTERNAL EMERGENCY RESOURCES

12.1 FIRE PROTECTION SYSTEMS

12.1.1 Fire Fighting Equipment

Fire hydrants, hose reels with foam kits and portable fire extinguishers have been provided for firefighting purposes in accordance with the requirements of the National Construction Code (NCC) and relevant Australian Standards. The location of firefighting equipment is shown in Figure 3-3.

13. TERMINATION OF EMERGENCY OR POLLUTION INCIDENT

13.1 GENERAL

This section describes the procedures and responsibilities for terminating an emergency or pollution incident.

Following an Internal Alert, the decision to return to normal operations will be made by the CHIEF FIRE WARDEN, in consultation with the DEPUTY CHIEF FIRE WARDEN and/or senior Silk Contract Logistics management.

Following an External Alert, the decision to return to normal operations will be made after discussion between the DEPUTY CHIEF FIRE WARDEN, CHIEF FIRE WARDEN, and the External Emergency Services.

The CHIEF FIRE WARDEN shall carefully consider the overall situation and shall ensure that any additional actions are completed before declaring the emergency complete. The CHIEF FIRE WARDEN shall then facilitate the reorganisation and reconstruction activities so that normal operations may be resumed.

13.2 PERSONNEL RELEASE

The order of release of personnel involved at the emergency front will be decided following discussion between the DEPUTY CHIEF FIRE WARDEN, CHIEF FIRE WARDEN and the Officers in charge of the Fire and Rescue NSW, Police and Ambulance.

13.3 HEAD COUNT

It is the responsibility of the CHIEF FIRE WARDEN to account for all personnel, which includes team members involved in and not involved in dealing with the emergency before resuming normal operations.

13.4 REORGANISATION

13.4.1 Stand-In Personnel

It is the responsibility of the CHIEF FIRE WARDEN to evaluate the need for stand-in personnel.

13.4.2 Reconstruction Activities

Depending upon the situation, immediate reconstruction activities may be required to allow normal operations (full or partial) to resume.

13.4.3 Environmental Management

Depending on the nature and consequences of the emergency, an Environmental Management Plan may be required to be developed, documented (as soon as practicable) and implemented to ensure effective clean-up and to minimise or prevent environmental harm. The Plan would also address long term requirements, e.g. soil and groundwater monitoring.

All contaminated material (including customer product, firefighting water, etc.) collected after clean-up is to be safely stored and disposed of in accordance with Statutory Requirements.

13.4.4 Notification of Appropriate Authorities & Organisations

The CHIEF FIRE WARDEN, or his/her nominee, shall be responsible for notifying appropriate Authorities, Organisations and Emergency Personnel, who may not have been notified during the emergency.

13.4.5 Health Assessment and Surveillance

Depending upon the nature of the emergency, products released, combustion products, environmental conditions at the time (i.e. wind direction, etc.), contaminated material, etc.; an evaluation should be made and documented by Silk Contract Logistics' Management in consultation with Emergency Services and Ambulance Officers, to determine if an initial health assessment and ongoing surveillance is required for persons who may have been at risk during the emergency, e.g.:

- Silk Contract Logistics' personnel;
- Silk Contract Logistics' contractors, visitors, truck drivers;
- Emergency Services' personnel;
- Neighbouring sites' personnel; or
- Community.

13.4.6 Counselling

Immediately following the termination of the emergency the need for counselling of persons should be assessed, documented and actioned by Silk Contract Logistics Management in consultation with the Emergency Services, Converge International Employee Assistance Program, Free call 1800 337 068 and other appropriate advisers so as to minimise the effects or trauma of the emergency.

Persons requiring counselling may include:

- Silk Contract Logistics' personnel;
- Silk Contract Logistics' contractors, visitors, truck drivers;
- Emergency Services' personnel;
- Neighbouring sites' personnel; and
- Community.

13.4.7 Statutory Investigation

Depending on the nature and effects of the emergency, there may be a statutory investigation.

A coronial enquiry may be held in the case of fire and will be held in the case of fatalities.

Relevant Government Authorities may also require investigations, e.g. WorkCover NSW, NSW EPA, Fire and Rescue NSW and NSW Police Force.

All Company personnel must co-operate in these investigations and, in particular, evidence must be preserved.

It is the responsibility of the CHIEF FIRE WARDEN to ensure that there is no interference with evidence, and that any cleaning up, movement of bodies, repairs, etc., apart from that necessary to bring the emergency under control, does not occur without approval of investigation officers (both internal and external).

The Emergency Service Commander will ensure that a senior police officer is delegated to take charge of all aspects of the emergency which may later be subject to a coronial inquiry. The Senior Criminal Investigation Officer in attendance should be consulted and delegated with this responsibility. It will be their responsibility to select a suitable team of police for this purpose. Preservation of evidence will be one of the main concerns of this team. There must be no interference with the scene or evidence which may be used in the enquiry.

13.4.8 Internal Information

The CHIEF FIRE WARDEN is responsible for consolidating information on the emergency for a final report.

14. REFERENCES

Fire and Rescue NSW *Guideline for emergency plans at sites having hazardous chemicals* (Structural Fire Safety Unit Community Safety Directorate October 2012).

Department of Infrastructure, Planning and Natural Resources
Major Industrial Hazards Advisory Papers (MIHAPs):
No. 1 - Safety Assurance
No. 2 - Notification, Classification and Prioritisation
No. 3 - Hazard Identification, Risk Assessment and Risk Control
No. 4 - Safety Management Systems
No. 5 - Safety Reporting
No. 6 - Training and Education
No. 7 - Emergency Planning
No. 8 - Land Use Safety
No. 9 - Accident Reporting and Investigation

Department of Planning 1997 *Multi-Level Risk Assessment* Department of Urban Affairs and Planning, Sydney 1997.

FCRCL 1996 *Fire Engineering Guidelines* Fire Code Reform Centre Limited, Sydney 1996.

Lees F P 1996 *Loss Prevention in the Process Industries – Hazard Identification, Assessment and Control* 2nd Edition, Butterworth-Heinemann, Great Britain 1996.

Perry R H, Green D 1988 *Perry's Chemical Engineers' Handbook* 6th Edition, McGraw-Hill Book Co, Japan 1988.

TNO 1997 *Methods for the Calculation of Physical Effects – due to releases of hazardous materials (liquids and gases) 'Yellow Book'* 3rd Edition, Committee for the Prevention of Disasters, The Hague 1997.

TNO 1998 *Methods for Determining and Processing Probabilities* Committee for the Prevention of Disasters caused by Dangerous Substances 1st Edition, The Hague 1988.

NFPA 1990 *Industrial Fire Hazards Handbook* National Fire Protection Association, United States of America 1990.

Lewis S R *Sax's Dangerous Properties of Industrial Materials* 9th Edition, Van Nostrand Reinhold, United States of America 1996.

Pohanish R P Greene S A 1996 *Hazardous Materials Handbook* Van Nostrand Reinhold, United States of America 1996.

Work Health and Safety Regulation 2017.

Australian Standard AS 1940–2017 *The storage and handling of flammable and combustible liquids* Standards Australia 2017.

Australian/New Zealand Standard AS/NZS 3833:1998 *The storage and handling of mixed classes of dangerous goods in packages and intermediate bulk containers* Standards Australia/New Zealand 1998.

Australian/New Zealand Standard AS/NZS 4681:2000 The storage and handling of Class 9 (miscellaneous) dangerous goods Standards Australia/New Zealand 2000.

Australian Standard AS 4332–2004 *The storage and handling of gases in cylinders* Standards Australia 1995.

Australian Standard AS 3745–2002 *Emergency control organisation and procedures for buildings* Standards Australia 2002.

Australian Standard AS 3780–2008 *The storage and handling of corrosive substances.*

Australian Standard AS 4326–2008 *The storage and handling of oxidising agents.*

Australian/New Zealand Standard AS/NZS 4452-1997 *The storage and handling of toxic substances.*

SAA/SNZ HB76–2004 *Dangerous Goods – Initial Emergency Response Guide* Standards Australia 2004.

Australian Standard AS 2293 *Emergency evacuation lighting* (Series).

NFPA 15 – Standard for water spray fixed systems for fire protection 2017.

NFPA 25 – *Inspection, testing and maintenance of water based fire protection's systems* 2017.

NFPA 30 – *Flammable and combustible liquids code* 2018 Edition.

FM Global 7-29 *Ignitable Liquid storage in portable containers* April 2014.

ATTACHMENTS

Emergency Preparedness Checklist
(To be conducted by Wardens every four months)

Date of last inspection: _____ / _____ / _____

Date of this inspection: _____ / _____ / _____

Inspected By: _____

Item		Yes	No	N/A
1	Items blocking passageways and exits	☐	☐	☐
2	Items blocking access to fire equipment	☐	☐	☐
3	Emergency Manual amended and up to date (documented annual review)	☐	☐	☐
4	Emergency Manual in prominent position for Team Member reference (with Wardens)	☐	☐	☐
5	New Team members introduced to procedures	☐	☐	☐
6	All Team Members aware of immediate actions in an emergency	☐	☐	☐
7	Contractor procedures being adhered to	☐	☐	☐
8	Evacuation checklist with Warden	☐	☐	☐
9	Gas cylinders and fittings in safe working order	☐	☐	☐
10	Spill kits fully stocked	☐	☐	☐
11	All emergency signs visible	☐	☐	☐
12	Fire extinguishers on wall brackets, signposted and checked up to date	☐	☐	☐
13	Electrical appliances is safe working order	☐	☐	☐
14	All electrical appliances switched off when not in use and is in safe condition	☐	☐	☐
15	All emergency equipment in safe working condition	☐	☐	☐
16	All areas free of rubbish	☐	☐	☐

Any other specified hazards to report:

Items requiring attention from last report:

Signature of Warden: _____

Date: _____ / _____ / _____

Emergency Evacuation Checklist

Date: ___/___/_____

Start Time: _____ Finish Time: _____

Chief Warden: _____ Deputy Chief Warden: _____

Location of Incident: _____

Description of Emergency: _____

	Action Taken		
	Yes	**No**	**Time**
Emergency Services Called?			
Evacuation Ordered?			
Office entry restricted?			
Main vehicle entry manned?			
First Aid Kit collected?			
Roll Call Completed?			
Support Office Advised?			

	Zones Cleared		
	Yes	**No**	**Time**
Zone 1: Warehouse			
Zone 2: Main vehicle entry			
Zone 3: Downstairs Office Area			
Zone 4: Upstairs Office Area			
Zone 5: Showroom			

Note any other relevant information:

_____

Emergency Response

Insert Name - Evacuation

The following brief has been produced to highlight points of concern raised during a debrief conducted on an Emergency Evacuation drill, which occurred on the Xth of XXXXX at X:XXXm at the XXXXXXX.

The aim of this brief is to relay practical information to site personnel, with the intent of raising and revising awareness of the roles and responsibilities inherent to an emergency evacuation.

Short description of event: XXXXXX

Date: XX/XX/XXXX

Time: X:XXXm

Emergency Services in attendance: Yes/No

Evacuation Time: X minutes XX seconds

Wardens on site:

Name of Warden	Name of Warden
Name of Warden	Name of Warden
Name of Warden	Name of Warden

Absent - Name of Warden - Annual Leave

Action Items: **Below are example details**

Site Personnel:

- The roster accounting for the site personnel was not obtained upon evacuation.
- The main vehicle entry to the complex was not manned by a team member.
- The Emergency Control Organisation noticeboard, which indicates whether Emergency team members and First Aid Officers are on or off site, did not display the correct status of its members.
- A number of team members continued to work and operate vechiles, whilst the alert tone was sounding.
- Team members commenced evacuating the building on hearing the Alert tone, as opposed to the “whoop whoop” tone, prior to instruction to evacuate.
- A portable first aid kit was not taken to the Evacuation Assembly Area.

Positives:

1. All areas were checked for team members by three minutes into the evacuation.
2. Area roll calls commenced three minutes and twenty seconds into the evacuation.

Incident Investigation Report:

Type of Incident		**Brand / Department Name**	
Date		**Time of incident**	
Name of person/s involved		**Team Member / Contractor or Visitor**	
Injury Classification		**Injury Severity (Med/Low)**	
Name and position of those people involved in the investigation (including Line Management)			

1. **A brief account of the incident**

2. **Outcome**

3. **Investigation Findings**

    1. ***IMMEDIATE CAUSES***
        -

    2. ***SYSTEM CAUSES***
        -

    3. ***OUTCOME AND LESSONS LEARNED***
        -

4. Corrective Actions

Corrective Action Required	Person Responsible (Name and Role)	Completed (Sign & Date)	Date for review of effectiveness of control and person(s) responsible *
1.			
2.			
3.			
4.			
5.			

* Please note – person(s) allocated responsibility for reviewing effectiveness of control must be different from the person responsible for implementing control.

5. Review of effectiveness of Controls

Corrective Action Number	Has control been effective in reducing risks? Provide details.	Singed off as complete(Names of all involved in review and date)
1.		
2.		

Emergency and Evacuation Procedure Quiz

Name: …….. **Payroll Number**: ……..

Please answer the following questions. Once you have finished, please return the Quiz Sheet to your Training and Technical Manager.

1. Identify the first two steps you need to take when you hear the alert tone "beep, beep, beep"?

☐ Turn off all equipment and remain where you are
☐ Wait for further instructions
☐ Evacuate immediately

2. Name at least two types of emergency:

.....
.....
.....
.....

3. Where is your emergency evacuation assembly area?

.....
.....
.....
.....

4. Team members are not required to sign in and out of the Warehouse when they leave the premises temporarily:

☐ True ☐ False

I acknowledge and agree that I:

- Have attended the **Emergency and Evacuation Procedures** training session
- Understand, accept and will comply with all aspects of this Procedure
- Agree to undertake any further training as directed by my supervisor or team leader

	Team Member	**Trainer/Assessor**
Print Name:	……..	……..
Signature:	……..	……..
Date:	……..	……..

PURPOSE

This is a guide for team members working with and in the vicinity of hazardous chemicals or bulk liquids. Team members may be required to clean up a spill, unsupervised and therefore require instruction on all steps to be taken in the event.

PROCESSES

- Ensure that all appropriate personal protective equipment (PPE) is used throughout the task;
- Ensure that all appropriate tools and equipment required to perform the task are available and used correctly.

Step	Action	Additional Information
1	Evacuate the immediate area around the spill. Use safety cones to isolate team members from fumes and slip hazards.	
2	Assess the type of liquid that has spilled. If a Hazardous Chemical has spilt, inform a Management team member.	Inform the Management team member of the size of the spill, to assess if Emergency Service's assistance will be required.
3	Obtain the Safety Data Sheet from the Management team member.	This will detail the appropriate PPE to be worn and actions required to manage the chemical.
4	Locate and wear the recommended PPE, prior to contact with the chemical.	
5	Contain the spill by surrounding the spill with a barrier of absorbent material.	

6	Use site specific absorbent material to absorb the spill. Work from the outside of the spill towards the centre, using a shovel, broom and dustpan and brush.	
7	If the absorbent material is a single use product, dispose of the contaminated absorbent into hazardous material bags and dispose through the site specific Hazardous Chemicals Waste facilitator.	
8	Contaminated PPE and Equipment, that can be reused, is to be cleaned and dried.	PPE that cannot be cleaned is to be disposed with the absorbent material.
9	Restock the PPE Spill kits	

END

Bomb Threat Checklist

- **Questions to ask**

When is the bomb going to explode? _____
What will make the bomb explode? _____
Did you place the bomb? _____
Why did you place the bomb? _____
What is your name? _____
What is your address? _____

- **Exact wording of the threat** _____

_____

_____

- **Action**

_____

Report immediately to: _____ Telephone number: _____

- **Callers voice**

Accent (specify) _____ Any speech impediment? Specific _____
Voice (loud, soft, etc.) _____ Speech (fast, slow, etc.) _____
Diction (clear, muffled) _____ Manner (calm, emotional, etc.) _____
Did you recognise the voice) _____ Was the caller familiar with the area? _____
If so, who do you think it was? _____

- **Threat Language**

Well spoken: _____ Incoherent _____
Irrational _____ Taped _____
Message read by caller _____ Abusive _____

- **Background Noises**

Street noises _____ House noises _____
Aircraft _____ Long distance _____
Local call _____ Voices _____
Machinery _____ Other _____

- **Other**

Gender of caller _____ Estimated age _____

- **Call taken**

Date _____ Timer _____
Duration of call _____ Telephone number called _____

- **Recipient**

- Name (print) _____ Telephone number _____
Signature _____

Do not hang up! Police may be able to trace the call

FIRE SERVICES INOPERABLE

There may be circumstances when fire-fighting services become inoperable.

This procedure establishes the action to take under these circumstances.

Event causing fire services to become inoperable.

1. Planned Maintenance – offsite

   Offsite planned maintenance causes the mains water to be isolated to the site.

   As the site does not have fire-fighting water storage, this will cause the fire services to be inoperable. Such an event will require different causes of action depending on the length of time the site is without water.

   Prior advice from NSW Urban Utilities or their contractors is provided and will require the site operations manage to notify by telephone and email / fax to Fire and Rescue NSW.

2. Emergency Maintenance – offsite

   Failure of the mains unit apply will trigger the same need as planned maintenance. Contact with Fire and Rescue NSW will need to be by telephone and email/fax within 30 minutes of the failure being known.

3. Onsite disruption of fire mains

   Such an event will require the same action as 1 and 2 above.

   If the disruption is planned, prior contact with Fire and Rescue NSW shall be made 5 days before the services become inoperable.

   If the disruption is immediate, the Fire and Rescue NSW shall be contacted with 30 minutes of the disruption being known

NEIGHBOUR	ADDRESS	TELEPHONE	CONTACT

In the event of smoke/fumes going in the direction of neighbours, the instruction would be to turn off air conditioning and evacuate staff up wind.

Notification of a Pollution Incident Procedure

Issue Date: 03/10/2019 Supersedes Date: N/A

Distribution: Chief Warden

PURPOSE

The purpose of this procedure is to give clear instructions regarding who to notify during a pollution incident that is assessed to present a risk of material harm to the environment.

METHOD

A flowchart is provided on the following this procedure.

First Point of Contact:

1. An event occurs which you believe presents an immediate threat to human health or property. Stop work and activate alarm by pressing the Alert Alarm Call Point button. The alarm will then notify the Chief Warden who will then:

Call 000

If the incident does not require an initial combat agency, or once the 000 call has been made, notify the relevant authorities listed below.

2. If there is no immediate threat to human health or property, follow the relevant internal procedure.

Notification of Regulatory Authorities (EMERGENCY COORDINATOR):

1. If the event is causing or threatening material harm to the environment, the Chief Warden shall contact the regulatory authorities in the following order:

NSW EPA – 131 555

Cumberland Council – 8757 9000

Health Department– 9391 9000
(after hours: 9515 9420 OR 9515 6111 - ask for Public Health Officer on call)

WorkCover Authority – 13 10 50

Fire and Rescue NSW – 000

Note: “material risk of harm to the environment” needs to be notified if:

- It involves potential harm to the health or safety of human beings or ecosystems that is not trivial; or
- It results in loss of property damage exceeding $10,000;

- Loss includes costs incurred in taking all reasonable measures to prevent or mitigate harm to the environment.

2. Notify any persons as requested by the NSW EPA.

3. What to Notify

    - your full name, address and telephone contact details
    - date, time and duration of the incident
    - the type of pollutant or a description of the incident
    - discharge or emission location of the incident
    - the extent or size of the area where the pollution is occurring
    - anything else that is relevant to the incident

Notifying Neighbouring Properties:

1. If the incident has a risk on human health or the environment external to the site, early warnings and regular updates are to be provided to any premises likely to be affected. The Chief Warden will need to assess the situation and liaise with emergency services to determine:

    - Who to contact
    - What information needs to be provided, and
    - The appropriate method for communication.

The nearest neighbouring facilities have been identified in Attachment 9.

Methods of communication include one or a combination of the following:

- Telephone calls (primary method);
- Incident notifications on the company website;
- Letterbox drops; or
- Door-knocking

Written Report:

An incident report will be prepared and provided to all of the above regulatory authorities within 7 days of the incident. Refer to the Site Environment Protection Licence (EPL) for information required to be included in the report.

Develop and implement a follow up action plan in consultation with relevant regulatory authorities.

Notification of a Pollution Incident