# POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN

## Kootingal Solid Waste Landfill

EPL – 6013

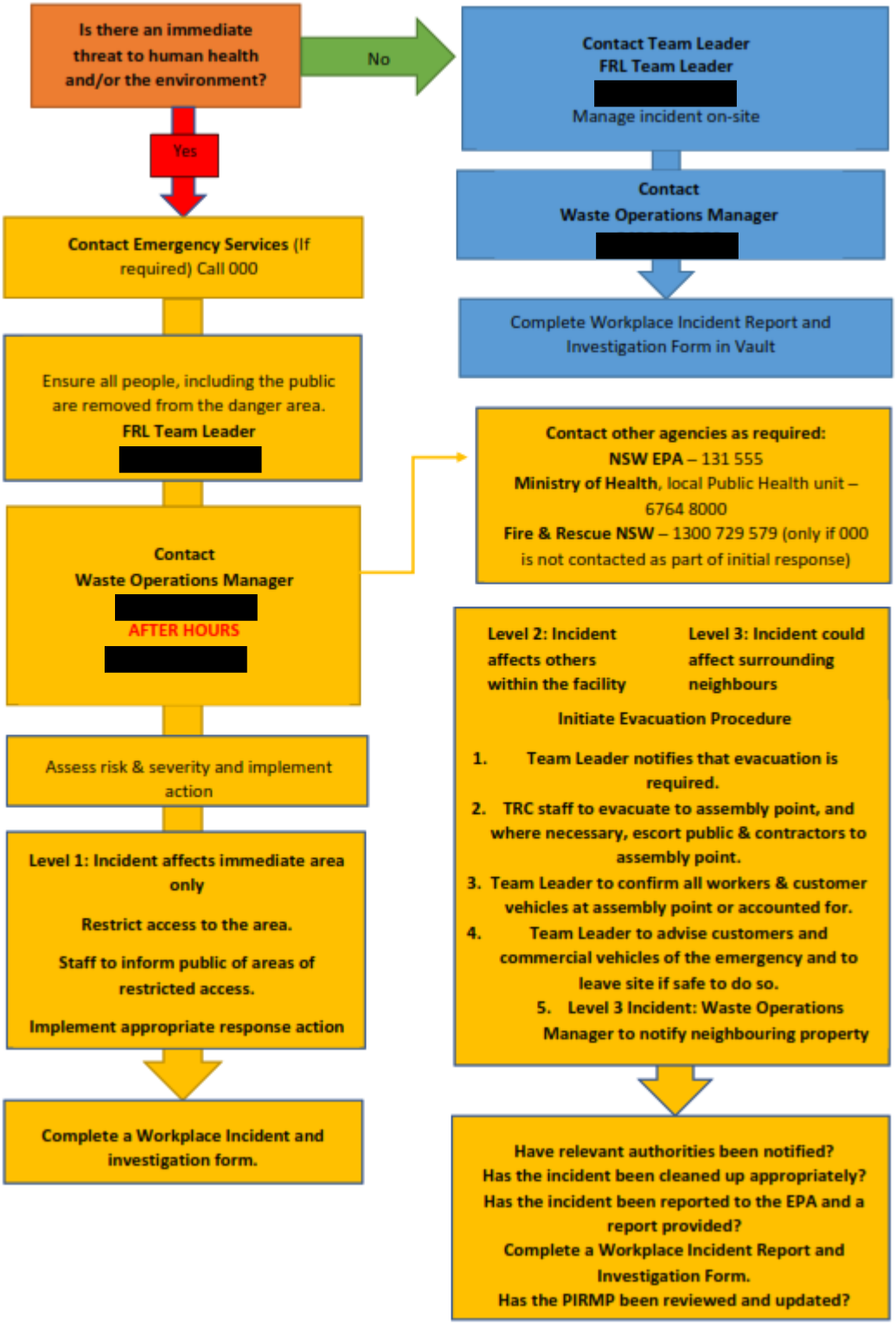
December 2025

Tamworth REGIONAL COUNCIL

Contents

| Document Control | | | |
|---|---|---|---|
| **Version** | **Date Update** | **Author** | **Notes** |
| 1.0 | 25.07.2025 | Kate Perryman | Full PIRMP Review & Format Change |
| 1.1 | 17.12.2025 | Kate Perryman | Update to PIRMP following changes to Environmental Legislation Amendment Act |
| | | | |

# Pollution Incident Response Summary



# 1 Administration

## 1.1 Purpose

This Pollution Incident Response Management Plan (PIRMP) has been prepared to comply with the requirements introduced by the PROTECTION OF THE ENVIRONMENT LEGISLATION AMENDMENT ACT 2011 (POELA Act) that requires all holders of environment protection licences to prepare a PIRMP. Industry is required to report pollution incidents immediately to the NSW Environment Protection Authority (EPA), Fire & Rescue NSW, Safe Work NSW and the local council.

The purpose of this PIRMP is to assist employees and management of the **Kootingal Solid Waste Landfill** to identify the potential risk of a pollution incident occurring, introduce measures to mitigate that risk AND to give direction in making quality decisions should a pollution incident occur. This PIRMP contains guidance in determining the appropriate pre-emptive actions needed to 'prevent material harm' to the environment.

## 1.2 Objective & Scope

It is **Tamworth Regional Council's** (TRC) intent to prevent all foreseeable pollution incidents that might impact on the environment and the safety of employees, facility users and neighbours, through the implementation of standard operational procedures, undertaking routine site activity inspections, regular training of personnel in the implementation of operational procedures and through emphasising & supporting proactive incident prevention reporting.

However, it is recognised that pollution incidents are not totally preventable. Therefore, this PIRMP has been developed to achieve the following objectives:

- Reduce the likelihood of a pollution incident occurring at the facility through identification of risks and the development of planned actions to minimize and manage those risks.
- Ensure comprehensive and timely communication about a pollution incident to all staff at the premises, the EPA, other relevant authorities specified in the Act (such as SafeWork NSW, and Fire & Rescue NSW) and people outside the facility who may be affected by the impacts of the pollution incident.
- Ensure that the PIRMP is properly implemented by trained staff, identifying persons responsible for implementation and ensuring that the PIRMP is regularly tested for accuracy, currency and suitability.
- Provide guidance on how to respond to an environmental pollution incident and how to record and report such an event.

This PIRMP contains guidance in determining the appropriate actions to take to prevent a pollution incident, injury or property damage and how to respond should a pollution incident occur. The PIRMP also includes provisions for record keeping, testing, reporting and document revision.

## 1.3 Legislative Context

The specific requirements for PIRMPs are set out in Part 5.7A of the *Protection of the Environment Operations Act 1997* (POEO Act) and the Protection of the Environment Operations (General) Regulation 2022 (POEO (G) Regulation 2). In summary, this provision requires the following:

- All holders of environment protection licences must prepare a pollution incident response management plan (section 153A, POEO Act).
- The plan must include the information detailed in the POEO Act (section 153C) and be in the form required by the POEO (G) Regulation (clause 72).
- Licensees must keep the Plan at the premises to which the Environment Protection Licence relates or, in the case of trackable waste transporters and mobile plant, where the relevant activity takes place (section 153D, POEO Act).
- Licensees must test the plan in accordance with the POEO (G) Regulation (clause 75).

If a pollution incident occurs in the course of an activity so that material harm to the environment is caused or threatened, licensees must immediately implement the Plan (section 153F, POEO Act).

## 1.4 Key Terms & Meanings

An understanding and appreciation of the following key terms is considered integral to the successful implementation of this PIRMP.

### 1.4.1 Pollution Incident

The definition of a pollution incident is:

> 'AN INCIDENT OR SET OF CIRCUMSTANCES, DURING OR AS A CONSEQUENCE OF, WHICH THERE IS OR IS LIKELY TO BE A LEAK, SPILL OR OTHER ESCAPE OR DEPOSIT OF A SUBSTANCE, AS A RESULT OF WHICH POLLUTION HAS OCCURRED, IS OCCURRING OR IS LIKELY TO OCCUR. IT INCLUDES AN INCIDENT OR SET OF CIRCUMSTANCES IN WHICH A SUBSTANCE HAS BEEN PLACED OR DISPOSED OF ON PREMISES, BUT IT DOES NOT INCLUDE AN INCIDENT OR SET OF CIRCUMSTANCES INVOLVING ONLY THE EMISSION OF ANY NOISE'.

### 1.4.2 Material Harm to the Environment

A pollution incident is required to be notified if there is a risk of 'material harm to the environment', which is defined in Section 147 of the POEO Act as:

> '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 **$50,000** (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 MEASURES TO PREVENT, MITIGATE OR MAKE GOOD HARM TO THE ENVIRONMENT'.

### 1.4.3 Immediate Reporting Requirement

Industry is now required to report pollution incidents 'immediately' to the EPA, Fire & Rescue NSW, Safe Work NSW and the local council.

'Immediately' has its ordinary dictionary meaning of promptly and without delay.

## 1.5 Facility Covered By This PIRMP

The operation of the **Kootingal Solid Waste Landfill** activities of EPA Licence 6013 **Solid Waste Disposal (application to land)** is covered by this PIRMP.

## 1.6 PIRMP Distribution

A copy of this PIRMP is to be kept at the premises to which the relevant Environmental Protection Licences (EPLs) relate, or where the relevant activity takes place, so that it is readily available to those responsible for its implementation and to any Authorised Officer on request.

The master copy of this PIRMP is to be maintained by the **Environmental Officer** who will be responsible for the distribution of the PIRMP and the annual review.

A copy of this PIRMP is also to be retained by the **Manager - Waste & Resource Recovery.**

A copy of this PIRMP is also to be retained by the **Waste Operations Manager** who will be responsible for implementing the PIRMP at the **Kootingal Solid Waste Landfill.**

A copy of this PRIMP is to be available at each of the following locations at the **Kootingal Solid Waste Landfill**

- Site Office
- On-Call Vehicles

## 1.7 PIRMP Review

The PIRMP is to be reviewed annually by the **Environmental Officer** in conjunction with relevant Council staff including the **Manager – Waste & Resource Recovery**

When revisions are made to the PIRMP, the revised document will be re-distributed and redundant copies collected and discarded. The date of issue and revision number is to be recorded on the title page of the document for future reference.

As part of the revision process, a Notification of Change Form (Error! Reference source not found.) will be provided which must be signed by each responsible party indicating that the party has received a copy of the changes and that the copy of the PIRMP assigned to that party has been updated. This form is to then be retained on file by the **Environmental Officer.**

## 1.8 PIRMP Training

To ensure that this PIRMP is properly followed in the event of a pollution incident, training programs shall be provided to relevant **Council Employees**. The objectives of the training program shall be as follows:

a) *To ensure that **Council Employees** are knowledgeable of their roles and responsibilities concerning this PIRMP.*

b) *To ensure that **Council Employees** are knowledgeable of the PIRMP's procedures to affect a safe and appropriate response to pollution incidents.*

**Council Employees** will receive training in the PIRMP appropriate to the level of their expected involvement. The following section provides the general training program which is to be implemented in support of this PIRMP.

### 1.8.1 Training Frequency

**Council Employees** working at the facility will receive training during initial employment orientation / induction and refresher training at least annually. Additional training will also be provided to employees whenever the PIRMP is changed. The PIRMP is also included on the Toolbox Schedule for Forest Road Team Meetings, during which a different SWP, SWMS or the PIRMP document is gone through.

### 1.8.2 Training Level

All Council Employees will receive training in the general procedures related to the PIRMP. Training shall cover routine incident discovery and management, notifications, incident response and best practice PIRMP management (**Error! Reference source not found.**).

### 1.8.3 Training Competencies

Details of the training competencies achieved by Council Employees relevant to this PIRMP are provided in **Error! Reference source not found.**.

## 1.9 PIRMP's Drills & Exercises

To ensure that this PIRMP will meet current conditions and that all involved individuals will respond appropriately, the PIRMP will be tested on an annual basis. The testing will include at least the following:

a) Reaction and accountability of facility personnel; and

b) Adherence to PIRMP procedures.

All drills and exercises of the PIRMP will be documented, indicating the results of the exercise and any problems that were encountered, along with recommendations for PIRMP modifications.

The **Environmental Officer** will complete a Pollution Incident Exercise Evaluation Form (**Error! Reference source not found.**) and maintain copies for review**.**

## 1.10 PIRMP Form & Availability

As the purpose of this PIRMP is improve the management of pollution incidents and facilitate better coordination with the relevant response agencies, this PIRMP in its written form is to be available at the

subject premises, be able to be provided to an authorised EPA officer on request and be available to any person who is responsible for implementing the PIRMP.

## 1.11 Relationship with Other Plans

This PIRMP can function as a standalone document, the implementation of which is required to respond to a pollution incident but can also be used to mitigate the risk of a pollution incident where there is the potential of 'material harm to the environment'.

Other plans, procedures and protocols that provide for enhanced, ancillary or complementary actions, which can and should be implemented concurrently to this PIRMP are listed in **Table 1** below.

**Table 1: Related Plans & Procedures**

| DOCUMENT REFERENCE | TITLE | LOCATION REFERENCE |
|---|---|---|
| SWP - 31048 | Asbestos Management Waste Services | ECM: 614097 |
| SWP - 31047 | General Tasks Waste Services | ECM: 614094 |
| SWP - 31046 | Landfill Cell Operation Waste Services | ECM: 614098 |
| SWP - 31044 | Management of Green waste Services | ECM: 614095 |
| SWP - 31043 | Resource Recovery Operations Waste Services | ECM: 614096 |
| SWP - 31042 | Special Frequency Monitoring (Stormwater and Leachate Discharge) | ECM: 614099 |
| EPL 6013 | EPL 6013 - Kootingal Solid Waste Landfill | ViewPOEOLicence.aspx |
| TRC's Integration Management System (IMS)<br>In particular: | | http://intranet.tamworth.nsw.gov.au/IMS_manual.asp#_Toc363559959 |
| Section 7. Risk Management | | |
| Section 10. Hazardous Chemicals/Dangerous Goods Management | | |
| Section 15. Work Health & Safety Management | | |
| Section 16. Environmental Management | | |
| Section 17. Emergency Management | | |
| Section 19. Incident Management | | |
| Kootingal Landfill Emergency Response Management Plan | | ECM Document Set ID: 2649731 |

# 2 Facility Details

## 2.1 Location

| | |
|---|---|
| **NAME OF THE FACILITY:** | KOOTINGAL LANDFILL<br>(**KOOTINGAL SOLID WASTE LANDFILL**) |
| **ADDRESS:** | NEW ENGLAND HIGHWAY, KOOTINGAL<br>(refer **Figure 1:** ) |
| **PROPERTY DESCRIPTION:** | LOT 7005 DP 1123974 |
| **OWNER:** | TAMWORTH REGIONAL COUNCIL |
| **SITE ACCESS:** | Is from the **New England Highway** through the Main Entry Gate. No other formed access is available into the site due to terrain / surrounds. |
| **SITE LAYOUT:** | See **Figure 1** & **Figure 2** |
| **SITE VEGETATION:** | The vegetation surrounding the facility is primarily Grassy White Box Woodland in the surrounding land to the West and South all designated as Travelling Stock Route (TSR). Properties to the east / southeast are rural residential and are combinations of woodland and cleared rural to grassy pasture. |
| **SITE TOPOGRAPHY:** | The original topography of the site has been disrupted by the landfill operation. The facility primarily drains east towards the ephemeral Middle Creek - towards the Cockburn River to the immediate west of the landfilled area is an unnamed ephemeral stream and much of the surface water flow passes through this area before flowing downhill towards the Cockburn River, approximately 750 m to the east. |

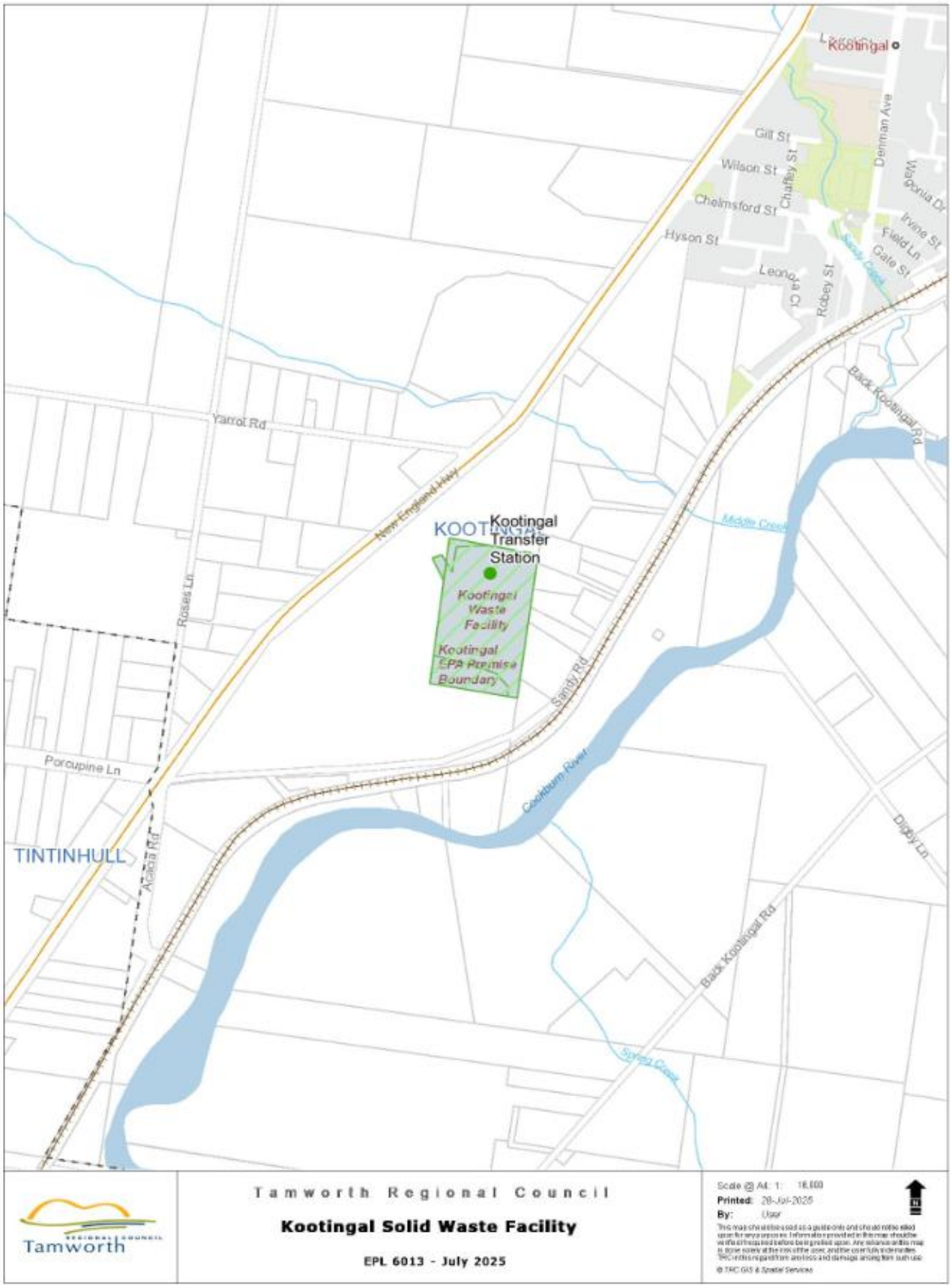



**Figure 1: Kootingal Solid Waste Landfill**

## 2.2 Facility Description

### 2.2.1 Site Activities

The **Kootingal Waste Management Facility** operates under EPL **6013** for the Waste Disposal (application to land). The facility ceased acceptance of waste for onsite burial in 2011 although the existence of the EPL still triggers the requirement for this PIRMP.

The site operates (open to the public) as follows excluding Christmas Day and Good Friday:

- Monday 8:30am – 11:30am
- Tuesday – Friday CLOSED
- Saturday 1:00pm – 4:00pm
- Sunday CLOSED

Maintenance staff may be on site at other times

The site is fully fenced & surrounded by a vehicle width fire break and has the following general components:

1. **Site Shed:** is the control point for the site with all vehicles entering and exiting the facility. The loads of all incoming vehicles are inspected to ensure only approved waste types are accepted.

2. **Landfilled Area:** (now closed) operated for burial of approximately **2000** tonnes per annum of waste material including Municipal Solid Waste, Commercial & Industrial Waste, Construction & Demolition Waste, Asbestos & dead animals (as examples). A surface leachate collection dam (0.75ML estimated capacity) captures any seepage from the batters above the dam. This leachate is contained where it evaporates / dissipates through natural drainage processes. In the event of an overflow, the dam discharges into the surface water system which flows offsite to the southeast. This would generally be considered to be highly diluted leachate - having mixed with significant volumes of stormwater to create such an overflow.

   A number of informal sediment detention ponds exist in east (excavation area) and south / west in the drainage paths through the facility. These dams or ponds collect stormwater which is detained to reduce sediment loads. They are quite small structures.

3. **Green Waste Area:** Around 5,000 cubic meters per annum of organic material is managed within this part of the site comprising garden materials and timber wastes (as examples). The materials are stockpiled, shredded before being sold offsite or used on site for landscaping / sediment control.

   Leachate that drains from this area is collected in a small leachate pond (estimated capacity of 0.25ML). This leachate is contained where it evaporates / dissipates through natural drainage

processes In the event of an overflow, the dam discharges into the surface water system which flows offsite to the north. This would generally be considered to be highly diluted leachate -having mixed with significant volumes of stormwater to create such an overflow.

Site management protocols also require litter controls to be in place for this area and it is surrounded by hardstand which serves as a general fire break.

4. **Resource Recovery Area:** where recoverable materials, , scrap metals, wet cell batteries, timber & tyres and motor oil are stockpiled. Service contracts ensure these materials are removed routinely to ensure stockpiles are maintained at minimum sizes.

   A buffer zone is kept around the tyre & timber stockpiles for both contamination management and as separation zone in the event of a fire. Site management protocols also require dust and litter controls to be in place for these areas.

5. **Small Vehicle Transfer Station:** is a series of waste transfer bins for general and recoverable wastes. These material bins are removed for offsite disposal / reprocessing of contents. A 5000L motor oil storage shed is present in this area. Site management protocols require litter controls to be in place for this area.

Directly adjacent to the site, along the shared access road, is a privately managed electrical substation. There is also a privately operated Telecommunication Tower on the Waste Facility. These operations are further explained as:

1. **Electrical Substation:** High voltage substation with network distribution lines heading west toward Kootingal village area. It is understood the facility is generally unmanned (maintenance staff access only).
2. **Optus Network Tower:** This facility is located on an excised, secured area within the Waste Facility that is accessed by a dedicated access track. It is understood the facility is generally unmanned (incidental maintenance access only).

*NOTE: This PIRMP does not attempt to specifically address risks or hazards emanating from the separately managed operations. As the sites are also generally un-manned, this PIRMP does not include communication with the operators in the event of a pollution incident / evacuation from the* ***Kootingal Waste Management Facility***


**Figure 2: Kootingal Solid Waste Landfill Site Plan**

# 3 Pollution Incident Prevention & Preparedness

## 3.1 Prevention As An Incident Response

**TRC** is committed to minimising the circumstances under which pollution incidents may occur. Through the use of regularly scheduled meetings, employee and contractor's orientations, training programs, routine inspections of activity areas and the on-going application of standard work procedures, Council employees, contractor's and their personnel will be able to identify and respond to conditions that might lead to a pollution incident.

Council Employees are instructed, as part of their site inductions and ongoing training, in the steps to report and respond to facility conditions or issues that might give rise to pollution incidents where these conditions/issues are found to exist.

Pre-emptive actions to be taken to minimise or prevent any risk of harm to human health or the environment arising from the activities undertaken at the facility in the context of the potential pollution hazards above are provided as follows:

**Table 2: Summary of Pre-Emptive Actions**

| POTENTIAL HAZARD | PRE-EMPTIVE ACTION |
|---|---|
| • Leachate storage overflow caused by excessive inflow storm water<br>• Leachate pump, line, dam or tank failure<br>• Leachate spring eruption<br>• Ground water contamination<br>• Fire in incoming load or transfer bin<br>• Fire in green waste, mulch, tyre or other material stockpile<br>• Chemical spill<br>• Oil/fuel spills.<br>• Failure of hazardous material containment tanks/bund<br>• Windblown litter<br>• Odour<br>• Dust (including Asbestos) and sedimentation<br>• Explosion of gas cylinders<br>• Landfill Gas<br>• Ozone depleting gas release (from refrigeration item wastes) | Undertaking on-going and routine inspections in accordance with the Environmental Checklists (**Appendix 8**)<br>Responding in accordance with current Standard Work Procedures (SWPs) |

## 3.2 Register of Potential Pollutants

Potential pollutants kept on the premises or used in carrying out activities at the premises, including the maximum quantity of any potential pollutant that is likely to be stored or held at the premises together storage locations are summarised in **Table 3.**

The locations and sources of potential pollutants are shown in Figure 3.

**Table 3: Summary of Potential Pollutants**

| POLLUTANT TYPE / SUBSTANCE | SOLID, LIQUID, GAS or POWDER | QUANTITY | LOCATION (see Site Plan) | TYPE OF CONTAINMENT | MSDS |
|---|---|---|---|---|---|
| Leachate | Liquid | 1,000,000 litres (approximate capacity of 2 Dams) | Leachate Dams | Earth formed Dams | NA |
| Used Tyres | Solid | 50 tonnes max | Tyre Area | Hardstand | NA |
| Green waste | Solid | 1,000 cubic metres (shredded) 4,000 cubic meters (unprocessed) | Greenwaste Area | Hardstand | NA |
| Used Motor Oil | Liquid | Up to 5000 litres | Resource Recovery Area | Dedicated Oil Storage Unit | Chemwatch |
| Oil / Water based paint | Liquid | Up to 10 litres | Site Shed | Domestic Packaging | Chemwatch |
| Herbicides / Pesticides | Liquid & Solid | Up to 5 litres | Site Shed | Domestic Packaging | Chemwatch |
| Gas cylinders | Solid | Up to 300 units | Resource Recovery Area | Pallet & Compound | NA |
| Lead Acid Batteries | Solid | Up to 100 units | Resource Recovery Area | Bunded Pallet | NA |
| General Wastes | Solid | 10 tonnes | Resource Recovery Area | Metal Skip Bin | N/A |
| Ozone depleting refrigerant gas | Gas | Up to 50 waste fridge / freezer units storage before degassing | Resource Recovery Area | Stored 'in vessel' as delivered | N/A |
| Asbestos* | Solid | Incidental amounts | Around site | N/A | N/A |
| Landfill Gas* | Gas | Not quantified | Landfilling area | Uncontained | N/A |

* Note: Asbestos that is identified in areas where it is not permitted to be disposed (i.e. co-mingled with other materials) and landfill gas passive venting from landfill – therefore locations not shown on maps.

## 3.3 Nature & Likelihood of Pollution Incidents

Notwithstanding TRC's commitment to preventing conditions/issues which might give rise to a pollution incident, it is not possible to negate all situations which might give rise to an incident.

Possible pollution incidents associated with the operation of the Facility are:

- Fire within facility activity areas
- Explosion of gas bottles / landfill gas emissions
- Spill of chemical, fuels, oils or other hazardous materials
- Leachate discharge off site or into groundwater
- Litter, odour, dust or sedimentation.

Having regard to the nature of the operations of the **Kootingal Solid Waste Landfill**, the level of risk posed by the possible pollution incidents to the environment and the need and priority for management action is qualified for the facility using the risk assessment process described in TRC's Integrated Management System (IMS).

Inherent risk will be assessed by combining the **LIKELIHOOD** and ***consequence*** of the identified potential risk. In determining the assessment of the likelihood and consequence, the following rating processes has been utilised.

### 3.3.1 Likelihood

Determination of the probability or likelihood of environmental harm, damage or loss occurring as a result of a pollution incident using the ranking risk factors by probability methodology contained in **Table 4**

**Table 4: Incident Likelihood (ECM DocSet ID: 2357156)**

| | **Likelihood Criteria** | | |
|---|---|---|---|
| | **Probability of Event occurring** | **Recurrence period (e.g. % for the defined period of the portfolio, program, project timeframe)** | **Project criteria** |
| **Almost Certain** | More than 5 times a year | >90% | Event has occurred more than once on the majority of similar projects in the past |
| **Likely** | 1 to 5 times a year | >50-90% | Event has occurred in the majority of similar projects in the past |
| **Possible** | Less than once a year, or more than once in 10 years | >20-50% | Event has occurred in the minority of similar projects in the past |
| **Unlikely** | Less than once in 10 years, or more than once in 25 years | >5-20% | Event is known to have occurred on similar projects in the past but only rarely |
| **Rare** | Less than once every 25 years | <5% | Event has not occurred in similar projects in the past but could |

### 3.3.2 Consequence

Determination of the consequence of the potential environmental harm, damage or loss using the ranking risk factors by consequence methodology contained in **Table 5.**

**Table 5: Incident Consequence (ECM DocSet ID: 2357156)**

| | Consequences | | | | |
|---|---|---|---|---|---|
| **Likelihood** | **Insignificant** | **Minor** | **Moderate** | **Major** | **Extreme** |
| **Almost Certain** | **Medium** | **High** | **High** | **Critical** | **Critical** |
| **Likely** | **Medium** | **Medium** | **High** | **High** | **Critical** |
| **Possible** | **Low** | **Medium** | **Medium** | **High** | **High** |
| **Unlikely** | **Low** | **Medium** | **Medium** | **Medium** | **High** |
| **Rare** | **Low** | **Low** | **Low** | **Medium** | **Medium** |

### 3.3.3 Risk Evaluation

Individual evaluation of the management priority for each potential pollution incident can be assessed using the risk priority matrix presented in **Table 6**

## Table 6: Risk Consequence Categories (ECM DocSet ID: 2357156)

| | Risk Consequence Categories | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | **Financial** | **Work Health & Safety** | **Public Health & Wellbeing** | **People** | **Infrastructure** | **Service Delivery** | **Legal & Compliance** | **Environment & Cultural heritage** | **Reputation** | **Technology** |
| Definitions | The financial decisions and performance, including investment decisions that impact the financial sustainability of Tamworth Regional Council. | Risks associated with health, safety and welfare of employees, contractors and volunteers undertaking Tamworth Regional Council's operations. | Risks associated with the health, safety and wellbeing of the Tamworth Region's Community. | Risks associated with leadership, culture, staffing, recruitment, retention, training, remuneration and benefits. | The planning, development, maintenance & management of public infrastructure including (but not limited to) buildings, roads, bridges, footpaths, bike paths, parks, and playgrounds and water infrastructure. | The ability to effectively maintain consistent, reliable standard of service to meet community expectations. | Liability associated with a dispute or material breach of Legislation or contractual obligation. | Council's operations that fail to protect or enhance the environment and/or cultural or heritage assets within our region. | Damage to the reputation of Tamworth Regional Council through poor decision making, ineffective communication or negative public perception. | Risks associated with systems failures, functionality, upgrade /implementation, system outsourcing opportunities /threats and cyber security. |
| **Insignificant** | Unplanned/Unscheduled loss less than $250,000 in a year or project. | Basic medical treatment or first aid required. | No discernible incidents of illness or injury. First aid requires | Inadequate staffing that has negligible impact on ability to achieve objectives, with limited staff attrition. Occasional staff grievances. | Potential brief and isolated interruption requiring no significant changes in strategy | Brief and isolated interruptions with minimal disruption, quickly managed within regular operations. Negligible impact on strategic objectives. | Potential for a single minor breach of legislation, regulations or contract. No OLG involvement. No litigation. | Localised impacts. Fully recoverable with no permanent or <6 months for recovery. | Isolated, internal, or minimal adverse attention or complaint. No significant changes to public relations or communication strategy required. | No immediate disruption to operational processes. Problems, if any, can be solved with routine IT management. |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Minor** | Unscheduled loss of $250,000 - $750,000 in a year or project. | Treatment by registered medical practitioner.<br>No incapacitation. | Short term isolated illness or injury. Localised aesthetic water quality impact or breach of chronic health parameters. | <5% reduction in staff engagement scores. Inadequate staffing with manageable day to day impact on ability to achieve objectives, with some staff attrition through resignation and termination. | Minor revisions to infrastructure plans and usage may be necessary. | Temporary and recoverable disruptions causing intermittent service interruption. Minor adjustments in daily operations required. Minor setbacks within strategic objectives that are easily remedied. | Minor breaches of regulation, legislation or contract with potential for fine or short-term litigation. Minor financial penalties. OLG notified. | Self-recovery of impacts by flora, fauna, populations, habitats or ecosystems in <2 years with intervention. | Heightened local community concern or criticism. Minor adjustments to public relations or communication strategy required. | Minor unscheduled downtime or outage in a single area of the organisation, or affecting a single department or process. Operations can continue with minor adjustments. |
| **Moderate** | Unscheduled loss of $750,000 - $1.5M in a year or project. | Admission to hospital. Reportable LTI. | Medium term illness or injury; medical treatment required. Health impacts in small localised areas. Repeated breach of chronic health parameters. | 5-10% reduction in staff engagement scores. Inadequate staffing with impacting ongoing staff morale and ability to achieve objectives, with elevated staff attrition through resignation and termination. | Disruptions impacting multiple services requiring operational changes and potential reallocation of resources. Notable changes in service delivery strategies may be required with potential need for temporary infrastructure repair or improvement. | Disruptions impacting multiple services over a longer period. Requires operational changes and potential reallocation of resources. Some strategic objectives cannot be met. | Notable breaches of regulation, legislation or contractual conditions with potential for medium financial penalties (<50%). Medium duration of litigation. Potential for OLG investigation. | Impacts to environment or heritage listed area that recover within 15 years with intervention. | Significant public criticism with media attention. Notable changes to public relations or communication strategy required. | Significant unscheduled system downtime or outage in multiple areas of the organisation, or affecting multiple departments or processes. Operational delays occur, with the potential need for additional resources. |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Major** | Unscheduled loss of $1.5M<br>- $5M in a year or project. | Permanent disablement or incapacitation | Long term illness or injury; extended medical treatment. Health impacts in multiple localised areas. | Industrial Relations Commission disputes. 10-15% reduction in staff engagement scores. Instances of misconduct or inadequate staffing that has significant impact on the ability to achieve objectives. | Failure of more than one key piece of infrastructure requiring major revisions in service delivery strategies with significant infrastructure repair or overhaul. Major operational adjustments required, possible short-term closure of facilities or services. | Significant failure impacting multiple services with substantial disruption. Major operational adjustments required. Key strategic objectives cannot be met. | Serious breaches of legislation, regulation and contractual conditions with potential for significant financial penalties (>50%). Length duration of litigation. Significant involvement of OLG. | Impacts to environment or heritage listed area that recover within 15 - 25 years with intervention. | Serious public or media outcry with broad media attention. Significant changes to public relations or communication strategy required. | Major unscheduled system downtime or malfunction affecting multiple areas of the organisation with long term outage. Outages result in minor impact to critical operations. Operational delays are significant, and require additional management and support. |
| **Extreme** | Unscheduled loss of greater than >$5M in a year or project. | Fatality. Irreversible life-threatening injury or illness. | Fatality, permanent disablement, illness or disease. Wide spread health impacts across LGA. Declared outbreak expected. | >15% reduction in staff engagement scores. Inability to achieve Blueprint 100 objectives or be an employer of choice. | Widespread or complete failure of Council infrastructure. Complete shutdown of operations due to extensive repair or reconstruction. | Widespread or complete failure of services with substantial loss of operating capacity. A significant proportion of key strategic objectives cannot be met. | Severe breaches of legislation, regulation and contractual conditions. Extensive fines and litigation with potential to include class actions. OLG review of organisation and administrator appointed. | Widespread environmental impacts which are irreversible. Loss of heritage listed area. | Extensive public outcry with national media attention. Specialised public relations or communication strategy required. | Extensive unscheduled system downtime or failure causing standstill in operations across the organisation. Critical operations are significantly impacted, and crisis management measures may be required. Total loss of functions and information may occur. |

### 3.3.4 Hazard Assessment

The outcomes of the risk assessment together with the relevant incident control/management action are summarised in Table 7

The RESIDUAL RISK has been shown by measuring the inherent risk against the assessed effectiveness of the controls.

Table 7: Hazard Identification & Control Plan

| POLLUTION HAZARD / HAZARD (OTHER) | RISK FACTORS | OUTCOME | LIKELIHOOD / CONSEQUENCE (RATING) | PRE-EMPTIVE ACTIONS | REFERENCE | LIKELIHOOD / CONSEQUENCE POST CONTROL (RATING) | INCIDENT RESPONSE ACTIONS & REFERENCE |
|---|---|---|---|---|---|---|---|
| **1. ENVIRONMENTAL**<br>**(a) Leachate Discharge**<br>**(Off Site)** | Leachate dam overflow | Leachate contamination of adjacent land and / or waterways | Possible/<br>Major<br>(HIGH) | Routine inspections<br>Surface water monitoring of down gradient points | Daily Running Sheet<br>SWP 31047 – General Tasks Waste Services<br>Environmental Inspection Checklist<br>EPL 6013<br>LEMP | Rare/<br>Major<br>(MODERATE) | **PIRMP SOP 2**:<br>Leachate Discharge Emergency Response |
| | Leachate contamination of the surface water management system. | Leachate contamination of adjacent land and / or waterways | Possible/<br>Major<br>(HIGH) | Routine inspection | Daily Running Sheet<br>SWP 31047 – General Tasks Waste Services<br>Environmental Inspection Checklist | Rare/<br>Major<br>(MODERATE) | SWP – 31042 - Special Frequency Monitoring – Waste Operations |
| | Leachate dam rupture | Leachate contamination of adjacent land and / or waterways | Possible/<br>Major<br>(HIGH) | Routine inspections | Daily Running Sheet<br>SWP 31047 – General Tasks Waste Services<br>Environmental Inspection Checklist<br>EPL 6013<br>LEMP | Rare/<br>Major<br>(MODERATE) | **PIRMP SOP 2**:<br>Leachate Discharge Emergency Response |

| POLLUTION HAZARD / HAZARD (OTHER) | RISK FACTORS | OUTCOME | LIKELIHOOD / CONSEQUENCE (RATING) | PRE-EMPTIVE ACTIONS | REFERENCE | LIKELIHOOD / CONSEQUENCE POST CONTROL (RATING) | INCIDENT RESPONSE ACTIONS & REFERENCE |
|---|---|---|---|---|---|---|---|
| | Leachate seepage from landfill operations into water table | Leachate migration and possible contamination of water table | Possible/ Major (HIGH) | Monitoring of ground bores to detect leachate migration | Environmental Inspection Checklist EPL 6013 LEMP | Rare/ Major (MODERATE) | Waste Operations Manager (TRC) |
| | Uncontrolled or undetected leachate springs | Leachate contamination of the surface water management system, adjacent land and / or waterways | Possible/ Major (HIGH) | Routine inspections | Daily Running Sheet Environmental Inspection Checklist EPL 6013 LEMP | Rare/ Moderate (MODERATE) | Waste Operations Manager (TRC) |
| **(b) Combustion** | Stockpile of used tyres ignites | Combustion creates smoke and oil residues | Possible/ Moderate (MODERATE) | Maintain buffer zones<br>Limit quantity of tyres held on site<br>Routine inspections | Environmental Inspection Checklist | Rare/ Moderate (MODERATE) | Waste Operations Manager (TRC) |
| | Green waste stockpile ignites | Combustion creates smoke and fire hazard | Possible/ Moderate (MODERATE) | Routine inspections to ensure stockpile size management and maintenance of buffer zones | Environmental Inspection Checklist | Rare/ Moderate (MODERATE) | Waste Operations Manager (TRC) |
| | Fire in waste transfer bins | Combustion creates smoke and fire hazard | Possible/ Moderate (MODERATE) | Inspection of all incoming loads | Environmental Inspection Checklist | Rare/ Moderate (MODERATE) | Waste Operations Manager (TRC) |

| POLLUTION HAZARD / HAZARD (OTHER) | RISK FACTORS | OUTCOME | LIKELIHOOD / CONSEQUENCE (RATING) | PRE-EMPTIVE ACTIONS | REFERENCE | LIKELIHOOD / CONSEQUENCE POST CONTROL (RATING) | INCIDENT RESPONSE ACTIONS & REFERENCE |
|---|---|---|---|---|---|---|---|
| | Fire over landfilled area | Combustion creates smoke and fire hazard. Deep seated fire difficult to extinguish. | Possible/ Moderate (MODERATE) | Inspection of all incoming loads<br>Site secured at close of day | Environmental Inspection Checklist | Rare/ Moderate (MODERATE) | Waste Operations Manager (TRC) |
| | Fire in vehicle loads of incoming wastes | Combustion creates smoke and fire hazard. Property damage. | Possible/ Moderate (MODERATE) | Inspection of all incoming loads and tipping area supervision | Environmental Inspection Checklist | Rare/ Moderate (MODERATE) | Waste Operations Manager (TRC) |
| **(c) Chemical Spills** | Chemical spill from ruptured or leaking containers | Soil contamination<br>Creation of volatile fumes<br>Explosion/fire<br>Contamination of adjacent land and / or waterways | Possible/ Major (HIGH) | Retain minimum quantities on site.<br>Spill kit on Maintenance Vehicles & in Site Shed<br>Use suitable 'temporary' chemical storage bunded pallet | Environmental Inspection Checklist as provided in Appendix I of the PIRMP<br>SWP 31047 – General Tasks Waste Services<br>SWP – 31043 - Resource Recovery Operations Waste Services | Rare/ Moderate (MODERATE) | **PIRMP SOP 7**: Chemical Spill Response |

| POLLUTION HAZARD / HAZARD (OTHER) | RISK FACTORS | OUTCOME | LIKELIHOOD / CONSEQUENCE (RATING) | PRE-EMPTIVE ACTIONS | REFERENCE | LIKELIHOOD / CONSEQUENCE POST CONTROL (RATING) | INCIDENT RESPONSE ACTIONS & REFERENCE |
|---|---|---|---|---|---|---|---|
| | Leakage from incoming loads | Soil contamination<br>Explosion/fire<br>Contamination of adjacent land and/or waterways | Possible/<br>Major<br>(HIGH) | Inspection of all incoming loads | Environmental Inspection Checklist as provided in of the PIRMP<br>SWP 31047 – General Tasks Waste Services | Rare/<br>Moderate<br>(MODERATE) | **PIRMP SOP 6**: Fire in Vehicle Waste Loads<br>**PIRMP SOP 7**: Chemical Spill Response |
| **(d) Oil / Fuel Spills** | Failure of fuel containers | Soil contamination<br>Explosion/fire<br>Contamination of adjacent land and / or waterways<br>Creation of volatile fumes | Possible/<br>Major<br>(HIGH) | Retain minimum quantities on site<br><br>Spill kit on Maintenance Vehicles & in Site Shed | Environmental Inspection<br>Daily Running Sheet - Forest Road Landfill | Rare/<br>Moderate<br>(MODERATE) | **PIRMP SOP 9**: Fuel & Oil Spill Response |
| | Failure of mobile plant hydraulic lines | Soil contamination<br>Fire<br><br>Contamination of adjacent land and/or waterways | Possible/<br>Major<br>(HIGH) | Staff training in waste placement and compaction techniques.<br>Routine plant inspection and servicing. | Staff training and recording<br>Machinery maintenance register | Rare /<br>Moderate<br>(MODERATE) | **PIRMP SOP 9**: Fuel & Oil Spill Response |

| POLLUTION HAZARD / HAZARD (OTHER) | RISK FACTORS | OUTCOME | LIKELIHOOD / CONSEQUENCE (RATING) | PRE-EMPTIVE ACTIONS | REFERENCE | LIKELIHOOD / CONSEQUENCE POST CONTROL (RATING) | INCIDENT RESPONSE ACTIONS & REFERENCE |
|---|---|---|---|---|---|---|---|
| **(e) Dust / Sediment (Soils & Wastes)** | Dust / sediment migrating off site | Complaints to EPA / Safe Work | Possible/ Moderate (MODERATE) | Wet down unsealed trafficable areas<br><br>Use shredded green waste on exposed areas of cover material<br><br>Revegetation of completed areas and sedimentation structures in place.<br><br>Asbestos waste policy and education + tipping handling area | Environmental Inspection Checklist<br>SWP – 31044 - Management of Greenwaste Services<br>SWP - 31048 - Asbestos Management Waste Services | Rare/ Minor (LOW) | Waste Operations Manager (TRC) |
| **(f) Odour** | Offensive odour | Complaints to EPA | Possible/ Moderate (MODERATE) | Provide daily cover to active tipping area | Environmental Inspection Checklist | Rare / Minor (LOW) | Waste Operations Manager (TRC) |
| **(h) Litter** | Litter migrating off site | Complaints to EPA | Likely/ Moderate (HIGH) | Erect semi permanent litter fences near SVTS bins for placement of minor amounts of contaminant near recovery area stockpiles (e.g. wheeled Bin at Greenwaste etc) | Environmental Inspection Checklist | Rare/ Moderate (MODERATE) | Waste Operations Manager (TRC) |
| **(i) Ozone depleting gas release** | Contributor to Global warming | EPA regulatory breach | Likely/Major (HIGH) | Degassing process for fridges implemented | Environmental Inspection Checklist | Rare / Minor (LOW) | Waste Operations Manager (TRC) |

| POLLUTION HAZARD / HAZARD (OTHER) | RISK FACTORS | OUTCOME | LIKELIHOOD / CONSEQUENCE (RATING) | PRE-EMPTIVE ACTIONS | REFERENCE | LIKELIHOOD / CONSEQUENCE POST CONTROL (RATING) | INCIDENT RESPONSE ACTIONS & REFERENCE |
|---|---|---|---|---|---|---|---|
| **(2) COMPLIANCE**<br>**(a) Incident Reporting** | Non-compliance with statutory reporting | Cautionary Notice<br>Penalty Infringement Notice | Unlikely/ Moderate (MODERATE) | Prepare reports as required | Reporting protocols included in Environmental Checklist in Appendix 28. | Rare/ Moderate (MODERATE) | Waste Operations Manager (TRC) |
| **(3) WORK HEALTH & SAFETY** | Personal injury to staff, contractors, general public attending the facility | Trauma<br>Lost time<br>Rehabilitation<br>Compensation | Likely/major (HIGH) | Regular tool box meetings with staff and contractors<br>Safe Work Method Statements prepared and implemented<br>Risk assessments undertaken<br>Safety plans developed for major works<br>Staff training<br>Job and site specific orientation for new staff, visitors and contractors<br>Independent audit of all systems of work<br>Emergency and evacuation plans prepared and tested | Established tool box meeting protocols<br><br>Council's corporate Work Health, Safety & Environment Plan | Unlikely/ Moderate (MODERATE) | Waste Operations Manager (TRC) |

## 3.4 Incident Preparedness

The **Kootingal Solid Waste Landfill** has a number of active and passive pollution control/safety devices and equipment that can be used during a pollution incident.

Relevant details of pollution incident equipment and features are provided as follows in **Table 8**. Their locations are highlighted in Error! Reference source not found.. In addition, all staff are issued with Personal Protective Equipment (PPE), with additional safety equipment being available in the weighbridge, lunchroom, SVTS and for designated tasks.

Equipment such as portable fire extinguishers, fire blankets, hose reels and fire hydrants should only be used by persons who are suitably trained and it is safe to do so. The maintenance of the systems and equipment is to be undertaken in accordance with the standards nominated in the table above.

Additionally, site plant items (track loader, truck etc) are available for use to construct diversion / containments etc if required. These items will only be permitted to be operated by Council staff or operators approved by the **FRL Team Leaders** or **Waste Operations Manager**.

**Table 8: Emergency Response Equipment Inventory**

| EQUIPMENT | LOCATION/S | QUANTITY | MAINTENANCE REQUIREMENTS |
|---|---|---|---|
| Asbestos Handling Kit | Site Shed | 1 | Monthly inspection |
| Spill Kit (general purpose) | Site Shed | 1 | Monthly inspection |
| Fire Extinguisher | Site Shed | 1 | Six monthly inspection and tagging |
| First Aid Kit | Site Shed | 1 | Monthly inspection and replenishment. |

### 3.4.1 Communications

There is **no formal communications system** is installed within the **Kootingal Waste Management Facility**. Council maintenance vehicles visiting the site are fitted with a two-way radio system for internal communication.

A Mobile phone is provided to the **Landfill Attendant** which is be the primary communication method both internal of Council and externally. In a pollution incident the Mobile telephone can be used as a means of notifying those individuals / organisations responsible for activating this PIRMP and managing the incident response.

### 3.4.2 Security

Access to the **Kootingal Solid Waste Landfill** by unauthorised persons and unauthorised activities occurring on the site are controlled at the Site Office (Shed) by Council personnel.

### 3.4.3 First Aid Equipment

A suitable fully stocked and easily accessible first aid kit is located at the Site Office (Shed) and its location clearly labelled. Other first aid kits are available within Council vehicles

### 3.4.4 Signs & Labels

An emergency phone number is displayed at the front gate of the facility that can be seen by Council Employees, contractor staff and passersby. No other specific emergency or pollution signage exists within the site

# 4 Pollution Incident Control & Response

The prompt notification of an incident can often greatly assist in ensuring that the risk of injury, death, damage or environmental harm is minimized. It will be the general practice that **ALL** incidents will be notified immediately to the **Manager – Waste & Resource Recovery** or the **Waste Operations Manager** at the time of the incident so that an assessment of the level of response required can be made.

If a pollution incident occurs, the **Manager – Waste & Resource Recovery** or the **Waste Operations Manager** will inform all facility employees, contractor's staff and facility users about actions to be taken for personal safety, and the procedures that are to be implemented to help guide management efforts during a pollution incident such as;

- Leachate discharge (off-site)
- Fire
- Chemical spill
- Oil/fuel spill
- Explosion
- Facility Evacuation.

In addition to the immediate notification procedures, a workplace incident event must be lodged in Donesafe.

## 4.1 Key Facility Incident Management Contact Details

The following table is a list of incident response individuals who are responsible for activating the PIRMP together with their notification and communication responsibilities. The below details are to be verified annually and updated whenever a change in personnel or responsibility has occurred.

**Table 9: PIRMP Contact Personnel - TRC**

| POSITION | CONTACT DETAILS | NOTIFICATION RESPONSIBILITIES | COMMUNICATION RESPONSIBILITIES |
|---|---|---|---|
| Manager – Waste & Resource Recovery | [redacted] | NSW EPA<br>Safe Work NSW<br>Emergency Services<br>Council Executive | Media releases<br>Web updates |
| Operations Manager | [redacted] | As delegated by the Manager – Waste & Resource Recovery | Emergency Services<br>TRC site personnel<br>On-site Contractors<br>Neighbouring properties |
| Environmental Officer | [redacted] | As delegated by the Manager – Waste & Resource Recovery | ***As required to support Waste Operations Manager (TRC) or* Manager – Waste & Resource Recovery** |
| FRL Team Leaders | [redacted] | Internal Staff | TRC site personnel<br>On-site Contractors |

## 4.2 Key Incident Contact Details

The table provides a list of incident response individuals and organizations that may be needed during a pollution incident. This list is to be verified at least annually and updated whenever an organization advises that a change has occurred.

**Table 10: PIRMP Emergency Agencies Contacts**

| ORGANISATION | CONTACT NAME | CONTACT DETAILS |
|---|---|---|
| **Fire** | | **000 or** **112** from mobiles |
| **Ambulance** | | |
| **Police** | | |
| **Fire & Rescue NSW** | Duty Officer | **1300 729 579** **02 6766 2319** |
| **NSW Police Force** | Duty Officer | **02 6768 2999** |
| **Ambulance Service of NSW** | Duty Officer | **131 233** |
| **Tamworth Base Hospital** | Reception | **02 6767 7700** |
| **Environment Protection Authority (EPA)** | EPA Environment Line | **131 555** |
| | Armidale Office | **6773 7000** |
| **Office of Environment & Heritage (NP&WS)** | Parks & Wildlife Regional Office | **(02) 6738 9100 (Armidale)** **02 9873 8500** |
| **Safe Work NSW Authority** | Duty Officer | **131 050** |
| **Department of Primary Industries (NSW Fisheries)** | Reception | **1300 550 474** |
| **POISONS Information** | Duty Officer | **131 126** |
| **NSW Ministry of Health** | Reception | **02 6764 8000** **02 9391 9000** |
| **State Emergency Service (SES)** | Duty Officer | **132 500** |
| **Roads & Maritime Services** | Reception | **132 213** |
| **Bureau of Meteorology** | General Information | **1300 659 218** |

## 4.3 Incident Notification Action Plan

To provide for the safety of employees, facility users and the wider community, along with ensuring appropriate pollution incident response, the early warning and notification of pollution incidents is required. The prompt notification of an incident can often greatly assist in ensuring that the risk of injury, death, damage or environmental harm is minimised.

### 4.3.1 Minor Incidents

Minor incidents are likely to affect only the immediate vicinity, and will generally not require the notification of incident response agencies. Examples of such incidents may include small chemical spills or individual medical emergencies. Note, however, that TRC may self-report these incidents to the EPA and this will be decided by **Manager – Waste and Resource Recovery.**

If the incident affects the immediate area only, notify the **FRL Team Leaders** so that an assessment of the level of response required can be made.

### 4.3.2 Major Incidents

A major incident is where there is an immediate threat to human health and/or the environment, and where material harm to the environment is caused or threatened. Major incidents can be further described as:

- A pollution incident which could affect others on-site at the **Kootingal Solid Waste Landfill.**
- A pollution incident which could affect surrounding neighbours.

Immediate action should be taken to ensure the safety of people and containment of pollution, if it is safe to do so.

Where a major incident occurs, **immediately** contact the **Waste Operations Manager** who is to implement the pollution notification protocol summarised below (**Error! Reference source not found.**).

If the incident threatens human health or property, call 000.

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

- EPA 131 555
- SafeWork NSW **13 10 50**
- Council (Environmental Services) **6767 5555**
- Fire & Rescue NSW **1300 729 579** if not called for initial emergency response on **000**.

If, at the time of making the notification, it is believed that some of the above authorities do not need to attend the incident, you may provide that advice. However, the authorities must be notified and all of the information regarding the incident must be passed on to the authorities. It is the responsibility of each authority to decide whether they need to attend the incident.

**Table 11** provides the Incident Notification Action Plan will be applicable to a major pollution incident at the **Kootingal Solid Waste Landfill**.

**Table 11: PIMRP Incident Notification Action Plan**

| NATURE OF INCIDENT | IMPACT ON COMMUNITY | NOTIFICATION REQUIREMENTS | RESPONSIBILITY | NOTIFICATION MECHANISM / TOOLS | KEY MESSAGE |
|---|---|---|---|---|---|
| Leachate discharge (off site) | Local impact, ranging from MINOR to SEVERE | EPA 131 555<br>Safe Work NSW 13 10 50<br>Council 6767 5555<br>Fire & Rescue NSW 1300 729 579 if not called for initial emergency response on 000<br>Occupiers of neighbouring properties<br>Local community / Media | Manager – Waste & Resource Recovery (TRC) unless delegated to Waste Operation Manager or Environmental Officer | Notify EPA Environment Line followed by a written report (refer to conditions of EPL for written report requirements) | Date and time of incident<br>Location of incident<br>Assessment of severity<br>Type & quantity of material involved<br>Explanation of what happened<br>Response actions taken |
| | | Occupiers of neighbouring downstream properties | Waste Operations Manager (TRC) | Phone call to occupiers of impacted neighbouring properties | Date and time of incident<br>Location of incident<br>Assessment of severity<br>Type & quantity of material involved<br>Explanation of what happened<br>Response actions taken<br>Refrain from contact / use of water |
| | | Local Community / Media | Manager – Waste & Resource Recovery | Information displayed on Council's web site | Strategy for prevention of recurrence |

| NATURE OF INCIDENT | IMPACT ON COMMUNITY | NOTIFICATION REQUIREMENTS | RESPONSIBILITY | NOTIFICATION MECHANISM / TOOLS | KEY MESSAGE |
|---|---|---|---|---|---|
| Fire | Local impact, likely to be MINOR, depending on the severity of the fire | EPA 131 555<br>Safe Work NSW 13 10 50<br>Council 6767 5555<br>Fire & Rescue NSW 1300 729 579 if not called for initial emergency response on 000<br>Occupiers of neighbouring properties<br>Local community / Media | Manager – Waste & Resource Recovery (TRC) unless delegated to Waste Operation Manager or Environmental Officer | Notify EPA Environment Line followed by a written report | Date and time of incident<br>Location of incident<br>Type of fire<br>Response actions taken<br>Any agencies called to fire<br>How long to put out fire |
| | | Occupiers of neighbouring properties | Waste Operations Manager (TRC) | Phone call to occupiers of impacted neighbouring properties | Date and time of incident<br>Type of fire<br>Response actions taken<br>Agency responding<br>Close windows / doors and any warning provided by agencies as necessary |
| | | Local community / Media | Manager – Waste & Resource Recovery (TRC) | Information displayed on Council's web site | Strategy for prevention of recurrence |

| NATURE OF INCIDENT | IMPACT ON COMMUNITY | NOTIFICATION REQUIREMENTS | RESPONSIBILITY | NOTIFICATION MECHANISM / TOOLS | KEY MESSAGE |
|---|---|---|---|---|---|
| Chemical / Hazardous materials spill (off site discharge) | Local impact, likely to be MINOR | EPA 131 555<br>Safe Work NSW 13 10 50<br>Council 6767 5555<br>Fire & Rescue NSW 1300 729 579 if not called for initial emergency response on 000<br>Occupiers of neighbouring properties<br>Local community / Media | Manager – Waste & Resource Recovery (TRC) unless delegated to Waste Operation Manager or Environmental Officer | Notify EPA Environment Line followed by a written report | Date and time of incident<br>Type of Spill<br>Response actions taken<br>Agency responding |
| | | Occupiers of neighbouring properties (if impacted) | Waste Operations Manager (TRC) | Phone call to occupiers of impacted neighbouring properties | Date and time of incident<br>Type of Spill<br>Response actions taken<br>Agency responding<br>Refrain from contact with soil / water and any warning provided by agencies as necessary |
| | | Local community / Media | Manager – Waste & Resource Recovery (TRC) | Media release / Information displayed on Council's web site | Strategy for prevention of recurrence |

| NATURE OF INCIDENT | IMPACT ON COMMUNITY | NOTIFICATION REQUIREMENTS | RESPONSIBILITY | NOTIFICATION MECHANISM / TOOLS | KEY MESSAGE |
|---|---|---|---|---|---|
| Oil / fuel spill (off site discharge) | Local impact, likely to be MINOR | EPA 131 555<br>Safe Work NSW 13 10 50<br>Council 6767 5555<br>Fire & Rescue NSW 1300 729 579 if not called for initial emergency response on 000<br>Occupiers of neighbouring properties<br>Local community / Media | Manager – Waste & Resource Recovery (TRC) unless delegated to Waste Operation Manager or Environmental Officer | Phone call to EPA Environment Line followed by a written report | Date and time of incident<br>Type of Spill<br>Response actions taken<br>Agency responding |
| | | Occupiers of neighbouring properties (if impacted) | Waste Operations Manager (TRC) | Phone call to occupiers of impacted neighbouring properties | Date and time of incident<br>Type of Spill<br>Response actions taken<br>Agency responding<br>Refrain from contact with soil / water and any warning provided by agencies as necessary |
| | | Local community / Media | Manager – Waste & Resource Recovery (TRC) | Media release / Information displayed on Council's web site | Strategy for prevention of recurrence |

| NATURE OF INCIDENT | IMPACT ON COMMUNITY | NOTIFICATION REQUIREMENTS | RESPONSIBILITY | NOTIFICATION MECHANISM / TOOLS | KEY MESSAGE |
|---|---|---|---|---|---|
| Explosion | Local impact, likely to be MINOR (not a pollution incident if noise only) | **If off site impacts above noise limits only:** | | | |
| | | EPA 131 555<br>Safe Work NSW 13 10 50<br>Council 6767 5555<br>Fire & Rescue NSW 1300 729 579 if not called for initial emergency response on 000<br>Occupiers of neighbouring properties<br>Local community / Media | Manager – Waste & Resource Recovery (TRC) unless delegated to Waste Operation Manager or Environmental Officer | Phone call to EPA Environment Line followed by a written report | Location of incident<br>Date and time of incident<br>Assessment of severity<br>Agency responding<br>Damage report |
| | | Occupiers of neighbouring properties | Waste Operations Manager (TRC) | Phone call to occupiers of impacted neighbouring properties | Assessment of severity<br>Agency responding<br>Date and time of incident |
| | | Local community / Media | Manager – Waste & Resource Recovery (TRC) | Media release / Information displayed on Council's web site | Strategy for prevention of recurrence |

## 4.4 Facility Evacuation

Site evacuation procedures are provided in the Site Emergency Response Plan and shown in Appendix D.

### 4.4.1 General Requirements

Most MINOR pollution incidents will not require the evacuation of all or in most instances even part of the facility. However, it is acknowledged that any MAJOR incident may require the facility to be evacuated.

In the event of a MAJOR incident evacuation of Council Employees, any contractor's & staff, facility users and ancillary co-located operations is of the utmost importance.

In order to achieve a safe and timely evacuation, it is critical that an early warning of the pollution situation be communicated and action implemented to remove Council Employees contractor's staff and facility users from the hazard area.

In this regard the Site Evacuation Procedure (contained within the Site Emergency Response Plan, see **Error! Reference source not found.**), must be implemented once a decision is made to evacuate the facility.

Whilst the need for evacuation will be dependent upon the nature and scale of an incident it is of primary importance that personnel or public health is not put at risk at any time during a pollution incident.

The decision to evacuate (in part of full) is to be made by the **Waste Operations Manager**, and supported by facility personnel OR as directed by a responding Emergency Service.

### 4.4.2 Stages Of Evacuation

There are two stages of evacuation that are applicable to the facility being;

- Stage One: Immediate Area – The evacuation of persons in immediate danger.
- Stage Two: Total Facility – A complete evacuation of the Facility by all people.

In the event of a Total Facility Evacuation, the Facility is not to be re-entered unless instructed to do so by the **Waste Operations Manager** OR as directed by a responding Emergency Service Officer.

### 4.4.3 Priority of Evacuation

The **Waste Operations Manager** is responsible for prioritising the order in which people are evacuated from the site of the incident. Generally, the following priorities apply:

- Ambulatory
- Semi-ambulant (people requiring some physical assistance)
- Non-ambulant (people who need to be physically moved or carried)
- Aggressive, violent or resistive people.

The above priority for evacuation is for guidance only, the emergency may dictate otherwise. Where a person refuses to comply with a direction given by the **Waste Operations Manager** the following action is to be initiated:

- Ensure that the person has been clearly advised that they are required to evacuate the facility because of an emergency situation that maybe life threatening.
- Notify the Officer-in-Charge of the attending Emergency Service

### 4.4.4 Mobility Impaired Persons

A register is to be maintained of site personnel who may have a permanent or temporary disability that would impeded their ability to self-evacuate if required.

A staff member who works with a person with a disability shall be appointed as that person's carer during an emergency. The procedures for assisting mobility-impaired persons should be discreetly discussed with the individual concerned.

All staff should be trained in methods of assisting mobility-impaired persons during an emergency.

### 4.4.5 Evacuation Assembly Areas

The facility has a designated primary evacuation assembly point.

In the event of an incident requiring the evacuation of the facility, all Council Employees, any contractor's / staff are to immediately leave the facility by the designated route and report to the designated primary evacuation point.

Should the primary evacuation point be in a hazardous area or is unsuitable due to the nature of the threat, persons will then be directed to proceed to an alternate evacuation point.

On arrival at the designated evacuation assembly point all persons will remain until the Waste Operations Manager has determined the status of all personnel and;

- accounted for all, or
- prepared a list of names and / or numbers of missing personnel or facility users and the location last seen

For the purposes of this PIRMP the following evacuation assembly point is applicable:

- Primary Assembly Point is at the main entry to the Kootingal Waste Management Facility.

The Site Services and Infrastructure Plan in Appendix 9 shows the location of the Evacuation point.

### 4.4.6 Post Evacuation Assembly Point

Once the facility has been evacuated to the Primary or Secondary Assembly Point and the presence of all personnel and facility users confirmed, (if need be) arrangements will be made by the **Waste Operations Manager or FRL Team Leaders** for Council Employees and contractor's staff to be transported / moved to a Post Evacuation Assembly Point which may, depending on time-of-day etc, be the **Council Depot in Lockheed Street Tamworth**.

Incident debriefing and incident investigation will be undertaken at the Post Evacuation Assembly Point. Further management instructions will also be provided.

# 5 Post Pollution Incident Activities

This section of the PIRMP identifies activities necessary to support Council staff and contractor's staff during and following a pollution incident and those activities necessary to restore operations at the **Kootingal Solid Waste Facility.**

After any incident, a **Workplace Incident Report and Investigation Form** (FRM-Workplace Incident Report & Investigation); must be completed and referred to the **Manager - Waste and Resource Recovery (TRC)**.

## 5.1 Recovery Operations

The recovery of facility operations and services will depend on the extent of damage suffered by the facility.

The **Waste Operations Manager** in collaboration with the **Manager - Waste & Resource Recovery** will need to prioritise activities that can be accomplished with available staff and resources.

Immediately following the emergency phase of an incident, the **Manager - Waste & Resource Recovery** will develop an operational recovery plan.

## 5.2 Incident Investigation

A pollution incident must be investigated as soon as possible following its occurrence. The investigation is designed to determine why the incident occurred and what precautions can be taken to prevent a recurrence.

The **Manager - Waste & Resource Recovery** is responsible for ensuring that an incident investigation is conducted following all pollution incidents that occur at the facility.

### 5.2.1 Small Incidents

For small incidents, the **Waste Operations Manager** will normally conduct the investigation.

### 5.2.2 Critical Incidents

For major pollution incidents where material harm to the environment is caused or threatened statutory authorities and emergency response agencies will generally be involved in conducting the investigation.

The **Environmental Officer**, **Waste Operations Manager** and **Manager - Waste & Resource Recovery** will assist the authorities as needed.

## 5.3 Documentation

Documentation of response activities is of critical importance following a pollution incident. All records and forms used during the incident to document activities must be retained for future reference.

Following a pollution incident or emergency situation, the **Waste Operations Manager** will have the responsibility for collecting all records and forms used during the incident and either prepare a report or delegate this action to the **Environmental Officer**. These will be used for several purposes, such as incident investigation, insurance claims and potential legal actions.

The **Environmental Officer** must prepare a report documenting activities that took place during a major pollution incident, including the PIRMP Pollution Incident Reporting Form (**Error! Reference source not found.**).

The report of the **Waste Operations Manager** or **Environmental Officer** and all related documentation will be submitted to the **Manager - Waste & Resource Recovery** for review and necessary follow-up actions.

The **Manager - Waste & Resource Recovery** will make any necessary follow up reports to the **EPA or other Agencies.**

## 5.4 Incident Impact Assessment

Following an incident, an assessment of the impact that has occurred to the facility, the environment and equipment must be conducted.

The major goal of this assessment will be to determine the extent of damage to facilities and/or the environment resulting from the incident, and identify repairs or restoration that must be initiated to minimise further damage and restore the facility for operational use or to rehabilitate the environment.

The **Manager - Waste & Resource Recovery** will have the primary responsibility for conducting the damage assessment following an incident.

Assistance will be obtained as needed from facility employees and outside organisations, such as ecologists, engineers and clean up contractors.

## 5.5 Incident Debriefing

The purpose of incident debriefing is to inform employees about any hazards that may still remain on the facility property following the incident and to identify unsafe conditions that may still exist.

## 5.6 After Action Review & PIRMP Update

An After Action Review (AAR) must be completed **within 30 days** of any pollution incident and will include a review of the PIRMP and responses undertaken.

The AAR will analyse the actions that took place during the pollution incident (both good and bad) and will seek to identify opportunities to improve the effectiveness of the PIRMP, through Prevention, Preparation, Response and Recovery procedures in place for the facility.

The AAR findings will identify actions to be implemented, including any amendments and/or modifications to the PIRMP.

A Notification of Change Form, (**Error! Reference source not found.**), will be provided which must be signed by each responsible party indicating that the party has received a copy of the changes and that the copy of the PIRMP assigned to that party has been updated.

**PIRMP ENDS**

# 6 PIRMP Appendices

| | |
|---|---|
| Appendix A | Notification Procedure for Pollution Incidents |
| Appendix B | Contact List for Neighbouring Properties (including map) |
| Appendix C | Pollution Incident Reporting & Recording |
| Appendix C.1 | PIRMP Report Form |
| Appendix D | Site Evacuation Procedure |
| Appendix E | PIRMP Amendment Notification Form |
| Appendix F | Staff & Contractor Training |

# Appendix A - Notification of Pollution Incidents

**CALL 000 IF THE INCIDENT PRESENTS AN IMMEDIATE THREAT TO HUMAN HEALTH OR PROPERTY**

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

**1. When does the notification requirement apply?**

The notification requirement applies to any pollution incident where a "material harm to the environment is caused or threatened".

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

**2. Who is required to action the notification requirement?**

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

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

If the Manager, nor any member of the Executive Team, can be located promptly or without delay, then the staff member who has identified the incident has the duty to notify the relevant agencies in the manner described below.

**3. How must a pollution incident be notified?**

In the event of a pollution incident:

1. Immediate action should be taken to ensure the safety of people and containment of pollution if it is safe to do so.

2. Call 000 (or 112 from mobiles) if the incident threatens human health or property. This will mobilise Fire and Rescue NSW, the NSW Police and/or the NSW Ambulance Service (combat agencies) as required.

3. If a combat agency is not required then:

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

- The EPA - 131 555
- The Ministry of Health via the local Public Health Unit - 6764 8000
- Safe Work NSW - 131 050
- Tamworth Regional Council - 02 67675555
    - Fire and Rescue NSW - 1300 729 579 (only if 000 is not contacted as part of initial response

**4. The information that will be required in the notification is:**

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

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

**5. Other points of note:**

- The EPA may require others (such as community members or property owners) to be notified by Council. These instructions must be followed.
- This notification procedure does not apply to odour.

If, at the time of making the notification, you believe that some of the above authorities do not need to attend the incident, you may provide that advice. However, the authorities must be notified and all of the information regarding the incident must be passed on to the authorities. It is the responsibility of each authority to decide whether they need to attend the incident.

# Appendix B – Contact List for Neighbouring Properties

***The below contact list must to be updated whenever the PIRMP is updated and/or when it is known that a recipient/neighbour has moved away. All efforts must be made to contact all neighbours to appropriately advise them of the situation.***

| CONTACT LIST FOR NEIGHBOURING PROPERTIES OF KOOTINGAL SOILD WASTE LANDFILL | | |
|---|---|---|
| **NAME** | **PHYSICAL ADDRESS** | **CONTACT NUMBERS** |
| | | |
| | | |
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# Appendix C – Pollution Incident Reporting & Recording

**PURPOSE AND SCOPE**

The purpose of this procedure is to define the pollution incident reporting requirements which are applicable to the operation of the **Kootingal Solid Waste Landfill.**

A **pollution incident** is defined as *'material harm to the environment*' as described in section 147 of the Act. Material harm includes on-site harm, as well as harm to the environment beyond the premises where the pollution incident occurred.

A **pollution incident** includes a leak, spill or escape of a substance, or circumstances in which material harm is likely to occur.

***Note***

*There is a duty to report pollution incidents under section 148 of the Protection of the Environment Operations Act 1997 (POEO Act) in addition to EPL condition R2 which reads "The licensee or its employees must notify the EPA of incidents causing or threatening material harm to the environment as soon as practicable after the person becomes aware of the incident in accordance with the requirements of Part 5.7 of the Act". Notifications must be made by telephoning the Environment Line on 131 555.*

**Primary Environmental Goal –** Preventing degradation of local amenity.

**PROCEDURE**

1. If a pollution incident occurs, all necessary action should be taken to minimise the size and any adverse effects of the release as a first response, (sand bagging, application of spill kit, shutting off the source, construction of temporary bunds/dam etc). Guidance can be found by referring to the SOP within the facility PIRMP.
2. If the incident presents an immediate threat to human health or property, Fire & Rescue NSW, the NSW Police and the NSW Ambulance Service should be contacted for emergency assistance, phone 000.
3. At an appropriate time, during an incident, a staff member shall record the following:
    - Type and nature of the incident (what happened)
    - Notification source and details
    - Details of the conversations that may ensue with staff, emergency services and authorities
    - Time events
    - Actions taken to mitigate the incident
    - Details of other actions during the course of the incident management
4. As soon as possible during an incident staff will notify the **Waste Operations Manager** of the incident and provide an update of the action initiated.
5. **Waste Operations Manager or Environmental Officer** to notify the EPA and other agencies in accordance with the protocols in this PIRMP.

6. The **Waste Operations Manager or Environmental Officer** is to record the details of the incident within 24 hours of the incident commencing and advise the **Manager - Waste & Resource Recovery.**

   Report the details of the incident on a **Workplace Incident Report and Investigation Form** (FRM-Workplace Incident Report & Investigation;) and refer to **Manager - Waste & Resource Recovery (TRC)**.

**7. Post Incident**

Documentation of incident activities is of critical importance following the incident. All records and forms used during the incident to document activities must be retained for future reference.

Following an incident, the **Waste Operations Manager or Environmental Officer** will have the responsibility for collecting all records and forms used during the incident. These will be used for several purposes, such as incident investigation, insurance claims and potential legal actions.

The **Waste Operations Manager or Environmental Officer** must, within 24 hours of being notified of a pollution incident, prepare a report documenting activities that took place during the incident.

The report and all related documentation will be submitted to Council's **Manager - Waste & Resource Recovery,** for review and necessary follow up actions.

Where there is potential for litigation in relation to the incident **Manager - Waste & Resource Recovery.** shall prepare a written report for referral to the Council's legal representative.

Within **30 days** of any pollution incident, an after action review and PIRMP review and update shall take place to assess the actions that took place and identify any opportunities to improve the effectiveness of the PIRMP.

**ATTACHMENTS / ADDITIONAL FORMS**

- **Workplace Incident Report and Investigation Form** (FRM-Workplace Incident Report & Investigation); and refer to Manager - Waste & Resource Recovery.
- **PIRMP Report Form** (**Error! Reference source not found.**.1)

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Details of incident are readily available including information regarding incident response activities
- Demonstrated operational competency
- Meeting environmental goals

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Violations and/or fines from Regulatory Agencies

# Appendix C.1 – PIRMP Report Form

| PIRMP REPORT FORM | | | |
|---|---|---|---|
| **DATE OF INCIDENT:** | | **TIME OF INCIDENT:** | |
| **NAME OF REPORTING PERSON** | | | |
| **LOCATION OF INCIDENT**<br>Where did it occur? | | | |
| **TYPE** of Incident?<br>e.g. fire, spill etc | | | |
| Did the incident involve **leachate discharge** and/or **overflow**? | Yes / No<br>If **yes**, complete form on following page (**PIRMP Report Form: Leachate Discharge/Overflow**) | | |
| **TYPE** and **QUANTITY** of **MATERIAL INVOLVED** | | | |
| Outline **ACTIONS** initiated **IN RESPONSE TO INCIDENT** | | | |
| Was it necessary to initiate the **MAJOR INCIDENT NOTIFICATION PROTOCOL**? | | | |
| Was the **COMMUNITY NOTIFICATION & COMMUNICATION PLAN** activated? | | | |
| Was **ACTION IN ACCORDANCE WITH SWPS / SOPS**?<br>If not - why? | | | |
| Is there a **NEED TO REVIEW SWP / SOP** in response? | | | |
| **DATE** and **TIME** of details provided to:<br>**Landfill Coordinator – Waste Operations (TRC)** | | | |

| | |
|---|---|
| Is there a **NEED TO REVIEW SWP / SOP** in response? | |
| **OTHER MATTERS** | |
| **MANAGEMENT ACKNOWLEDGEMENT:**<br><br>**DATED:** | |
| **Attach additional pages and details as required** | |

| PIRMP REPORT FORM: LEACHATE DISCHARGE/OVERFLOW | | | |
|---|---|---|---|
| **DATE OF INCIDENT:** | | **TIME OF INCIDENT:** | |
| **NAME OF REPORTING PERSON:** | | | |
| **DETAILS** of **PERSON WITNESSING THE LEACHATE DISCHARGE** or overflow | | | |
| **LOCATION** of incident -Where did it occur? | | | |
| **DATE** and **TIME** of **COMMENCEMENT OF** the **DISCHARGE** | | | |
| Assessed **VOLUME OF DISCHARGE** or overflow | | | |
| **PERIOD OF** time the **DISCHARGE** or overflow occurred (Start / finish) | | | |
| **WEATHER CONDITIONS** at the time of the discharge or overflow. | | | |
| **DAILY RAINFALL** (mm) on the **DAY OF THE DISCHARGE**.<br>**RAINFALL** (mm each day) for the **WEEK PRIOR TO THE DISCHARGE** | | | |
| **SAMPLING OCCURRED?**<br>(Yes / No)?<br>Most recent **MONITORING RESULTS** of the chemical composition of the **LEACHATE**. | Attach analytical results | | |
| Explanation **WHY & HOW** the **DISCHARGE OCCURRED** | | | |
| **PLAN OF ACTION** to **PREVENT** a similar **DISCHARGE** | | | |
| **OTHER MATTERS** | | | |
| **MANAGEMENT ACKNOWLEDGEMENT:**<br>**DATED:** | | | |

# Appendix D – Site Evacuation Plan

Refer to **Site Evacuation Procedure** for **Kootingal Solid Waste Landfill**, contained in the **Site Emergency Response Plan** as part of **TRC's IMS (ECM Document Set ID 2649731)**

| **EVACUATION PROCEDURE** |
| --- |
| • Direct everyone on site to the Emergency Assembly Area<br>• If safe, do a sweep of the site to ensure everyone has cleared the site.<br>• If there are people unable to be evacuated from the site note their location, and where possible their name and a contact person for them.<br>• Only re-enter the facility when told it is safe to do so by Manager/Team Leader after clearance by Emergency Services. |
| **Diagram of Evacuation Assembly Areas**<br><br>Emergency diagrams are located at the entrance to each facility |

# Appendix E – PIRMP Ammendment Notification

Following a review of the Pollution Incident Response Management Plan that was conducted on

__ / __ / 20__ (Date) by

_____(Name) _____(Role)

the following amendments to the plan have been made.

Accordingly these changes are to be incorporated into the PIRMP document which is held by you.

| **DISTRIBUTION:** | **DATE SENT / ISSUED:** |
|---|---|
| • Master copy | |
| • Site copy | |
| • **Manager - Waste & Resource Recovery (TRC)** copy | |

| **PAGE NUMBER** | **PIRMP SECTION** | **DESCRIPTION OF CHANGE** |
|---|---|---|
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**MANAGEMENT AUTHORISATION:**

**DATED:**

I acknowledge receipt of the amendments to this PIRMP and have incorporated these into the document for which I am responsible.

**NAME:** **DATED:**

**SIGNED:**

# Appendix F – Staff & Contractor Training

**PURPOSE AND SCOPE:**

To ensure the safe and effective management at the **Kootingal Solid Waste Landfill**, it is essential that all relevant staff receive training appropriate to their position, duties and level of responsibility.

The purpose of this procedure is to outline the minimum training requirements which are applicable to staff involved in the operations of the waste management facility and in the provision of waste management services.

**Primary Environmental Goal** – Adequate staffing and training.

**PROCEDURE/STANDARD:**

Staffing and training requirements shall be adequate to enable proper management and service delivery

Staff will undergo a variety of training to ensure an adequate level of skill and education is possessed to enable all tasks and activities to be carried out successfully. Training will be conducted in house, on the job or by external providers.

The guidance for specific training programs that are integral to the operation of Council's facilities is described below.

**PROGRAM A – SITE ENVIRONMENT INDUCTION:**

Key points to be covered in this program may include:

- Environmental impacts of the landfill
- Pollution incident response
- Waste identification and rejection procedures
- Hours of operation and traffic management
- Environmental mitigation measures and controls
- Record keeping and reporting
- Waste placement, compaction and covering
- Evacuation procedures

This training would generally be provided by the **Team Leaders (TRC)** when new staff / contractors commence at the site. Ongoing "on the job" training will also be necessary.

**PROGRAM B – FIRE FIGHTING**

Key points to be covered in this program may include:

- Types of fires (e.g. oil, electrical)
- Determining responsibilities in the event of a fire (staff/fire brigade)
- Procedures for extinguishing fires
- Types/location and maintenance of fire fighting equipment
- Prevention of fires
- Procedures for communication in the event of fire.

This training would be undertaken in the form of a toolbox talk and may include practical demonstrations. The training would be prepared and delivered by suitably qualified personnel (internal or external). Input may also be provided by officers of the local NSW Fire & Rescue Brigade or NSW Rural Fire Service

**PROGRAM C – HAZARDOUS SUBSTANCES & DANGEROUS GOODS HANDLING**

Key points to be covered in this program may include:

- Use and interpretation of Material Safety Data Sheets
- Identification of hazardous materials
- Handling of hazardous materials
- Labelling of containers
- Storage and transport of hazardous substances and dangerous goods
- Spill management and basic first aid procedures
- Compatibility of materials.

This training would be provided by suitable service provider/s. Where required, additional input may be required from external WorkCover accredited WH&S consultants.

**TRAINING RECORDS**

A record of all training undertaken will be maintained at the **Council's Offices** and will be made available for inspection by authorised personnel.

The PIRMP Training and Competency Summary (**Error! Reference source not found.**) shall be reviewed annually during the general PIRMP review. Identified training needs shall be recommended to the **Manager – Waste Operations**.

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Impacts on the natural environment are minimised
- Operational issues identified
- Demonstrated operational competency
- Employees safety protected
- Health and safety of public / facility users / neighbours protected
- Meeting environmental goal

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Violations and/or fines from Regulatory Agencies
- Pollution of the environment
- Unresolved operational issues
- Injury/Death to employee
- Injury/Death to public / facility users.

# Appendix G – PIRMP Training & Compentency Summary

| OPERATIONAL STAFF | TRAINING / COMPETENCY STEAM | | | |
|---|---|---|---|---|
| | **PIRMP**<br>Training and Induction | **PROGRAM A**<br>Environmental & General Safety Induction for Facility | **PROGRAM B**<br>Fire Fighting & Emergency Incident response. | **PROGRAM C**<br>Hazardous Substance & Dangerous Goods Management |
| **NAME** | **TRAINING TYPE AND DATE OF COMPLETION** | | | |
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| **REVIEWED BY:**<br><br>**DATE:** | | | | |
| **TRAINING NEEDS IDENTIFIED:** | | | | |

# Appendix H – PIRMP Exercise Record & Evaluation Form

| | | |
|---|---|---|
| **FACILITY:** **Kootingal Solid Waste Landfill** | | |
| **DATE:** | | |
| **EMERGENCY SEQUENCE** | **TIME** | |
| **Matters:** | **Hours** | **Minutes** |
| Incident uncovered | | |
| Assessment of significance | | |
| Initiation of incident response/notification of incident | | |
| Evacuation alarm sounded (if necessary) | | |
| Incident control/remediation action commenced | | |
| Evacuation commenced (if necessary) | | |
| Warden checks for personnel present | | |
| Evacuation completed (if necessary) | | |
| Pollution contained | | |
| Clean up commenced | | |
| Clean up completed | | |
| All clear given | | |
| Pollution Incident Report Form completed | | |
| Exercise terminated | | |
| **COMMENTS:** | | |
| 1. Compliance with SWPS & SOPs | | |
| 2. Competency of Employees assessment | | |
| 3. Time frames for response | | |
| 4. General Comments/Recommendations for action | | |
| **OBSERVER** | | |
| **SIGNED:**<br>**DATE:** | | |

# Appendix I – Environmental Reporting Checklists

The following procedures define the protocol for undertaking site inspection and audits at the **Kootingal Solid Waste Landfill** with the aim of:

Minimising the likelihood of a pollution incident occurring

Identifying non-conformance with EPA licence conditions and to implement corrective actions where necessary

Identifying non-conformance with the PIRMP and the implementation of corrective actions.

**Note**: When an Action is required DAILY, the checklist is certified for each week once that evidence has been verified. In other words, the DAILY inspections tasks (likely to be completed by the Waste Operations Manager - TRC) should be reflected on the DAILY checklists for the site - which may now need to be updated to provide for this

# 7 PIRMP Standard Operating Procedures

| | |
|---|---|
| SOP 1 | Leachate System Management & Maintenance |
| SOP 2 | Leachate Discharge Emergency Response |
| SOP 3 | Fire in Waste Tyre Stockpiles |
| SOP 4 | Fire in Waste Transfer Bins / SVTS / CRC |
| SOP 5 | Fire in Vehicle Waste Loads |
| SOP 6 | Chemical Spill Response |
| SOP 7 | Storage & Handling of Chemical & Hazardous Substances |
| SOP 8 | Fuel & Oil Spill Response |
| SOP 9 | Whispir Emergency Notification Procedure |

# SOP 1 – Leachate System Management & Maintenance

**PURPOSE AND SCOPE:**

To ensure that the leachate control system is operating effectively with its design objectives to prevent leachate escaping from the landfill into groundwater, surface water and subsoil.

**Primary Environmental Goal** – Preventing pollution of land and water by leachate.

**PROCEDURE/STANDARD**

1. It is the responsibility of **Waste Operations Manager (TRC)** to ensure prescribed inspections of, report upon and record the following leachate control measures is undertaken by site staff:
    - Inspect leachate pumps to ensure they are operating correctly.
    - Examine the level of leachate within collection wells/dams. Where leachate levels appear excessive immediately determine appropriate method to reduce volume retained.
    - Inspect pump discharge lines and discharge points to ensure their effective operation. Where failures are detected, consideration must be given to deactivating the system so as to determine the scope of repair works.

*Note: In considering the deactivation of the system it will be necessary to ensure that sufficient leachate storage capacity is available to cover the period of deactivation. This should involve an assessment of the likelihood of and extent of rain.*

    - Leachate chambers – inspect leachate flow to ensure levels are acceptable and that leachate heads are not developing. Consider methane accumulations in the chambers and examine venting measures.

*Note: Under no circumstances should leachate chambers or sump be accessed unless TRC's "confined spaces" procedures are initiated.*

    - Inspect the site for emergence of leachate springs.
2. Where system operational defects are detected immediately contact the **Waste Operations Manager** (TRC) to discuss and arrange rectification/maintenance works.
3. Details of system inspection & findings / actions are to be recorded on the Site Inspection checklist.

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Violations and/or fines from Regulatory Agencies
- Pollution of the environment

# SOP 2 – Leachate Discharge Emergency Response

**PURPOSE AND SCOPE**

The purpose of this procedure is to define an incident response in the event of a leachate discharge, including leachate dam rupture, overflow or significant leak at the **Kootingal Solid Waste Landfill Facility.**

**Primary Environmental Goal** – Preventing pollution of land and water by leachate.

**PROCEDURE/STANDARD**

Actions required in response to such events may vary and it will be the role of Council staff to determine and initiate appropriate actions.

- Confine the source of the discharge and/or sources of inflows to limit the spread of its effects without endangering personnel.
- Construct sand bag barriers or earth berms at point of failure/discharge, if safe to do so, to contain or divert the flow and/or excavate temporary retention dams to withhold discharges. Alternatively engage suitable plant to replace earth to repair the defective wall, if possible.
- Secure the affected area(s) by using barricades and bunting if necessary.
- Advise the **Waste Operations Manager (TRC)** of all actions taken or proposed.
- If possible, pump out any remaining leachate in system (leachate dams or sump) to irrigation, underground leachate storage or leachate tank. Alternatively, source a tanker truck to pump out retained leachate or return to system when holding capacity is available.
- Notify neighbours who may be affected by the incident.
- Any discharge off-site must be monitored as per EPL Special Frequency Monitoring requirements.
- A copy of the Pollution Incident Report Form is to be referred to **Waste Operations Manager (TRC)**.

It is considered essential that all operators using the site are aware and understand the specific emergency and incident response requirements.

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Limit environmental damage
- Health and safety of public/facility user protected

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Violations and/or fines from Regulatory Agencies

# SOP 3 – Fire In Waste Tyre Stockpile

**PURPOSE AND SCOPE**

To define the procedure for management of used tyres which have been stockpiled and are awaiting removal offsite for recycling or disposal so as to minimise the risk of fire.

Under EPA Environmental Protection Licence (EPL) 6013, the total quantity of waste tyres stored **must not exceed 5000 waste tyres** at any one time.

**Primary Environmental Goal** – Adequate firefighting capacity to minimise the incidence and impact of fire.

**PROCEDURE/STANDARD**

- Tyres are to be placed on a hardstand area compacted of a depth of at least 500 mm if located above previously placed general waste. As much as practically possible, waste tyres at are to be removed from site on a routine basis to ensure the stockpile is kept to a minimum.
- A safety exclusion area is to be maintained around the stockpile as a retained buffer zone to prevent the spread of fire and to allow fire suppression activities to be undertaken in the event of fire.
- Fire prevention measures are to be undertaken including signage, servicing of firefighting equipment and training of personnel in firefighting techniques.

**In the event of a fire:**

- Attempt to extinguish a small, controlled fire with equipment on site without endangering facility personnel and equipment. This equipment includes a suitable fire extinguisher, hand tools or plant items available on site.
- Report any potentially dangerous fire to "000" and request the fire brigade, providing all information they require (i.e. your name, fire location, type, size, etc)
- As soon as possible notify the **Waste Operations Manager (TRC)** of the incident and provide an update of the action initiated to date.
- Keep all unauthorised people away from the area on fire whilst protecting personal safety.
- Report the details of the fire on a **Workplace Incident Report and Investigation Form** and refer to **Waste Operations Manager (TRC)**.
- The EPA are to be notified of fires that:
  - Require Fires Services to be in attendance, or
  - Combust more than 2.5 cubic metres of waste material, or
  - Cause environmental or nuisance complaints to be received from the public or users of the landfill.

**BENEFITS OF COMPLIANCE TO PROCEDURE**

- Impacts on the natural environment minimised
- Employee's safety protected
- Health and safety of public facility user protected

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Violations and/or fines from Regulatory Agencies
- Pollution of the environment

# SOP 4 – Fire In Waste Transfer Bin/SVTS/CRC

**PURPOSE AND SCOPE**

To define a procedure for responding to a fire that is detected in a waste transfer bin or at the SVTS or CRC.
**Primary Environmental Goal** – Adequate firefighting capacity to minimise the incidence and impact of fire.

**PROCEDURE/STANDARD**

- Attempt to extinguish a small, controlled fire with equipment on site without endangering facility personnel and equipment. This equipment includes a fire hose, water cart, or suitable fire extinguisher or soil. Do not attempt to remove a transfer bin containing the fire.

**IF USING A FIRE EXTINGUISHER, BE SURE TO USE THE CORRECT EXTINGUISHER TYPE FOR THE FIRE TYPE (SEE TABLE BELOW)**

- Report any potentially dangerous fire to "000" and request the fire service, providing all information they require (i.e. your name, fire location, type, size, etc)
- As soon as possible notify the **Waste Operations Manager (TRC)** of the incident and provide an update of the action initiated to date.
- Keep all unauthorised people away from the area on fire whilst protecting personal safety.
- Provide any requested assistance to Emergency Services IF SAFE TO DO SO.
- Commence notification of Neighbours where offsite smoke / fire impact is possible.
- Report the details of the fire on a **Workplace Incident Report and Investigation Form** and refer to **Waste Operations Manager (TRC)**
- The EPA are to be notified of fires that:
    - Require Fires Services to be in attendance, or
    - Combust more than 2.5 cubic metres of waste material, or
    - Cause environmental or nuisance complaints to be received from the public or users of the landfill.

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Employee's safety protected
- Health and safety of public/facility user protected
- Minimise damage to public property

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Injury/death to employee
- Injury/death to public/facility user
- Damage to public property
- Violations and/or fines from Regulatory Agencies

# SOP 5 – Fire In Vehicle Waste Loads

**PURPOSE AND SCOPE**

To define a procedure for responding to a fire which is detected in a vehicle load of waste brought to the **Kootingal Solid Waste Landfill** for disposal.

**Primary Environmental Goal** – Adequate fire fighting capacity to minimise the incidence and impact of fire.

**PROCEDURE/STANDARD**

Fire in load refers to a vehicle load of waste that is either on fire and/or smouldering or smoking prior to discharge at the tip face or to a waste transfer receptacle. All employees are expected to be familiar with the following procedures for handling such loads:

- Where suspected hazardous wastes are involved contact the Fire Brigade by telephoning "000" and request HAZMAT attendance. Provide all information they require (i.e. your name, fire location, type, size, etc).
- The driver is to dump the material in a clear area that is away from any building, vegetation and/or debris – preferably on a thick hardstand area or on virgin ground.
- Should it not be possible to move the vehicle to a clear space, isolate the vehicle and evacuate the area.
- If unable to contain, notify the Fire Brigade by telephoning "000" providing all information they require (i.e. your name, fire location, type, size, etc).
- As soon as possible notify the **Waste Operations Manager** of the incident and provide an update of the action initiated to date.
- Contain the fire, and if possible spread out the load and extinguish the fire with water or soil being mindful of where runoff fire water may be travelling. Contain if practical.
- Once fire is determined to be completely out, assess the content of the waste to determine if any hazardous wastes are present place the load into an empty waste receptacle for transport to the landfill. No other waste is to be incorporated into the waste receptacle.
- Commence notification of Neighbours where offsite smoke / fire impact is possible.
- Report the details of the fire on a Workplace Incident Report and Investigation Form and refer to **Waste Operations Manager**
- The EPA are to be notified of fires that:
    - Require Fires Services to be in attendance, or
    - Combust more than 2.5 cubic metres of waste material, or
    - Cause environmental or nuisance complaints to be received from the public or users of the landfill.

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Meeting environmental goal.
- Employee's safety protected
- Health and safety of public/facility user protected
- Minimise damage to public property

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Injury/death to employee
- Injury/death to public/facility user
- Damage to public property
- Violations and/or fines from Regulatory Agencies

# SOP 6 – Chemical Spill Response

**PURPOSE AND SCOPE**

The purpose of this procedure is to define an incident response in the event of a chemical spill from containers at the **Kootingal Solid Waste Landfill**.

**Primary Environmental Goal** – Preventing degradation of local amenity.

**PROCEDURE/STANDARD**

Actions required in response to such an event may vary and it will be the role of the **Waste Operations Manager (TRC** to determine and initiate appropriate actions. The following notes will form the basis of that decision making process.

- Depending on the scale of the spillage, it may be necessary to make first contact with emergency services by dialling 000 and advise of the type of emergency and the assistance needed (Fire Brigade – HAZMAT).
- Secure the affected area(s) by using suitable means such as barricades and bunting. Engage measures to restrict vehicles entering the site.
- As soon as possible notify the **Waste Operations Manager (TRC** of the incident and provide an update of the action initiated to date.
- If necessary, initiate evacuation of staff and others that may be on site, including contractors.
- Where possible, confine the incident and prevent the spread of its effects without endangering personnel. This may include building sand bag bunds, rotating the container or plugging the leak.
- For small spills, use the spill kit kept on site, cover drains and/or place temporary bunding.
- Provide any requested assistance to Emergency Services IF SAFE TO DO SO.
- Notify neighbours who may be affected by the incident.
- Report the details of the fire on a **Workplace Incident Report and Investigation Form** and refer to **Waste Operations Manager**

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Limit environmental damage
- Health and safety of public/facility user protected

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Extended environmental damage
- Injury/death to employee
- Injury/death to public/facility user
- Violations and/or fines from Regulatory Agencies

# SOP 7 – Storage & Handling of Chemical & Hazardous Substances

**PURPOSE AND SCOPE**

The use of chemicals and hazardous substances at the **Kootingal Solid Waste Landfill** is generally limited to paints, solvents for maintenance of site equipment /plant and herbicides/pesticides for controlling pests.

The aim of this procedure is to assist in the identification, handling, storage and disposal of hazardous substances. It includes the use of labels and Safety Data Sheets (SDS), provision of information and training to personnel as well as storage and disposal requirements for use of hazardous substances.

The procedure also addresses the management of hazardous substances imported to the site by users of the waste management facility. These substances include paints, household chemicals, herbicides, pesticides & gas bottles etc.

**Primary Environmental Goal** – Preventing degradation of local amenity

**PROCEDURE / STANDARD**

**1. Purchase of Materials**

When a hazardous substance is purchased the supplier must provide sufficient information to ensure that the substance can be handled, stored, transported, used, processed and disposed of safely. Full safety data in the form of a current approved SDS must be provided by the supplier on the first occasion that a hazardous substance is supplied. The manufacturer shall review and revise the SDS every five years as a minimum. Suppliers are required to provide SDS on request.

Whenever possible a non-hazardous alternative shall be selected. However where no such alternative is available the most suitable, but least harmful or dangerous, shall be considered.

**2. Labelling of Hazardous Substances**

Suppliers shall ensure that all containers of hazardous substances for use are appropriately labelled. Where a hazardous substance is decanted and not used or further processed immediately, the container into which the substance is decanted is labelled with the product name and risk and safety information (this does not apply to substances which are decanted and used immediately). Hazardous substance containers shall remain appropriately labelled until they are cleaned and no longer contain any hazardous substance. All containers shall be in suitable condition. Damaged, leaking or corroded containers must not be accepted.

**3. l Safety Data Sheets**

Safety Data Sheets should contain the following information as a minimum:

- State if the product is classified as a hazardous substance
- Safety Equipment to be worn by the operator when using the substance
- Storage requirements including compatibility with other substances
- Requirements for transport and disposal
- Procedures for cleanup and disposal of spilt product and waste containers
- First aid procedures if the substance contacts skin, eyes, is swallowed or ingested

A register of SDS's shall be maintained at the facility and made available for use by all employees at site. All SDS shall be readily accessible to all employees with potential exposure to those substances.

**4. Storage**

Flammable goods need to be stored away from sources of ignition and spillage containment is required. Dangerous goods legislation requires segregation of different classes of dangerous goods and licensing is required when certain quantities are exceeded.

**5. Handling Hazardous Substances and Dangerous Goods**

- Hazardous substances bought to the facility shall be segregated and taken to the designated storage areas located within the facility. These substances need to be adequately segregated to prevent fires or other dangerous occurrences.
- Examples of these wastes include paints, household chemicals, herbicides, pesticides & gas bottles.
- These materials and substances will be collected on regular basis under contract and transferred for disposal at an appropriate facility. These substances are not to be disposed of at Council's Landfill.

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Employee's safety protected
- Health and safety of public/facility user protected
- Impacts on the natural environment are minimised

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Injury/Death to employee
- Injury/Death to public/facility user
- Violations and/or fines from Regulatory Agencies

# SOP 8 Fuel & Oil Spill Response

**PURPOSE AND SCOPE**

To define the procedure for the containment, management and cleanup of minor fuel / oil spills at the **Kootingal Solid Waste Landfill**.

**Primary Environmental Goal** – Preventing degradation of local amenity.

Fuel / oil spills refers to discharges of petroleum compounds, including petrol, diesel, lubricating oils, hydraulic oils, greases etc. Spillage of oils and fuels may arise from leaking machinery (e.g. burst hydraulic hoses) and spillage of liquids from containers deposited or stored at the site.

It is important to take prompt action to clean up any spilt oil or fuel to minimise the risk of accidents occurring and to prevent contamination of local waterways should the spilt fuel / oil enter the site drainage system.

**PROCEDURE/STANDARD**

Equipment available to clean up oil spills include oil absorbent pads, "kitty litter", oil absorbent booms and drain blocking pads. Additional materials may be obtained by contacting the Council's Store or Suppliers. This equipment or "spill kit" should be stored close to point of use or in a readily transportable form e.g. on a trailer or in a wheeled bin.

***The steps in this procedure shall be as follows:***

1. For mechanical equipment, shut down the item of plant and plug the leak or crimp the hydraulic hose if possible and quickly. For leaking containers, address the source of the leak, but at all times, avoid contact with the material.
2. Isolate adjacent drainage points.
3. Dam and contain the spill using the contents of the spill kit.
4. Recover and absorb.

Once the source of the leak is established, undertake all efforts to prevent further flow, e.g. if leak is from an oil drum, roll drum so that leak areas is uppermost. If leak is from pipe from oil truck, close valves etc. All attempts should be made to plug the leak.

Stop all human and vehicular traffic through the spill area. Isolate sources of ignition and advise fire authorities (and licensing authorities). Mobilise fire extinguishers, if suitable.

***Contain the spill as follows:***

- Protect drains by forming barriers and sealing drainage grates (e.g. using strong plastic bags partially filled with sand or water). The absorbent socks and pillows can be used to block off drains allowing water to go through but trapping the oil. Absorbent material has limited capacity and needs to be replaced regularly.
- If possible stop the spill from spreading by deflecting the oil into another container.
- Form barriers using absorbent material and place on the edge of the spill. (or use any other suitable and available materials, e.g. soil, sand).
- All used absorbent material is to be collected for disposal at a suitable landfill.

- If sufficient product exists, hand pumps should be used and product transferred to a suitable container (lined drums, skips or tankers).
- Avoid the use of electrical equipment that could be the source of ignition.

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Employee's safety protected
- Health and safety of public / facility user protected
- Impacts on the environment are minimised

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Injury to employee
- Injury to public / facility user
- Environmental pollution
- Violations and / or fines from regulatory agencies

# SOP 9 – Whispir Emergency Notification Procedure

**PURPOSE AND SCOPE**

To define the procedure and process for the notification of neighbours and wider community via Whispir in the event that an incident at **Kootingal Solid Waste Landfill** could affect neighbouring properties.

**Primary Environmental Goal** – Preventing degradation of local amenity.

In the event that an incident could affect neighbouring properties, properties surrounding **Kootingal Solid Waste Landfill** and the local community should be notified.

**PROCEDURE/STANDARD**

In the event that an incident at the **Kootingal Solid Waste Landfill** may affect neighbouring properties or wider community, impacted properties shall be notified either by phone call or via **Whispir**. At the delegation of the **Manager – Waste and Resource Recovery**, the **Waste Operations Manager , FRL Team Leaders** or **Waste Business Support** may implement the Whispir notification procedure**.**

**NOTE:** Any wider communications (e.g. through local media or website etc) shall be the responsibility of the Manager – Waste & Resource Recovery

The relevant contact List for neighbouring properties is provided in **Appendix B**. This list must be updated during each annual PIRMP review, and the relevant distribution list in Whipsir updated accordingly.

***The steps in this procedure for Whispir Notifications shall be as follows:***

1. Go to: https://au.whipsir.com
2. Login.
   Username: *firstname.surname*
   Password: *xxxx*
3. Click on the relevant Workspace and select New Message
4. Click on the **TO** Field
5. Select *Distribution Lists – Group* from the drop down box
6. Double click on required contacts (ensure contacts show in the recipients list)
7. Click OK
8. Select the required template from the drop down box
9. Ensure the message is correct and add any incident specific requirements, including advice such as keep windows and doors closed, avoid use of/contact with water etc.
   e.g. nature of incident, date and time of incident, assessment of severity, type & quantity of material involved, response actions taken
10. Ensure that No Reply is selected in the Features tab under the email/text body
11. Click send

**BENEFIT OF COMPLIANCE TO PROCEDURE:**

- Health and safety of public / facility user protected
- Impacts on the environment are minimised

**CONSEQUENCE OF NON-COMPLIANCE TO INSTRUCTION:**

- Injury to public / facility user
- Environmental pollution
- Violations and / or fines from regulatory agencies