



LocalFreight
Transport & Distribution

Local Freight

TRANSPORT EMERGENCY RESPONSE PLAN (TERP)

Version 1, 18 June 2019

IN CASE OF EMERGENCY

CALL

ISS FIRST RESPONSE 1300 131 001

Introduction:

This Transport Emergency Response Plan (TERP) outlines the Local Freight's policies, procedures and protocols necessary to comply with the requirements of Regulation 14.5 of the Road

Transport Reform (Dangerous Goods) Regulations (C'wlth) 1997 and Rule 14.5 of the Rail (Dangerous Goods) Rules.

Regarding text boxes with 'TERP GUIDELINES NOTE': These notes are taken directly from the:

'GUIDELINES FOR THE PREPARATION OF A TRANSPORT EMERGENCY RESPONSE PLAN'

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This document is attached at the back of this TERP, for ongoing reference.

By following this TERP, **Local Freight** will be ensuring that it will:

- minimise any adverse effects on people, damage to property or harm to the environment in a transport emergency;
- facilitate a rapid and effective emergency response and recovery;
- provide assistance to emergency and security services; and
- Assist with communicating vital information to all relevant persons involved in the transport emergency (both internal personnel and external agencies) with a minimum of delay.

After the incident details have been taken, the ISS First Response Call Centre will follow these protocols for alerting Local freight personnel.

(NOTE: This Page is to be copied and inserted after the cover page of the TERP for quick reference)

1. Incoming call to **ISS First Response 1300 131 001**
2. **ISS Calls 000** - if required or not already done



ALL Incidents Classes – ISS to Inform:

1. **Harry Manais**, Operations Manager: 0458 458 453 / 07 3271 5028
2. **Rex Hayden**, Fleet Manager: 0419 383 430 / 07 3271 5028

Note:

1. *Please use mobile numbers as first contact point*
2. *2nd contact is only to be used if the 1st contact is not available.*

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1. PLAN ACTIVATION

1.1 Internal Alerting Mechanism

Local Freight has internal personnel and contacts to assist in the event of a Transport Emergency.

Upon the emergency or incident occurring and **Local Freight** being notified by the driver, the Emergency Services or by ISS First Response, the process for internal communications is as follows:

For a MINOR, SERIOUS or MAJOR Emergency, contact:		
Name	Phone Numbers -	E-mail Address
1st Contact: Harry Manais Operations Manager.	1. Mob: 0433 470 430 2. Work: 1300 143 143	sales@localfreight.com.au
2nd Contact: Gary Manais Sales Manager.	1. Mob: 0433 470 245 2. Work: 1300 143 143	sales@localfreight.com.au
3rd Contact: Rex Hayden Fleet Manager.	1. Mob: 0419 383 430 2. Work: 1300 143 143	sales@localfreight.com.au

1.2 Situation Appraisal

Should an incident occur, the response will be in accordance with, and appropriate to, the ‘**emergency level**’ of the **incident**. The following definitions are given as a guide for assessing the ‘level’ of an emergency and the subsequent internal and external contact and response protocols.

Minor Emergency:

Definition: A minor emergency is one that can be satisfactorily handled by company personnel and does not affect or threaten parties beyond the scope of the direct operations.

Examples are:

- Vehicle comes off road, bogged or stuck
- Minor collision
- Minor fuel spill
- A single treated injury
- Loss or shifted load in a non-dangerous situation or location

Serious Emergency:

Definition: A serious emergency is one that has implications beyond the control of local personnel. It would generally involve parties outside the direct scope of the operations including Government Agencies and outside contractors.

Examples are:

- Vehicle involved in an accident with several injuries
- A significant product spillage or load shift presenting potentially dangerous situation
- Where Dangerous Goods or Hazardous Substances are involved
- A significant fire

Major Emergency:

Definition: A major emergency is an incident having major safety, environmental, Governmental, economic or public welfare implications.

Examples are:

- A fatality
- A major spill or leak of product presenting significant harm to persons, property and environment
- Explosion or fire with extensive damage, injuries or fatalities
- A vehicle collision with significant damage to essential public or private assets or infrastructure.

NOTE: Definitions: Source AGL EMERGENCY RESPONSE PLAN 16 October 2008. AGL Gas Production (Camden) Pty Ltd,
Examples: ISS First Response.

Upon the incident being discovered:

The ISS First Response Call Centre is to be the first phone call made **AFTER 000 has been called** - if that is required.

It is possible that a member of the public may call **000** and/or the **ISS 1300 131 001** number – e.g.: if Local Freight driver is unable to make contact due to injury. Upon receipt of an emergency call, the ISS First Response Call Centre will refer to its **Incident Initial Call Questionnaire**, to take incident details.

An example of the ISS First Response **Incident Initial Call Questionnaire** is provided on the following page.

Incident Initial Call Questionnaire - ROAD Transport Related Incidents - Page 1

Call date:		Time: 24 hour:	
Date of incident:		Incident time: 24 hour:	
Caller's name:			
Caller's Ph number/s: Confirm			
Caller's position / title:		Company:	
E-mail: If a driver – get later			
Incident Description:			
EXACT Location of incident: Suburb/Town, State, road, cross-roads, landmarks, Pipeline km post/road km mark			
Injuries involved:	NO: <input type="checkbox"/>	YES: <input type="checkbox"/> Injury Type?	
Is there a fire, a risk of fire? OR other risks to persons:	NO: <input type="checkbox"/>	YES: <input type="checkbox"/> OTHER: <input type="checkbox"/> What is the Risk?	
Emergency Services:	Have Emergency Services been called? NO: <input type="checkbox"/> YES: <input type="checkbox"/> Does ISS need to call them? NO: <input type="checkbox"/> YES: <input type="checkbox"/>		
Which Service to be notified? Or are they on site?	Police Needed Y <input type="checkbox"/> N <input type="checkbox"/> On site Y <input type="checkbox"/> N <input type="checkbox"/>	Fire Needed Y <input type="checkbox"/> N <input type="checkbox"/> On site Y <input type="checkbox"/> N <input type="checkbox"/>	Ambulance Needed Y <input type="checkbox"/> N <input type="checkbox"/> On Site Y <input type="checkbox"/> N <input type="checkbox"/>
Driver's name / Site contact:			
Driver's name / Site contact:	Phone number/s:	Contactable? <input type="checkbox"/> NO: <input type="checkbox"/> YES:	
Vehicle Details: Company, Make/Model:	Company Name:		Make/Model:
	<input type="checkbox"/> B-Double: <input type="checkbox"/> Single: <input type="checkbox"/> Rail Wagon: <input type="checkbox"/> Tanker: <input type="checkbox"/> Other: <input type="checkbox"/> Unknown:		
	Prime Mover:		A-Trailer:
	Reg ^a N ^o :	Reg ^a N ^o :	Reg ^a N ^o :
What is the vehicle carrying OR the PRODUCT involved?	Is it a 'mixed' load? Are there any DG's in the mixed load? (below)		
Dangerous Goods and Hazardous Substances: and Safety Data Sheets (SDS)	NO: <input type="checkbox"/> YES: <input type="checkbox"/> If YES, can the caller confirm:		
	1 UN Number:	2 Placard or HAZCHEM details:	
	3 Product name:	4 Manufacturer:	
	Can a SDS be Faxed or E-mailed to the site? Fax: E-mail:		
Container type:	<input type="checkbox"/> Tanker: <input type="checkbox"/> Intermediate Bulk Container (IBC): <input type="checkbox"/> Drum/s: <input type="checkbox"/> Packaged:		
Spills or Leaks: Gas or Liquid?	Estimated volume/s lost:	Estimated rate of flow: Litres/minute?	
Containment actions/options:	Stop flow? Use booms / sand / absorbent, etc?	Estimate of any contained?	
Weather & Wind Direction (gas)	Rainy, wet, dry, windy, etc: Gases OR Vapours: need wind direction for safe access.		
What is the terrain like:	Flat, hilly, sloped, etc:		
Risk to persons, property or environment:	Is it a public access area? Are schools, homes or buildings nearby?		
	Are watercourses / water bodies nearby?		
Assess if EPA issue: EPA for:	Significant uncontained off-site loss, in drain/soil, material or potential harm.		EPA: YES: <input type="checkbox"/> NO: <input type="checkbox"/>
Dangerous Goods SDS: Call CHEMWATCH 1800 039 008. Advise all relevant parties of RISKS, in lieu of more detail arriving.			
John Bourton OR Anthony Pospisil have been notified?		YES: <input type="checkbox"/>	NO: <input type="checkbox"/>
Client Contact and Notification Matrix and TERP have been referenced?		YES: <input type="checkbox"/>	NO: <input type="checkbox"/>
ISS Operator Notes:	Attach copy of any notes.		
Completed By:			

After the incident details have been taken, the ISS First Response Call Centre will follow these protocols for alerting Local Freight personnel.

(NOTE: This Page is to be copied and inserted after the cover page of the TERP for quick reference)

3. Incoming call to **ISS First Response 1300 131 001**
4. **ISS Calls 000** - if required or not already done



ALL Incidents Classes – ISS to Inform:

- | | | |
|----|--|--------------|
| 4. | Harry Manais, Operations Manager: | 0458 458 453 |
| 5. | Rex Hayden, Fleet Manager: | 0419 383 430 |

Note:

1. *Please use mobile numbers as first contact point*
2. *2nd contact is only to be used if the 1st contact is not available.*

1.3 Authority and Resource Mobilisation

The authority of **Local Freight** Response persons involved and their roles and responsibilities is as follows:

ISS First Response Call Centre, from information received and using the resources database:

- calls Emergency Services if driver or other party at the incident has not done so.
- notifies the relevant **Local Freight** representative
- calls the relevant Environmental Protection Authority, if required
- calls the relevant Council, Road Authority, or Agency to attend the incident
- procures resources required for recovery, clean up and remediation of the incident site.

Local Freight:

- assists ISS First Response in obtaining information and company resources for the type of incident
- attends the incident as the **Local Freight** Emergency Representative
- advises and updates other internal personnel as required.
- assists with incident site / hands on assistance if and when required or advised

2. RESPONSE TASKS

2.1 External Alerting Mechanism

The emergency may require the notification and assistance of various external Agencies, Authorities or Resources. These are listed below, with the requirements for triggering their notification.

Emergency Services – Police, Ambulance, Fire Brigade and State Emergency Services will be called in the event of:

- A traffic vehicle accident involving significant vehicular damage, significant traffic hazard
- An injury or fatality (in the depot or in transit)
- Vehicles involved are carrying all classes of Dangerous Goods, Hazardous Materials or diesel fuel
- Significant leak or spill of any substance that requires site security and public protection
- Where injury to persons, property or environment is possible during the initial stages of incident.

Fire Authorities – Metropolitan or Rural Service will be called in the event of:

- A vehicle fire (at the depot or in transit)
- A traffic vehicle accident involving significant vehicular damage, significant traffic hazard
- A spill or leak is involved and will entail precautionary Fire Prevention measures until controlled
- A spill or leak where dilution by water or other medium can only be enacted with a fire appliance
- A fuel or chemical tank/tanker requires cooling to stop reaction to nearby heat sources.

Security Services – will be called if:

- Circumstances warrant security or supervision, especially where recovery processes involve lengthy recovery times (i.e. overnight)
- Where incident sites require personnel to keep members of the public away due to danger/hazards.

Environmental Protection Authorities – will be called in the event of:

- A spill or leak where significant or material harm to the environment has occurred or is possible
- Where the incident could or has already impacted upon waterways, watercourses, water bodies
- Where the incident has impacted upon animals or wildlife
- Where the incident site is in an area of environmental significance (e.g.: a bio-site with native vegetation).

Road Authorities – will be called in the event of:

- Of a traffic incident where immediate traffic management may be required until handover to a private traffic management resource
- Where road (or road safety) infrastructure is damaged or has the potential to be damaged by the recovery process
- Where a spill or leak of product has affected the roadway and requires clean-up, road repair, etc.

Outside Contactors – will be called in the event of:

- Vehicles, plant or equipment needing to be recovered or extricated from the site
- Spilled or leaking goods or products that require handling, recovery, decanting, repackaging, transportation, treatment and/or disposal
- Excavation of contaminated soils or recovery of contaminated water / liquids
- The need for transport of waste streams, debris disposal, resources for containment or backfill (sand, soil, etc)
- The need for environmental expertise, validation, monitoring, site remediation and rehabilitation
- The need for traffic management
- The need for portable utilities such as lights, amenities, etc.

The contact numbers for these Agencies, Authorities, Resources and entities are in the Annex.

2.2 Emergency Action / Containment / Cleanup

In the event of a spill of Dangerous Goods or Hazardous Substances the following process will apply - **only if the driver or persons involved is able - and only if safe to do so:**

Can the person/s involved ;	With these considerations or actions.
Stop the flow or leak?	<ul style="list-style-type: none"> • using spill control products in the vehicle? • using a plug, rag or wedge?
Contain or stop the contaminant from spreading on the ground?	by creating a bund or dyke using tools in vehicle?
Contain or stop the contaminant getting into drains / watercourses?	by creating a bund or dyke using tools in vehicle?
Cordon off the area if necessary?	<ul style="list-style-type: none"> • put up bunting / traffic cones • or warn persons to stay clear?
Do a task safely until resources arrive?	<ul style="list-style-type: none"> • Use the appropriate PPE, <p>be aware of:</p> <ul style="list-style-type: none"> • exposure to contaminants or poisoning, • ignition sources near leaks or near flammable fuels or, gases • wind direction, • reaction with moisture or other chemicals
Relay site details and recovery plan information to the ISS Call Centre or Local Freight - until a relieving Emergency Response Coordinator (ISS) or Emergency Representative arrives.	<p>Internal and External resources will be procured by Local Freight or through the ISS Call Centre to provide:</p> <ul style="list-style-type: none"> • appropriate vehicle recovery equipment and resources • environmental transport, clean-up, remediation expertise • site rehabilitation and monitoring, if required.
<p>NOTE: If person/s involved is injured, appear incoherent or unsure of the risks during any communications - they must not be asked to assist in any response and requested to leave the danger area - until assistance arrives.</p>	

A Contact List of internal and external resources, regulatory authorities and agencies is in the Annex.

3. RESOURCES

3.1 Contact List

Refer to Annex

3.2 Communications

In the event of an **OFF-SITE** emergency;

- The land-line phone system will be used for office based personnel with mobile phones used as back-up.
- The mobile phone network will be used by on-site Emergency Representatives (ER's)
- Where an incident is in a remote area, the use of satellite phones may be necessary for (ER's).
- Communication with the ISS Call Centre will be undertaken by their on-site Representative.
- Mobile telephones are not to be used by **Local Freight** or other personnel working in the vicinity of Explosives, Flammable Gases, liquids, solids and relevant chemicals. Mobile phones should be switched off and/or put aside where necessary.

In the event of a **DEPOT** emergency the relevant **Site Emergency Response Plan** will be activated;

- The land-line phone system will be used for office based personnel with mobile phones used as back-up
- The Public Address (PA) system will be utilised
- The loud hailer will be utilised - if the above fails
- Mobile telephones are not to be used by personnel working in the vicinity of Explosives, Flammable Gases, liquids or solids and relevant chemicals. Phones should be switched off and/or put aside where necessary.

3.3 Logistic Support

Depending on the incident, the recovery process may have various phases, or stages, requiring different resources at different times. From the time of initial emergency response through to the final rehabilitation of the site, a sequence interchange may occur. However, recovery phases or stages can generally be regarded as following in this order:

1. **Securing of the site**, vehicle, load/s, spilled product, for safe access – requiring riggers, cranes
2. **Accessing the site** to persons, plant machinery and equipment
3. **Containment** of product / goods – requiring spill control products, plugs, persons and equipment for earthen walls, bunds, tarpaulins, etc
4. **Removing hazards** i.e. DG's, Haz-Subs, obstacles – requiring specialist labour or equipment
5. **Decanting** vessels or unloading goods – requiring labour, cutting, lifting equipment , transport, etc
6. **Lifting or hauling** out vehicles, loads, – requiring cranes, rigs, heavy haulage vehicles
7. **Recovering spilled product and debris** – requiring excavation and extraction of contaminated soils / liquids/debris, spill control products, plant and equipment, manual labour
8. **Environmental assessment** – requiring environmental consultants or specialists
9. **Reinstatement and remediation** of the area – requiring backfilling of excavated contaminated areas manual labour, earthmoving equipment and transport, ongoing treatment and monitoring.

During an emergency and for the duration of the recovery process; all significant activity, the noting of arrival and departures times of resources will be maintained. Notes will be married up post-incident with other internal supporting documentation and/or the ISS Incident Log, if required.

The **Local Freight On-Site Emergency Representative** is responsible for:

- Notifying the **Local Freight** Senior Management regularly of the recovery status,
- Significant on-site developments, and
- Advising of the arrival and departures of resources, authorities, agencies, etc.

A form: 'Log for Transport Emergency Incidents' (Register of calls, events and activity) is located in the Annex.

3.4 Equipment and Materials

Local Freight does not own significant plant and equipment to respond to an emergency or to deploy in the recovery process. These resources are procured as required by **Local Freight** and/or the ISS Call Centre.

Local Freight have limited supplies of Spill Control equipment and resources. These products may be sourced from the **Local Freight Depot or nominated Supplier**. A list of these available resources is in the Annex.

NOTE: Cross reference any relevant equipment with the List – ‘Maintenance Schedule Of Equipment Used For Emergency Response’, located in the Annex.

3.5 Personnel

The designated **Local Freight** personnel, their roles and responsibilities are as follows:

ISS First Response Call Centre, from information received and using the resources database:

- calls Emergency Services if driver or other party at the incident has not done so.
- notifies the relevant **Local Freight** representative
- calls the relevant Environmental Protection Authority, if required
- calls the relevant Council, Road Authority, or Agency to attend the incident
- procures resources required for recovery, clean up and remediation of the incident site.

Local Freight:

- assists ISS First Response in obtaining information and company resources for the type of incident
- attends the incident as the **Local Freight** Emergency Representative
- advises and updates other internal personnel as required.
- assists with incident site / hands on assistance if and when required or advised

3.6 Media

In the event that the Media are requesting information,

1. Harry Manais will be notified immediately,
2. A media brief will be prepared by David Sargent, with up-to-date information from the On-site Emergency Representative, and
3. Harry Manais will brief the media.

NO OTHER personnel is authorised to contact or brief media unless directed by Harry Manais.

4. PREPAREDNESS

4.1 Hazard Analysis and Risk Assessment

Hazardous situations or scenarios may arise or become apparent during the Emergency Response and recovery process. Various Job Safety Analysis (JSA's) or Safe Work Method Statements (SWMS) and Guidelines may be available from **Local Freight** Depot for those personnel attending an incident.

These may be specific or task related Risk Assessments, JSA's or SWMS's. JSA's may need to be developed on site due to the nature of the task.

4.2 Training

TERP GUIDELINES NOTE:

Training should provide the capability for rapid and competent response, vital to success in an emergency. An emergency often provides an unfamiliar, emotional and hostile working environment for the responders. Anyone with little training or experience will have difficulty dealing effectively with the incident. All personnel who have an active role in the plan must be trained in the key aspects of the plan.

Local Freight personnel require training to keep informed of internal processes and trained in the skills required to deal with Emergency Incidents and Response.

External Training:

- All relevant staff will attend client / customer training sessions when invited or requested.
- **Local Freight** will send their internal Emergency Response Representatives to the relevant Training Course for training in:
 - Transport of Dangerous Goods, and / or Hazardous Substances

Internal Training:

- Training will be conducted on an as required basis.

4.3 Exercises

TERP GUIDELINES NOTE:

Table-top and simulation exercises allow the plan to be scrutinised under conditions which approximate an actual incident. Assessment can be done in stages whereby one specific aspect of the plan can be done at a time. After each stage has been reviewed, a full scale scenario can be introduced. Having completed “in-house” full scale incident scenarios, interaction with external agencies such as consignors, prime contractors and the emergency services can be beneficial in evaluating the overall plan.

Local Freight personnel may require table-top and simulation exercises to allow the plan to be scrutinised under conditions which approximate an actual incident.

On an annual basis, **Local Freight** should conduct an exercise and participate with all internal emergency representatives and other stakeholders (i.e. ISS First Response) to determine the effectiveness of the plan.

The **Local Freight** Desktop / mock exercise will follow the TERP process and will be:

- Assessed in its performance and function in meeting key communication and response criteria
- Reviewed to address any shortcomings in preparation for a real emergency situation

Local Freight Emergency Representative Personnel will be:

- Requested to give a self assessment on their performance during the exercise
- Requested to provide details of any shortcomings and ideas for improvement

Exercises will involve all persons responsible for emergency response;

- Senior Management,
- **Local Freight** (internal) Emergency Representatives
- Relevant Emergency Services / Response Representatives (as participants and observers) if invited,
- Key Contractors - where available.

Mock exercises should be conducted annually and may be done in conjunction with the relevant Site Emergency Response Plan exercises.

4.4 Maintenance of Response Equipment

TERP GUIDELINES NOTE:

The plan should show schedules for preventative maintenance of relevant equipment listed in the plan. The plan should also show the system by which the maintenance schedules are met.

Local Freight does not own plant and equipment specific to emergency response. Some transport vehicles may be utilised for product or goods recovery, if they are available. Dedicated Emergency Response Equipment is procured as required by **Local Freight** and/or by the ISS First Response Call Centre.

Local Freight have limited supplies of Spill Control equipment and resources. These products may be sourced from **Local Freight**. A list of any available resources is in the Annex.

Any Spill Control equipment and supplies held at a depot needs to be checked, replenished and in readiness for any potential on-site incident and despatched to an en-route incident when requested by the.

- **Local Freight** Emergency Representative, or by
- ISS First Response (as the delegate).

Responsibilities:

The **Local Freight** nominated representative is responsible for:

- The maintenance, stocking and deploying of the Emergency Response equipment, when requested.
- Undertaking inspections of the Emergency response equipment to ensure its existence, integrity and intactness.
- Submitting Emergency Response equipment stock take at the end of the inspection, for reconciliation.
- Ensuring the Emergency Response Equipment is suitable and appropriate for the any depot needs, and
- Advising sites of new products, services or equipment that is required for maintaining a fully prepared and fit-for-purpose, onsite or offsite Emergency Response resource.

A Maintenance Schedule of Emergency Response Equipment is in the Annex.

4.5 Investigative Follow up

The **Local Freight** TERP is to be reviewed after any incident where it has been utilised.

Harry Manais is responsible for:

- Arranging the debriefing session relating to the incident,
- Arranging attendance from all comment and feedback from all incident stakeholders involved,
- Collating all comment and feedback received from the debriefing session
- Consultation with the **Local Freight** Emergency Representatives and amending the TERP, if necessary.

4.6 Updating

TERP GUIDELINES NOTE:

A nominated individual should be responsible for updating the plan (including contact telephone numbers) and informing all plan holders of any changes.

This is particularly important where information gathering / situation appraisal is carried out by an external contracted emergency response provider. A record of plan amendments should be maintained.

The plan should be updated at least annually.

The **Local Freight** TERP is to be reviewed annually and amended where necessary to ensure all contact details and information is correct at all times.

Harry Manais is responsible for:

- Updating and making amendments to the TERP,
- For notifying the Internal Emergency Representatives and External Resources and Contractors (Company Preferred) of any changes or amendments as they occur.

4.7 Plan Availability and Distribution

TERP GUIDELINES NOTE:

The plan should include a listing of all recipients, their names, addresses and title.

All staff that has responsibilities within the emergency response plan should have access to the plan.

Local Freight TERP is to be presented in hardcopy to all **Local Freight** persons on the Internal Emergency Contact List and all External Resources and Contractors (Company Preferred) if any.

All Depot managers are to receive hardcopies of the TERP and align it with their own Site Emergency Response Plans.

Harry Manais is responsible for distribution of the TERP:

- To persons listed in the Internal Emergency Contact List, and
- To all External Resources and Contractors (Company-Preferred), if any
- To all Depot Managers.
- To all their drivers, and
- To any regional contractors they may have as resources during an emergency response.

5. APPENDIX:

(From Guidelines Section 2.1: External Alerting Mechanism (Contact List))

Environmental Protection Authority (EPA) and Council Contacts – Australia wide.

VIC	Environment Protection Authority Victoria (VIC EPA)	1300 372 842 (1300 EPA VIC) www.epa.vic.gov.au
NSW	NSW Environment Protection Authority (NSW EPA)	131 555 (local call cost throughout NSW except from mobile phones), or (02) 9995 5555 (if calling from outside NSW). www.epa.nsw.gov.au
	Local Councils Directory	http://www.olg.nsw.gov.au/local-government-directory
QLD	Department of Environment and Science (DES)	1300 130 372 select Option 2 – ‘Pollution’ https://www.des.qld.gov.au/
WA	Department of Water and Environmental Regulation (DWER)	1300 784 782 (24 hours) www.der.wa.gov.au
SA	Environment Protection Authority South Australia	Telephone: (08) 8204 2004 or 1300 623 445 (non-metropolitan callers) www.epa.sa.gov.au Email: mailto:epainfo@epa.sa.gov.au
NT	Northern Territory Environment Protection Authority	Pollution Hotline 1800 064 567. Free call <u>24 hour</u> service www.ntepa.nt.gov.au
TAS	Environment Protection Authority Tasmania	1800 005 171 (24/7) http://epa.tas.gov.au/epa/about-us/contact-us
	Local Council contacts:	http://www.dpac.tas.gov.au/divisions/local_government/local_government_directory
ACT	Environment and Planning Directorate - Environment	ACT Pollution Hotline Canberra Connect 13 22 81 https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/3024

The above contact details and website information is correct as at 10 July 2018

Poisons Information Centre

DO NOT wait for any symptoms to occur before calling 13 11 26

13 11 26

(From Guidelines Section 2.1: External Alerting Mechanism (Contact List))

EXTERNAL RESOURCES AND CONTRACTORS – (Company Preferred)		
Expertise	Detail	Preferred Contractor or Consultant
Product Recovery	Product containment and loss reclamation.	ISS First Response 1300 131 001
Product / Goods Recovery	Non-Dangerous, non-Hazardous (Diesel)	ISS First Response 1300 131 001
Tanker / Vehicle Decanting	Liquids or “Fluid” Solids, Pumping / Vacuum equipment	ISS First Response 1300 131 001
Truck / Vehicle Recovery	Extrication of vehicle/s	ISS First Response 1300 131 001
Truck / Vehicle Transport	Heavy haulage of vehicle or loads.	ISS First Response 1300 131 001
Truck / Vehicle Repair	Repair of vehicle	Local Freight to determine
Security	Of site, product or goods, recovery equipment	ISS First Response 1300 131 001
Traffic Management	Safety, Flows, detours, etc	ISS First Response 1300 131 001
Waste Transport and Cartage	General Cartage and EPA Accredited	ISS First Response 1300 131 001
Waste Management	Waste Treatment and Disposal Facilities	ISS First Response 1300 131 001
Earthmoving, excavation	Reclamation of contaminated soils.	ISS First Response 1300 131 001
Environmental Management Expertise	Environmental validation, sampling, monitoring, reporting.	ISS First Response 1300 131 001
Plant and Equipment Hire	Lights, amenities, equipment, etc	ISS First Response 1300 131 001

(From Guidelines Section 2.1: External Alerting Mechanism)

Work Cover Authorities (NOTE: DELETE NON RELEVANT JURISDICTIONS)

To be called by Local Freight Fleet Management

ACT	WorkSafe ACT	Website: www.worksafe.act.gov.au Email: worksafe@act.gov.au Telephone: (02) 6207 3000
NSW	WorkCover NSW	Website: www.workcover.nsw.gov.au Telephone: 13 10 50
NT	NT WorkSafe	Website: www.worksafe.nt.gov.au Email: ntworksafe@nt.gov.au Telephone: 1800 019 115
QLD	WorkCover QLD	Website: www.workcoverqld.com.au Email: info@workcoverqld.com.au Telephone: 1300 362 128
	Workplace Health and Safety Queensland, Office of Fair and Safe Work Queensland, Department of Justice and Attorney-General	Website: www.worksafe.qld.gov.au Telephone: 1300 369 915 or (07) 3225 2000
SA	WorkCover SA	Website: www.workcover.com Telephone: 13 18 55
	SafeWork SA	Website: www.safework.sa.gov.au Telephone: 1300 365 255
TAS	WorkCover Tasmania	Website: www.workcover.tas.gov.au Email: wstinfo@justice.tas.gov.au Telephone: 1300 366 322 (inside Tasmania) or (03) 6233 7657 (outside Tasmania)
VIC	WorkSafe Victoria	Website: www.worksafe.vic.gov.au Email: info@worksafe.vic.gov.au Telephone: 1800 136 089 or (03) 9641 1444
WA	WorkSafe WA	Website: www.worksafe.wa.gov.au Telephone: 1300 307 877 Part of the WA Department of Commerce
	WorkCover WA	Website: www.workcover.wa.gov.au Telephone: 1300 794 744

WorkCover Authorities referenced from SafeWork Australia; <http://safeworkaustralia.gov.au/Pages/default.aspx>

NOTE: Check contact details annually.

(From Guidelines Section 3.4: Equipment and Materials)

**SPILL CONTROL EQUIPMENT AND SUPPLIES – (if applicable)
Stock take and Integrity Sheet.**

Item	Minimum Quantity	Supplier Details
DRAIN PLUGS / COVERS		
SOAKER BOOMS and SOCKS		
ABSORBENT MATS		
SPILL ABSORBENT (FUEL)		
SPILL ABSORBENT (CHEMICAL)		
PROTECTIVE GLOVES (CHEMICAL AND RIGGER)		
TYVEC OVERALLS		
DISPOSAL BAGS / WASTE BAGS		
SHOVELS / RAKES / BROOMS		
HAND / SKIN / EYE / PROTECTION		
FIRST AID		
HAND TROLLEY / CART		
BUNTING / BARRICADES / TRAFFIC BARRIERS, Cones ETC		
SPILL EQUIPMENT - INSTRUCTION SHEETS and MSDS.		
LAMPS / TORCHES		
OTHER		
COMMENTS OF INSPECTION		

(From Guidelines Section 3.3: Logistic Support)

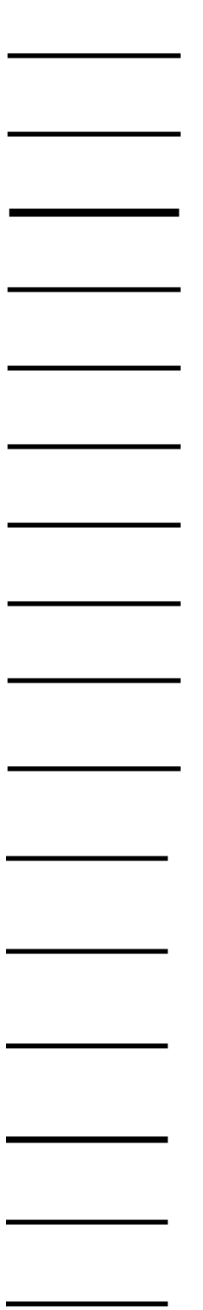
Log for Transport Emergency Incidents. (Register of calls, events and activity)			
Date	Time	Task or event	Comment - Action - Response

(From Guidelines Section 4.4: Maintenance of Response Equipment)

Maintenance Schedule of any Response Equipment (if applicable)

Equipment Type:	Location:	Used for:	Responsible Manager/s	Inspection or Service Date

END OF DOCUMENT



GUIDELINES FOR THE PREPARATION OF A TRANSPORT EMERGENCY RESPONSE PLAN

Endorsed by ACTDG

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Level 15, 628 Bourke Street
Melbourne VIC 3000

Ph: (03) 9236 5000 Fax: (03) 9642 8922
E-mail: nrtc@nrtc.gov.au

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INTRODUCTION

A Transport Emergency Response Plan (TERP) is required to meet the requirements of Regulation 14.5 of the Road Transport Reform (Dangerous Goods) Regulations (C'with) 1997 (the Regulations), and Rule 14.5 of the Rail (Dangerous Goods) Rules (the Rail Rules). A well constructed TERP could prevent a minor incident from becoming a disaster, save lives, prevent injuries, and minimise damage to property and the environment.

AIM

This guide is aimed at assisting in the preparation of a TERP, and is not meant to cover all the topics to be addressed in every conceivable planning situation, nor must all the topics covered in the guide be addressed in every TERP prepared. The document is what its title indicates – a guide – to be used as needed when preparing the plan.

OBJECTIVES OF A TRANSPORT EMERGENCY RESPONSE PLAN

- To minimise any adverse effects on people, damage to property or harm to the environment in a transport emergency;
- To facilitate a rapid and effective emergency response and recovery;
- To provide assistance to emergency and security services; and
- To communicate vital information to all relevant persons involved in the transport emergency (both internal personnel and external agencies) with a minimum of delay.

PLANNING

A TERP prepares for the unexpected by identifying response mechanisms to a variety of potential crises arising from the transport of dangerous goods. It outlines the necessary resources, personnel, and logistics which allow for a prompt, coordinated, and rational approach to a transport incident. The plan must contain sufficient detail to enable those involved in the response to effectively carry out their duties. The plan should also take in to consideration requirements specified in 14.6 and 14.7 of the Regulations and Rail Rules.

Every plan should have a stated policy, purpose, and organisational structure, geographic scope, and contain details of the classes of dangerous goods and mode of transport.

A finished plan does not ensure readiness. Continual appraisal using table-top and simulation exercises, plus regular updating of equipment, contact lists, and training of personnel will improve the capability to successfully respond to transport emergency situations. Liaison with emergency and, where relevant, security services in the planning phase is a critical element in the development of the plan. This may include communication with emergency and/or security services along the transport route.

PLAN ELEMENTS

The following elements should be considered when preparing a Transport Emergency Response Plan. They are grouped under four major headings: PLAN ACTIVATION, RESPONSE TASKS, RESOURCES, and PREPAREDNESS.

I PLAN ACTIVATION

1. INTERNAL ALERTING MECHANISM

The plan should describe how transport emergency calls are processed within the organisation and how appropriate response personnel in a position of authority will activate and implement the plan. (This section should be brief, one page or less, easily found on the cover or first page of the plan, and be simple so as to minimise the number of calls to be made.)

2. SITUATION APPRAISAL

A checklist should be developed for recording essential information about the incident to facilitate decision making; date, time, location, nature of the incident, likely or possible causes of the incident (such as collision with another vehicle or object, equipment failure, sabotage or attack), injuries, type of container involved, placard, label, and manifest details, weather conditions, terrain, personnel on site, amounts of dangerous goods and other materials involved, etc. Answers to some questions may be unknown, but a comprehensive checklist will assist in gathering as much information as possible during the initial call.

The situation appraisal will define the critical issues at hand, allow the plan activators to set priorities regarding preventative and corrective strategies, and choose the response required to protect lives, property, and the environment in an effective manner.

3. **AUTHORITY AND RESOURCES MOBILISATION**

The plan should identify specific positions within an organisation (preferably by name) and their scope of authority. These could include the person in charge within the organisation, the chain of command, technical and medical advisors and their areas of expertise, on-scene authority for organisation, spokesperson(s) including public relations and media person, who will be responsible for requesting outside assistance.

II. RESPONSE TASKS

1. **EXTERNAL ALERTING MECHANISM**

The plan must describe how and when the organisation will alert external parties such as emergency services, fire authorities, police, security services, environment protection authorities, competent authorities, road authorities and outside contractors.

2. **EMERGENCY ACTION / CONTAINMENT / CLEANUP**

Appropriate measures should be described for each material to be handled in a manner which will minimise danger and the impact on the environment including initial emergency action, containment, recovery and cleanup. The location, capability, and limitations of equipment to be used should be described.

III. RESOURCES

1. **CONTACT LIST**

The plan should contain an accurate, up-to-date telephone roster for emergencies which may include individuals within the organisation, regulatory contacts, containment and cleanup equipment contractors, technical specialists, public health and environment protection authorities including alternates and respective telephone / facsimile numbers. (The contact list may be included as an annex to the TERP to facilitate updating.)

2. **COMMUNICATIONS**

The plan should describe the communication network to be used and provide clear operational procedures for the use of mobile phones, radios and other communication devices.

3. **LOGISTIC SUPPORT**

The plan should describe the movement of people and equipment to and from the emergency site. This becomes an important aspect if the transport incident occurs in a remote location.

4. **EQUIPMENT AND MATERIALS**
An inventory of emergency response equipment, a detailed list of specific resources and items of equipment available from within the organisation, and externally, should be maintained. If outside contractors are to be utilised, the personnel and equipment and their expertise and capabilities should be evaluated in advance.
5. **PERSONNEL**
The plan should designate response personnel, and describe their duties. Each person must be fully aware of his or her role.
6. **MEDIA**
The press will often be present at an emergency. A designated media contact will serve to assist in relaying important information between the organisation and the media.

IV. **PREPAREDNESS**

1. **HAZARD ANALYSIS AND RISK ASSESSMENT**
Multiple plans may be required depending on a hazard analysis of possible scenarios.
2. **TRAINING**
Training should provide the capability for rapid and competent response, vital to success in an emergency situation. An emergency situation often provides an unfamiliar, emotional and hostile working environment for the responders. Anyone with little training or experience will have difficulty dealing effectively with the incident. All personnel who have an active role in the plan must be trained in the key aspects of the plan.
3. **EXERCISES**
Table-top and simulation exercises allow the plan to be scrutinised under conditions which approximate an actual incident. Assessment can be done in stages whereby one specific aspect of the plan is evaluated at a time. After each stage has been reviewed, a full scale scenario can be introduced. Having completed "in-house" full scale incident scenarios, interaction with external agencies such as signors, prime contractors and the emergency services can be beneficial in evaluating the overall plan.
4. **MAINTENANCE OF RESPONSE EQUIPMENT**
The plan should show schedules for preventative maintenance of relevant equipment listed in the plan. The plan should also show the system by which the maintenance schedules are met.
5. **INVESTIGATIVE FOLLOW UP**
When an organisation has dealt with an incident, the overall response should be evaluated to determine the effectiveness of the plan. The TERP should then be updated and modified as necessary.

6. **UPDATING**

A nominated individual should be responsible for updating the plan (including contact telephone numbers) and informing all plan holders of any changes. This is particularly important where information gathering / situation appraisal is carried out by an external contracted emergency response provider. A record of plan amendments should be maintained. The plan should be updated at least annually.

7. **PLAN AVAILABILITY AND DISTRIBUTION**

The plan should include a listing of all recipients, their names, addresses and title. All staff who have responsibilities within the emergency plan should have access to the plan.
