



# INCIDENT MANAGEMENT PLAN

## Tea Gardens

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## 1. Introduction

This Incident Management Plan (IMP) has been developed to manage incidents relating to this contract involving Australian Native Landscapes employees and sub-contractors. The IMP is underpinned by the objectives and principles detailed below. It will cover;

- Roles and responsibilities
- Training
- Reporting and communication
- Review process
- Debriefing
- Resources
- Procedures

## 2. Objectives

The objectives of this plan are:

1. To quickly and safely manage an incident
2. To ensure that we recover from incidents as quickly as possible
3. To minimize the likelihood and impact (risk) of incidents
4. To report all regulatory and contractual requirements within specified timeframe.

## 3. Principles

The principles behind this plan are:

- Recovery is just part of incident planning
- Risks in the SIP's are assessed for both probability and impact
- Incident plans must be reasonable, practical and achievable
- All personnel understand their roles and responsibilities during an incident.

In other words, we are not planning for *every* possibility. A review process will be undertaken after each incident to determine the effectiveness of the plan.

## 4. What is an incident?

An incident is an event that occurs during normal operations that has potential or does cause negative impact on the environment, people or plant. An example of an incident is a loader colliding with a transport vehicle or a “near miss” of the same description will be considered an incident as well. An Incident can also be described as ‘anything outside of normal working activities that have or may have a negative impact on the operation or reputation of Australian Native Landscapes.

## 5. Roles and Responsibilities

Title	Roles and Responsibility
Truck Drivers	Follow the relevant ANL Standard Incident Procedure (SIP) for the incident.
Loader Operators	Follow the relevant ANL Standard Incident Procedure (SIP) for the incident.
Labourers	To follow the direction of the ANL supervisor in control of the incident.
Site Manager	Initial reporting of the incident to WSC and ANL management, Conduct debrief.
Asset and Risk Manager	Compile final report and conduct/review risk assessments if applicable.
Senior Management	Review all incidents and approve any changes to the plan.

## 6. Training in use of this Incident plan

Australian Native Landscapes will train all employees at the induction stage into this Incident Management Plan and Procedures, before commencing work. When an incident is reviewed and procedures are changed, ANL will ensure that all employees are further trained and updated. This training will be achieved through specific toolbox talks or re induction conducted by supervisors and documents issued by the ANL document controller..

Training shall include the following for Managers & drivers/operators;

### Management

- Incident Management Plan (ANL.IMP1)
- Checklist for Incidents and Incident Log (*Document No ANL.CI1*)
- Incident Investigation Form (*Document No. ANLSW.IIF1*)
- SIP- Spill for Drivers (*Appendix 2*)
- SIP –Spill (ANL Management) (*Appendix 1*)
- SIP – Vehicle Accidents (ANL Staff and Sub-contractors) (*Appendix 3*)
- SIP – Injury (ANL Staff and Sub-contractors) (*Appendix 4*)

### Drivers/Operators

- SIP- Biosolids Spill for Drivers (*Appendix 2*)
- SIP – Biosolids Spill (ANL Management) (*Appendix 1*)
- SIP – Vehicle Accidents (ANL Staff and Sub-contractors) (*Appendix 3*)
- SIP – Injury (ANL Staff and Sub-contractors) (*Appendix 4*)

## 7. Reporting and Communication

The reporting structure with regards to Incident reports will be as follows

1. ANL will supply an initial report within 24hrs of an Incident occurring.
2. This initial report will be based upon information obtained from our employees and or sub-contactors incident reports, which are included in our Induction process for staff.
3. The report will be compiled by ANL Management.
4. As a general rule Points 2 & 3 above would form the basis of these Progress Reports
5. Investigations into Incidents will be led by our Asset & Risk Manager.
6. These Investigations will be formal in nature and the aim will be to ascertain what caused the incident and to remove the risk of re-occurrence. (A copy of an earlier report is attached)
7. Senior ANL management will be kept fully informed of the progress of each investigation.
8. The investigation would normally be completed within 5 days of an Incident occurring, however this may vary and if any variation is required.

## 8. Review

ANL Senior Management will review the treatment of each incident after they occur and update the incident procedure for the particular incident where necessary. This will happen within seven days of the debrief meeting. On an annual basis ANL Senior Management will conduct a complete review of the Incident Management Plan.

## 9. Debriefing

ANL will a conduct debrief meeting within 5 days of an incident. Debriefs will be conducted with Managing Director, Site Manager, and where required, the HESQ Systems Manager, Asset and Risk Manager. Chairperson, minutes and any person required to attend the debrief meeting will be allocated by the Site Manager. A 'debrief report' will be generated with action items raised to address controls and the appropriate person/s responsible nominated and time for completion decided at the meeting.

## 10. Resources

- First Aid Kit
- Communication (mobile phones, UHF Radio, Email)
- Checklist for Incidents and Incident Log (*Document No ANL.CI1*)
- Incident Notification Form (*Document No. ANL.INF1*)
- Incident Investigation Form (*Document No. ANL.IIF1*)
- SIP- Spill or pollution for Drivers (*Appendix 2*)
- SIP –Spill or pollution (ANL Management) (*Appendix 1*)
- SIP – Vehicle Accidents (ANL Staff and Sub-contractors) (*Appendix 3*)
- SIP – Injury (ANL Staff and Sub-contractors) (*Appendix 4*)

## 11. Generic Incident Procedure

- Drivers, loader operators and sub-contractors are to inform the Site Manager immediately an incident occurs following the relevant SIP.
- Site Manager to start a log of the incident using the *Checklist for Incidents and Incident Log (Document No ANL.CI1)*.
- Site Manager to determine the extent of the incident and impacts on the environment.
- Site Manager to inform ANL Senior management of the incident.
- If there is potential to impact the environment, community or traffic flow, Site Manager to inform DECCW and Police.
- Roles and responsibilities will be allocated as required by Site Manager.
- ANL Management assigned to attend site adopting role of Site Manager.
- Site Manager to organise equipment and resources.
- Site manager will ensure site safety warn traffic of hazard (if a biosolids spill) and prevent biosolids from entering waterways or drains if necessary.
- Site manager will co-ordinate and liaise with other agencies/services onsite (RTA, Police, Councils, DECCW) involved in the management of the incident.
- Site Manager to obtain required assistance..
- ANL to conduct an investigation and debrief of the incident within 5 days.

### Related SIP's to this procedure;

- Biosolids Spill (Appendix 1)
- Biosolids Spill for Drivers (Appendix 2)
- Vehicle Accident (Appendix 3)
- Injury (Appendix 4)

### Related Documents;

- Checklist for Incidents and Incident Log (*ANL.CI1*)
- Incident Notification Form (*ANL.INF1*)
- Incident Investigation Form(*ANL.IIF1*)
- Final Incident report (*ANL.FIR1*)
- Induction / Training Record

## **12. Company Incident Contact List**

In the event of an incident one of the listed personnel are to be notified immediately. This ideally will be the primary contact that will then oversee the management of the incident.

The Primary or Secondary incident contact will then notify key company personnel of the incident that has occurred.

<b><u>Name</u></b>	<b><u>Primary Contact Number</u></b>	<b><u>Other Contact Number</u></b>
John Gillespie Site Manager (Primary Contact)	0428 345 991	(02) 4997 9211
Matt Dugas	0405 597 281	
Patrick Soars Managing Director	0417 780 100	(02) 9450 1444

## STANDARD INCIDENT PROCEDURE

## SPILL or POLLUTION (ANL MANAGEMENT)

**DESCRIPTION:** To quickly and safely manage a spill or pollution event  
**SCOPE:** This procedure refers to Australian Native Landscapes Management Staff only.  
**REFERENCES:** Company Incident Contact List (refer page 7)  
 Checklist for Incidents and Incident Log (ANL.C11)

**Community Communication:** [www.twitter.com/ANL1971](http://www.twitter.com/ANL1971)

## Inventory of potential pollutants

<u>Potential Pollutant</u>	<u>Max quantity on site</u>	<u>Storage type</u>	<u>Site Location (on Map)</u>	<u>Likelihood of Impact to environment</u>
Engine Coolant	200L	Purpose built bunded storage	6	Very Unlikely
Hydraulic oil	200L	Purpose built bunded storage	6	Very Unlikely
Engine oil	400L	Purpose built bunded storage	6	Very Unlikely
Gear oil	150L	Purpose built bunded storage	6	Very Unlikely
Transmission oil	100L	Purpose built bunded storage	6	Very Unlikely
Roundup	20L	Bunded storage tray	6	Very Unlikely
Brake fluid	25L	Bunded storage tray	6	Very Unlikely
Grease drum	2	Bunded storage tray	6	Very Unlikely
Waste Oil drums	400L	Purpose built bunded storage	6	
Diesel	10,000L	Purpose built tank contained in a bunded facility	6	Very Unlikely
dam 1	Approx 11 MI	Purpose built dam	1	Very Unlikely
dam 2	Approx 8.5 MI	Purpose built dam	2	Very Unlikely
dam 3	Approx 2 MI	Purpose built dam	3	Very Unlikely
dam 4	Approx 1 MI	Purpose built dam	4	Very Unlikely
dam 5	Approx 8 MI	Purpose built dam	5	Very Unlikely
2 x septic tanks	10,000L	Purpose built tank	7	Very Unlikely





## PROCEDURE:

1. Inform all spills or pollution event to Site Manager immediately (see Company Incident Contact List)
2. Site Manager to start maintaining a log of the incident. Use *Checklist for Incidents and Incident Log*.
3. Site Manager to determine the extent of the spillage and the impact of the spillage depending on the location, amount and weather conditions. Advise not to move the vehicle if movement will cause more spillage.
4. Site Manager to inform Managing Director. If there is potential impact on the environment, traffic flow or community then Managing Director to inform the following:

**NOTE: The law requires us to report pollution incidents to multiple authorities immediately.**

- Determine if the incident will cause or have the potential to cause environmental harm.
- Call 000 if the incident presents threat to human health or property.
- If the incident does not need an emergency service you should inform all the authorities below immediately in this order.
  1. EPA Environment line - 131 555
  2. Ministry of Health - 9816 0589 (office hrs) 0411 264 070 or 0402 703 928 (after hrs)
  3. WorkCover - 131 050
  4. The relevant local council – Great Lakes Council
  5. Fire & Rescue NSW – 000

5. Site Manager shall advise Managing Director and discuss the allocation of incident roles and responsibilities (if necessary) and the incident category as well as escalation requirements.
6. Managing Director to organise and check that Site Manager has necessary equipment and resources.
7. Site Manger will ensure site safety, warn traffic of hazard and prevent spilled material getting into waterways and drains (if necessary).
8. Site Manager shall coordinate/liaise/support with other agencies/services onsite (RTA, Police, Councils, DECCW) involved in the management of the incident.
9. Site Manager to obtain required assistance from ANL Management (sand, sawdust, absorbing material, personnel, equipment & machinery) for cleanup. (refer to Company Incident Contact List)
10. ANL Management of progress of incident.
11. ANL to conduct an investigation and debrief of the incident within 5 days.

**STANDARD INCIDENT PROCEDURE**

**SPILL FOR DRIVERS**

- DESCRIPTION:** To quickly and safely manage a spill.
- SCOPE:** This procedure refers to Australian Native Landscapes Drivers and Sub-Contracted Drivers.
- REFERENCES:** SWMS – Working With Biosolids

**NO COMMENTS ARE TO BE MADE TO THE MEDIA.  
MEDIA TO BE HANDLED BY MANAGING DIRECTOR**

1. Inform all spills to Site Manager immediately (see contact list below). If Site Manager is not available then inform the next person on the list.
2. Truck drivers/ Transport Company representative shall ensure site safety, warn traffic of hazard until either a representative from ANL Management or other authorities arrive (Police, Fire, DECCW etc)
3. Do not move the vehicle if movement will cause more spillage unless instructed by authority.
4. Prevent spilled material from getting into waterways and drains (bank with sand/earth/sawdust)
5. Ensure that cleanup using dry material only. Do not wash spilled material with water.
6. Obtain required assistance (sand/earth/sawdust/machinery or personnel) for cleanup.
7. Investigate and report to Australian Native Landscapes ASAP.
8. No Comments are to be made to the media.



## STANDARD INCIDENT PROCEDURE

### VEHICLE ACCIDENTS (FOR ALL ANL STAFF AND SUB-CONTRACTORS)

- DESCRIPTION:** What to do in case of vehicle accidents.
- SCOPE:** This procedure refers to Australian Native Landscapes Staff and Sub-contractors.
- REFERENCES:** Company Incident Contact List (refer page 7)  
Checklist for Incidents and Incident Log (*ANLSW.C11*)

#### PROCEDURE:

##### At Accident Site

1. If anyone is injured, follow SIP – Injuries.
2. Turn Ignition off. Turn hazard lights on.
3. Check for occupants in all vehicles involved and determine number and severity of casualties if any.
4. Contact emergency services if required. Dial 000 or 112 (mobile phone) or use UHF radio. If unsuccessful try to flag down a passing vehicle or walk to nearby house, shop or building. This decision will depend on the state of any casualties, distance and weather conditions.
5. Police should be called if:
  - a. A person is injured
  - b. There is damage to property
  - c. The vehicle is not driveable
  - d. Driver of any vehicle is suspected to be under the influence of alcohol or drugs.
  - e. otherwise the accident should be reported to the nearest police station within 24 hours of the incident
6. Vehicle may be moved if there are no injuries and the vehicle does not need towing
7. Contact Site Manager/Transport Manager
8. Site Manager to begin an incident log using Checklist for Incidents.
9. If other parties involved, DO NOT admit liability, obtain the details as follows:
  - a. Make of vehicle/s involved
  - b. All registration numbers
  - c. All drivers names and addresses
  - d. All licence numbers
  - e. Insurance Companies
  - f. Names and addresses of any witnesses
  - g. Photos of incident/damage to other vehicles.
10. Driver to contact Transport Manger and inform them of the accident details.
11. Stay with vehicle (including when the vehicle is towed).
12. Give appropriate updates to Transport Manager where possible and make arrangements with them to pick up affected staff if necessary.

## **At the office**

1. When call comes regarding an incident, obtain and record details of the incident using Checklist for Incidents.
2. Transport Manager who will start an incident log and inform Managing Director.
3. Transport Manager or nominated person to inform next of kin (if persons affected have not already done so)
4. ANL Senior Management of progress of incident..
5. ANL to conduct an investigation and debrief of the incident within 5 days.

## STANDARD INCIDENT PROCEDURE

## INJURY (FOR ANL STAFF AND SUB-CONTRACTORS)

- DESCRIPTION:** To quickly render aid to an injured person.
- SCOPE:** This procedure refers to Australian Native Landscapes Staff and Sub-contractors.
- REFERENCES:** Company Incident Contact List (refer page 7)  
Checklist for Incidents and Incident Log (ANL.C11)

**PROCEDURE:**

1. If you are the first aider at the accident site:
  - a. Check for danger
  - b. Remove danger from victim or remove victim from danger
  - c. Check for any response to determine consciousness
  - d. Check the airway
  - e. Check for breathing
  - f. Check for a pulse and control any bleeding
  - g. Make injured person is comfortable. Cover face/wound to prevent debris access
2. Contact emergency services if required. Dial 000 or 112 for mobile phones or use UHF radio. For field injuries emergency services should be contacted either directly or by informing the land owner via 2 way radio.
3. Alert Site Manager as soon as possible. Site Manager shall arrange for a staff member to wait at the entrance of the accident site and direct the Ambulance to injury area.
4. When call is made by ANL employee or sub-contractor to Site Manager a record of details and log will be maintained using the Checklist For Incidents.
5. Site Manager shall advise Managing Director and discuss roles and responsibilities.
6. The following information should be recorded in an incident log:
  - a. Approximate time incident occurred
  - b. The time and type first aid was administered
  - c. Ambulance destination (if required)
  - d. All other relevant actions.
7. Assess the extent of the injury, if necessary all other traffic and activities likely to hinder the paramedics are to be ceased or diverted from the area.
8. Site Manager or nominated person should contact next of kin if persons affected have not already done so.
9. ANL Senior Management of progress of incident.
10. ANL to conduct an investigation and debrief of the incident within 5 days.