



**Emergency Response Plan
and
Pollution Incident Response
Management Plan**

**Koppers Carbon Materials &
Chemicals Pty Ltd**

133 Woodstock Street
Mayfield North NSW 2304
Phone: 02 4968 7300

ABBREVIATIONS

ADGC	Australian Dangerous Goods Code
AQF	Australian Qualifications Framework
AS	Australian Standard
BLEVE	Boiling Liquid Expanding Vapour Explosion
CBF	Carbon Black Feedstock
EPA	NSW Environment Protection Authority
EPL	Environment Protection Licence
ERC	Emergency Response Controller
ERP	Emergency Response Plan
ESIP	Emergency Services Information Package
FECC	Facility Emergency Control Centre
FOCUS	SHEQ Management & Reporting Information System
FMPPro	Filemaker Pro Electronic Database
FRNSW	Fire and Rescue NSW
FSS	Fire Safety Study
HIPAP	(NSW) Hazardous Industry Planning Advisory Paper
KCMC	Koppers Carbon Materials & Chemicals
LEL	Lower Explosive Limit
LPG	Liquefied Petroleum Gas
NSR	Naphthalene Still Residue
NSW	New South Wales
PAH	Polyaromatic hydrocarbon
PIRMP	Pollution Incident Response Management Plan
PON	Port of Newcastle
ppm	parts per millions
SDS	Safety Data Sheets
VOC	Volatile Organic Compounds

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CONTACT DETAILS

Emergency Contact Details

In the event of an emergency the following personnel should be contacted immediately:

Koppers Emergency Contact	Office	Mobile
On Shift Site Supervisor	(02) 4968 7341	0407 288 928
Superintendent Operations – Paul Clack	(02) 4968 7342	0418 698 774
Operations Manager – Nick Moretti	(02) 4968 7340	0412 194 597

Emergency Services

Key external contacts are provided in the table below.

Emergency Services	Business Hours	After Hours
Fire Brigade – Police - Ambulance	000	000
NSW Fire and Rescue – Mayfield West	(02) 4967 7550	(02) 4967 7550
Police station - Waratah	(02) 4926 6599	(02) 4926 6599

Incident Reporting Contacts

Serious Safety Incident (immediately following incident)		
SafeWork NSW	13 10 50	13 10 50
Pollution Incident Reporting (immediately following incident)		
Environment Protection Authority NSW	13 15 55	13 15 55
Pollution Incident Reporting (PIRMP: 5-agency reporting in order below)		
Environment Protection Authority NSW	13 15 55	13 15 55
SafeWork NSW	13 10 50	13 10 50
Fire and Rescue NSW	1300 729 579	1300 729 579
Newcastle City Council	4974 2000	4974 1399
NSW Health Diverts to John Hunter Hospital – ask for Public Health Officer	4924 6477	4924 6477

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Other Internal Contacts

In addition to the contacts in the table above, other Koppers personnel contacts are in
→ [APPENDIX I](#).

External Contacts

For contact details for all surrounding Neighbours and Local Sensitive Receptors refer to
→ [APPENDIX I](#).

NOTE: → [APPENDIX I](#) contains a full contact list also including utilities, media, local community contacts.

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1. INTRODUCTION

1.1. Background

Koppers Carbon Materials & Chemicals (KCMC) Pty Ltd operates a coal tar distillation & naphthalene distillation plant in the Newcastle metropolitan area of New South Wales, Australia.

The main site is located in an industrial area in Mayfield North, a suburb of Newcastle, NSW. A small tank farm (T661 Compound) is part of a larger property leased from the Port of Newcastle (PON) and is located approximately 2 km east of the main site.

Koppers utilise the Stolthaven Berth within the PON area to import and export materials.

Aboveground pipelines connect the sites.

The site handles various hazardous chemicals / materials and operates under an Environment Protection Licence (EPL) issued by the NSW EPA.

Under relevant legislation KCMC is required to:

- Implement an Emergency Response Plan (ERP) and associated procedures as per the *Work Health and Safety Regulation 2017 (NSW) cl 43 (NSW WHS Regs)*.
- Implement a Pollution Incident Response Management Plan (PIRMP) *Protection of the Environment Operations Act 1997 (NSW) s 153A (POEO Act) in accordance with the requirements of the Protection of the Environment Operations (General) Regulation 2009.*

1.2. Purpose

This ERP outlines the procedures that are required to be followed in emergency situations at the KCMC facility and are also used for training to meet different emergency scenarios.

This plan provides guidance on actions required to address physical emergency incidents either at or outside the facility, such as:

- Fire and explosion
- Spills and emissions
- Natural disasters
- Security threats
- Pollution Incidents (including odour emission events that may not be defined as emergency situations).

As there are many common elements in an ERP and PIRMP, the ERP has been expanded to also address the requirement to implement a PIRMP. The PIRMP requirements are included within the site emergency response procedures and associated records and

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documents referenced herein. A summary addressing only the PIRMP requirements is also provided in → [APPENDIX H](#) for ease of reference.

1.3. Scope

This plan covers the following KCMC activities and locations

- Coal Tar Distillation facility located at 133 Woodstock Street, Mayfield North.
- Import / export of KCMC materials at the Stolthaven wharf – Bulk Liquids Precinct, Port of Newcastle (PON) site. (Note - when there is no KCMC vessel alongside the wharf is under control of others) and associated pipelines.
- Tank 661 Compound located at Steel Works Road, Port of Newcastle (PON) site.

Emergency response required for incidents occurring during road transport of Koppers raw materials and products is not covered by this ERP as these are covered by transport emergency plans required under the Australian Dangerous Goods Code (ADGC) . However, for completeness, response actions for KCMC site personnel if notified of a road transport incident are included.

1.4. Method

The ERP has been prepared to conform with NSW regulatory requirements and has been prepared using relevant external and internal guidance as follows:

- NSW Department of Planning and Environment (DPE) Hazardous Industry Planning Advisory Paper No 1 *Emergency Planning* (HIPAP 1, 2011)
- AS3745:2010: *Planning for emergencies in facilities*
- NSW EPA Guideline: *Pollution Incident Response Management Plans* draft for public consultation 2019
- K-SHE-019 Koppers *Global Crisis Communication, Management & Preparation Policy*

1.5. Application

The reporting of accidents, incidents and unsafe conditions is a vital part of minimising a potential emergency situation. Statutory publications and procedures must be used in conjunction with these procedures to ensure the potential for emergency situations is minimised.

Key success criteria are:

- In any emergency situation that arises, clear and explicit communications are essential to maintain control. It is essential that all communications equipment is fully maintained and that all telephone numbers listed are maintained up to date.

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- Facility personnel are trained in their role in an emergency. It is an essential requirement that when a person is absent, their role is delegated to another trained person. Training must be carried out on a regular basis and records maintained.
- The Operations Manager is to ensure the ERP is kept in a prominent position, available to all personnel and that all personnel in their areas of responsibility are made aware of the contents.
- All personnel are to make themselves aware of the location of all emergency alarms, exits and firefighting equipment within or near their work area and the location of the emergency assembly areas.

1.6. Definition of an Emergency

An emergency at the facility is:

A hazardous situation that could potentially harm or threaten to harm people, property or the environment. The emergency incident requires urgent action to control, correct and return the situation to a safe condition.

Some examples of emergency situations at the site are:

- Chemical or Product Spill
- Fire
- Explosion
- Gas Leak
- Building damage
- Natural events (earthquake, fire etc)
- Significant fume emission / pollution incident that threatens material harm to people or the environment

These types of emergencies are considered for:

- An incident within the facility;
- An incident occurring outside the facility where a hazardous material is under the responsibility of the facility (e.g. the off-site pipelines and activities at the wharf are occurring); and
- Secondary events or knock-on effects arising within or outside the facility (e.g. a flood, a bushfire, or an explosion, which causes a nearby vessel to fail).

The emergency plan is activated in the event of an emergency (Section 7.2).

In the event of an emergency, depending on the level of emergency as per Section 4, the FRNSW will take charge of the incident and liaise with KCMC and other emergency services.

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1.7. Pollution incidents

A Pollution Incident is defined under the Protection of the Environment Operations Act (POEO Act) as follows:

‘pollution incident’ means 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.”

Pollution Incidents (including odour events) and other circumstances, such as a minor spill of hazardous material on site, which do not have the potential to cause harm and can be dealt with by standard operating procedures are not defined as emergency situations. The emergency plan may not be fully activated in these cases.

However non-emergency events may still require communications to neighbours and other stakeholders. Response including communications for these types of incidents is covered in this plan (refer Section 9).

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2. AIMS AND OBJECTIVES OF THE PLAN

2.1. Aims

Systems and resources should be provided to deal with emergencies to protect people, property and the environment.

The aim of this plan is to ensure all personnel can handle any emergency that may arise in connection with operation of the facility and have the resources to do so.

The intent of this plan is to lay down responsibilities and functions of on-site personnel. It defines methods for the early detection and combating of an emergency, notifying Emergency Services, other authorities and neighbours and details the procedures to be carried out by site personnel for specific emergency situations.

2.2. Objectives

The objectives of the plan are to:

- Minimise adverse effects on people, property and the environment
- Control or limit any effect that an emergency or potential emergency may have on site or on neighbouring areas
- Facilitate emergency response and to provide such assistance on site as is appropriate to the occasion
- Support emergency services with information, knowledge, skills and equipment
- Ensure communication of vital information as soon as and as effectively as possible
- Facilitate procedures so that normal operations can be resumed
- Provide for training (AQF accredited training with competency assessment where appropriate) so that a high level of preparedness can be continually maintained.
- Provide a basis for updating and reviewing emergency procedures.

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3. HAZARDS & INCIDENT SCENARIOS

3.1. Hazardous Materials / Pollutant Inventory

Hazardous materials on site consist of the following types of materials:

- bulk products & raw materials stored on site that are considered hazardous chemicals under GHS classification and will also be considered potential pollutants.
→ Table 3.1 summarises these bulk chemicals.
- Included in the table are storage of contaminated water prior to processing in the waste water treatment plant and water stored in the wastewater treatment plant as potential pollutants.
- Other potential pollutants include asbestos and synthetic mineral fibre insulation, contaminated fire water.

Safety Data Sheets for all hazardous chemicals stored on site can be accessed via the KCMC Chemical Data Base. A hard copy of bulk storage hazardous chemicals is located in the Supervisor's office.

A manifest of Schedule 11 hazardous chemicals is located in the Hazmat box outside the main gate. Refer to Section 6, → Figure 6.2 for locations of Schedule 11 hazardous chemicals.

Table 3.1: Hazardous Materials – Storage Inventories (bulk)

Area & Summary of Product / Raw Material	ADG Classification	WHS Schedule 11 GHS Classification	Maximum Storage Quantity (L)
Naphthalene Tank Farm			
Solvent Naphtha; Fuel Oil; RCO	Class 3 PG III	Flammable Liquid	1,275,000
Naphthalene	Class 4.1 PG III	Flammable Solid	915,000
Tar Tank Farm			
Creosote	Class 6.1 PG III	Acute Toxicity Oral	680,000
Crude Coal Tar, CBF, Soft Pitch, Sales Tars, Intermediate Creosotes, NSR	Class 9 PG III	-	22,000,000
Oily Water	-	-	2,230,000
Pitch Tank Farm			
Coal Tar Pitch	Class 9 PG III	-	1,025,000
Soft Pitch & Liquid Pitch Bulk Storage			
Coal Tar Pitch	Class 9 PG III	-	26,055,000
Acid Tank Farm			
Water / Tank Residues	-	-	100,000
Heater Area			
Heat Transfer Oil	Class 3 PG III	Flammable Liquid	14,000

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Area & Summary of Product / Raw Material	ADG Classification	WHS Schedule 11 GHS Classification	Maximum Storage Quantity (L)
Waste Water Treatment Plant			
Sodium Hydroxide Solution & Phosphoric Acid	Class 8 PG II/III	Skin Corrosion 1A	6,000
Wastewater	-	-	2,200,000
Water Cooling Tower			
Various water treatment chemicals	Class 8 PG II/III	Skin Corrosion 1A-1C	1,750
Laboratory Gas Store			
Flammable Gases	2.1	Flammable Gases	420
Workshop Gas Store			
Flammable Gases	2.1	Flammable Gases	540
Yard Store			
Sodium Hydroxide Solution	Class 8 PG II	Skin Corrosion 1A	6,000
Tank 661, M7 Berth, Pipeline			
Heat Transfer Oil	Class 3 PG III	Flammable Liquid	14,000
Flammable Gases	2.1	Flammable Gases	3,000
Coal Tar Pitch	Class 9 PG III	-	2,417,750

Table 3.2: Hazardous Materials – Processes incorporating

Process.	Material	ADG Classification		GHS Classification Hazard Class	Max. Storage Capacity (L)
		Class	PG		
Tar Distillation	Refined Chemical oil	3	III	Flammable Liquid	2500
Naphthalene Distillation	Solvent Naphtha				2500
Naphthalene Distillation	Naphthalene	4.1	III	Flammable Solid	4000

NOTES:

- 1) All products are highly odorous if spilled and this may be objectionable. However, odour is not necessarily an indication of overexposure. The presence of odour, by itself, does not mean airborne levels of materials are harmful or exceed regulated levels. These materials have very low odour threshold, i.e. people can smell it at levels which are many times lower than regulated levels. Irritation symptoms quickly resolve when the odour dissipates and do not result in long term effects.
- 2) Long term effects (i.e. chronic effects) including cancer resulting from skin contact (e.g. solid pitch dust) as well the inhalation of fumes have been exclusively associated with occupational exposures (roofing trades and aluminium smelting) over a working lifetime.

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3.2. Hazardous Properties

The key hazardous properties and potential consequences of a loss of containment are summarised in → Table 3.3.

Table 3.3: Hazardous properties

Properties	Examples	Scenarios	Effects
Flammable liquids – fire risk	Ignited spill of flammable liquid e.g. refined chemical oil	Tank top fire Pool fire in bunded area	Heat radiation - Localised effect – injury / fatality - over 10s of metres Toxic combustion products – odours / irritation- May have an effect over hundreds of metres but tends to be buoyant NOTE: there is asbestos in some insulation material in the facility. This may be present in the combustion products of a fire
Flammable gases – fire risk	Ignited leak of natural gas or LPG	Jet fire BLEVE (LPG cylinders only)	Heat radiation - Localised effect – injury / fatality - over 10s of metres
Spill of hot products	Tar, pitch, materials in distillation area Heat transfer oil	Contact with combustible material causing a secondary fire	Heat radiation - Localised effect – injury / fatality - over 10s of metres Toxic combustion products, odours
Volatile odorous material	Unignited spill of tars, pitch, creosote naphthalene, creosote, releasing VOCs, PAHs Ducting failure, overpressure and tank venting to atmosphere, releasing VOCs, PAHs	Odour generation and dispersion (offsite / onsite)	Odours - May have an effect over hundreds of metres based on previous incidents / complaints Potential for irritation / respiratory distress

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3.3. Other Hazards

No external natural events (e.g. flood) were identified as a significant or unmanaged potential concern that would result in a loss of containment or fire scenario with significant impacts that would be more severe than those identified for hazardous materials. Guidance for response to protect people is provided in the response procedures in → [APPENDIX G](#).

Response to incidents on neighbouring facilities and third-party initiated events such as bomb threats and terrorism are addressed as per the scenarios in → [APPENDIX G](#).

3.4. Incident Scenarios

A list of potential incident scenarios involving hazardous materials is presented → [Table 3.4](#).

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Table 3.4: Incident Scenarios

Area	Materials	Scenario	Modelled quantitatively?	Type
Main site				
Naphthalene Tank farm	Naphthalene, solvents, 'lights', fuel oil	Tank fire Bund fire	Yes – heat radiation - see → APPENDIX F .	Emergency and pollution incident
		Unignited spill	No – toxic /odorous vapours	Pollution incident
Distillation buildings	Naphthalene, solvents, 'lights', tar, pitch	Pump spray fire (lower floor) Leak from process equipment, pool fire in building	Yes – heat radiation - see → APPENDIX F .	Emergency
		Unignited spill	No – toxic /odorous vapours	Pollution incident
Pitch process tanks (i.e. 224 - 229)	Pitch, heat transfer oil	Unignited spill High temperature – fire if contact with combustibles	No – toxic /odorous vapours No	Pollution incident Emergency
Tar tank farm	Tar, CBF, heat transfer oil	Unignited spill High temperature – fire if contact with combustibles	No – toxic /odorous vapours No	Pollution incident Emergency
Soft pitch tank farm	Pitch, heat transfer oil	Unignited spill High temperature – fire if contact with combustibles	No – toxic /odorous vapours No	Pollution incident Emergency
Hot oil system (Area 701/702/703)	Heat transfer oil	Spill and fire	No	Emergency
Drumming area (use discontinued)	-	-	-	-
Gas scrubbing system	Hydrocarbon vapours	Ducting fire	No	Emergency
Storage building	Miscellaneous packaging, wastes in drums, small amount of DG, diesel tank	Spill	No	Pollution incident
Natural gas supply	methane	Gas leak and fire	Yes	Emergency

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Area	Materials	Scenario	Modelled quantitatively?	Type
Wharf / transfer				
Stolthaven wharf	Pitch, tar, CBF, heat transfer oil	Spill during loading and unloading and Hunter River	No - pollution incident	Pollution incident
	Hydrocarbon vapours	Failure of vapour recovery system	No	Pollution incident
Tank compound 661	Pitch, tar, heat transfer oil	Spill	No	Pollution incident
	LPG	Leak and jet fire	Yes	Emergency
Pipelines	Pitch, tar, CBF, heat transfer oil	Failure of pipeline during transfer	No	Emergency

Table 3.5: Pollution Incident Scenario Summary

Area	Materials	Scenario	Causes	Consequences
Main site				
All	Odorous raw materials or products	Unignited spill	Tank mechanical failure Equipment failure	Odours Contaminated steam if water / fog applied
Gas scrubbing system	Odorous hydrocarbon vapours	Ducting failure Tank venting to atmosphere (pressure relief scenario)	Mechanical failure Tank overpressure	Odours
Wharf / transfer				
Stolthaven wharf	Pitch, tar, CBF	Spill during loading & unloading	Hose failure, coupling / flange failure	Spill to Hunter River - marine pollution
	Hydrocarbon vapours	Failure of vapour recovery system		Odours
Tank compound 661	Pitch, heat transfer oil	Spill	Tank mechanical failure	
Pipelines	Tar, pitch, CBF, heat transfer oil	Failure of pipeline during transfer	Mechanical failure Impact, excavation	Odours Ground contamination

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4. TYPES AND LEVELS OF EMERGENCY

There are three levels of emergencies at the facility - Internal (local and site) and external.

Emergency services at the local level may or may not be required. If the Emergency Response Controller determines the incident as an emergency, as an external alert, the site Communications Officer or external Emergency Services (if necessary) will advise neighbouring facilities and community of the current status, protection methods and potential evacuation requirements. The table below shows the types and levels of emergency at this facility and examples of incident/emergencies at each level.

Section 7, 8 and → [APPENDIX G](#) of this plan describe the key actions to be taken to address internal and external emergencies.

Table 4.1: Types and Levels of Emergency

LOCAL	SITE	EXTERNAL
<p>An emergency where the impacts on people, property and the environment:</p> <ul style="list-style-type: none"> are expected to be confined to a specific location within the facility and no escalation is expected <p>Emergency Services MAY BE REQUIRED</p>	<p>An emergency where the impacts on people, property and the environment:</p> <ul style="list-style-type: none"> are expected to spread to or affect all parts of the facility, but not offsite <p>Emergency Services SHOULD BE REQUIRED</p>	<p>An emergency where the impacts on people, property and the environment:</p> <ul style="list-style-type: none"> are expected to impact both within the facility and beyond the boundary of the facility <p>Emergency Services WILL BE REQUIRED</p>
<p>Examples:</p> <ul style="list-style-type: none"> leaking flange or seal small fire first aid or medical emergency confined space emergency or other rescue situation 	<p>Examples:</p> <ul style="list-style-type: none"> Uncontrolled release of hazardous materials such as pitch, tar Tank fire Natural gas leak Air Emission with potential health impact inside site boundary 	<p>Examples:</p> <ul style="list-style-type: none"> An incident involving loading or unloading at the wharf An incident involving export / import lines An emergency such as fire, which starts at a neighbouring facility but threatens the facility. A fire or spill which spreads outside the facility's boundary. e.g. full bund fire A criminal attack on company staff or property Natural events Air Emission with potential health impact across site boundary

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5. EMERGENCY ORGANISATIONAL STRUCTURE AND RESPONSIBILITIES

5.1. Roles for Emergency Services, Industry and Community

Various external stakeholders may have a role to play in an emergency as follows.

5.1.1. Ambulance Service of NSW

CONTROLLER: General Manager, Operational Services Ambulance Service of NSW

ROLES:

- 1) Provide pre-hospital care and transport for the sick and injured.
- 2) Establish command and control infrastructure utilising ICS principles.
- 3) Provide and/or assume responsibility for transport of Health Service teams and their equipment to the sites of incidents or emergencies, receiving hospitals or emergency medical facilities when so requested by the Health Services Functional Area Coordinator.
- 4) Provide coordinated communications for all health systems involved in emergency responses.
- 5) Provide specialist Special Casualty Access Team (SCAT) and Urban Search and Rescue (USAR) paramedics as required
- 6) Provide fixed and rotary wing pre-hospital and aero-medical retrieval services across New South Wales.

5.1.2. NSW Health

CONTROLLER: Public Health Officer

RESPONSIBILITIES:

- 1) Representing health services on the SEMC;
- 2) Preparing the Health Services Functional Area Supporting Plan (HEALTHPLAN) to the State Disaster Plan (Displan);
- 3) Maintaining NSW HEALTHPLAN in a state of readiness for major incidents and disasters;
- 4) Monitoring the responses to major incidents or disasters;
- 5) Notifying senior health services office holders;
- 6) Coordinating health resources necessary for response and recovery from major incidents or disasters;
- 7) Coordinating the executive level of Health Emergency Management arrangements;
- 8) Activating Participating and Supporting Organisations to NSW HEALTHPLAN, as required;
- 9) Controlling and directing health volunteers;
- 10) Activating the State Health Services Emergency Operations Centre (HSEOC).

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5.1.3. NSW Fire and Rescue

CONTROLLER:

ROLES:

- 1) In relation to Fire Districts, prescribed in the New South Wales Fire Brigades Act, 1989 (as amended), is the designated Combat Agency for taking all practicable measures for preventing and extinguishing fires and protecting and saving life and property in case of fire in any fire district.
- 2) Is the designated Combat Agency for land based hazardous materials incidents and emergencies within New South Wales, specifically for taking all practicable measures:
 - a) for protecting and saving life and property endangered by hazardous material incidents;
 - b) for confining or ending such an incident; and
 - c) for rendering the site of such an incident safe.

OTHER ROLES:

- 1) Provide fire control services by:
 - dealing with outbreaks of fire and the rescue of persons in fire endangered areas;
 - taking such measures as may be practicable to prevent the outbreak of fires; and
 - on land, dealing with the escape of hazardous materials or a situation which involves the imminent danger of such an escape.
- 2) As determined by the State Rescue Board, provide accredited "rescue units".
- 3) Assist in any other response or recovery operations for which the Fire Brigades' training and equipment is suitable, for example, the provision of emergency water supplies and pumping equipment.

5.1.4. NSW Police

CONTROLLER: Deputy Commissioner, Operations NSW Police

ROLES:

- 1) Is the agency responsible for law enforcement.
- 2) Is the agency responsible for search and rescue.
- 3) As necessary, control and coordinate the evacuation of victims from the area affected by the emergency.
- 4) Is the combat agency for terrorist acts.

OTHER RESPONSIBILITIES:

- 1) Maintain law and order, protect life and property, and provide assistance and support to a Combat Agency, Functional Areas, and other Organisations as required. This may include:
 - reconnaissance of the area affected by the emergency;
 - traffic control, and crowd control;

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- access and egress route security and control;
 - identifying the dead and injured, and notifying next of kin;
 - establishing body holding areas;
 - maintaining the security of property;
 - statutory investigative requirements; and
 - operation of a public enquiry centre capable of providing general information on incidents and emergencies to members of the public.
- 2) Respond accredited "rescue units" to general and specialist rescue incidents, and control and coordinate rescue operations.
 - 3) As determined by the State Rescue Board, provide accredited "rescue units"
 - 4) Manage Disaster Victim Registration, and a disaster victim enquiry system capable of:
 - Providing a Disaster Victim Registration system for victims of emergencies;
 - Managing a disaster victim enquiry centre capable of providing relatives and close friends with basic details on the location and safety of victims of emergencies occurring within New South Wales; and
 - Managing a similar disaster victim enquiry service when the National Registration and Inquiry System (NRIS) are activated in relation to emergencies in other States and Territories.

5.1.5. Port of Newcastle

- Notify the appropriate agencies and higher-level control within the agency of an incident/emergency;
- Provide an Incident Controller if required;
- Provide trained emergency response staff to fill OSRICS positions to control the incident/emergency response if required;
- Provide trained equipment operators;
- Make available emergency response equipment under its control if required; and
- Establish an incident control centre from which the incident/emergency will be controlled if required.

5.1.6. Neighbouring Facilities

ROLES:

- 1) Notify Fire and Rescue NSW of any accidents on their site where there is a loss of product with the potential to impact on the facility or public;
- 2) Assist with the assessment of the decision to evacuate;
- 3) Provide ongoing advice on the nature and impact of any product release from their site
- 4) Assist in the clean-up of any contamination due to the incident and implement an environmental monitoring program, if necessary;
- 5) Provide a liaison officer as required.

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5.1.7. NSW EPA

- Receive incident report.
- Provide advice regarding recovery.
- Undertake investigation if required.

5.1.8. SafeWork NSW

- Receive incident report.
- Provide advice regarding recovery.
- Undertake investigation if required.

5.2. KCMC Emergency Organisational Structure and Staffing

5.2.1. Key roles

The key personnel in the facility's Emergency Response team are:

- Emergency Response Controller (ERC)
- Deputy Emergency Response Controller
- Communications Officer
- Roll Call Marshall
- Building Fire Warden.

Refer to → [APPENDIX J](#) for a list of persons authorised to perform the roles in Table 5.1.

One person may perform more than one of these roles depending on available personnel and at the Emergency Response Controllers discretion.

→ [Table 5.1](#) also defines key duties of personnel during emergency.

Australian Standard AS3745 states that Emergency Control Staff should wear colour coded vests or helmets. → [Table 5.1](#) lists the identifier for each role.

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Table 5.1: Roles and Responsibilities during emergency

Role	Key Duties	Who	Identifier
IMPORTANT NOTES <ol style="list-style-type: none"> 1. When any appointment listed in the preceding pages is absent the next senior or nominated person present is to take over responsibilities. 2. All members of the control organisation must arrange stand-ins during any absence. 3. It is imperative that all staff are aware of the immediate actions they must take in an emergency. 4. The five agencies must be notified in the event of a pollution incident that causes or threatens material harm. 5. Relevant personnel contacts, external contacts (authorities, neighbours etc) and emergency contact details are found in → APPENDIX I. List of trained people for each role - see → APPENDIX J. 			
EMERGENCY RESPONSE CONTROLLER (ERC) Note – the ERC role fulfils the responsibilities of Chief Warden as defined in AS3745	<ul style="list-style-type: none"> • Overall responsibility for site and response during emergency. • Primary Liaison with Emergency Services (stay in one spot and accessible). • Assign people to roles and deputise as required to ensure all relevant roles are filled (as per this role list). • There is no guarantee that all areas/rooms will be unoccupied when an emergency occurs. It is important that any area/room is searched to ensure all persons are moved to safety and accounted for. • Advise when the emergency situation is over, and the plant is secure and safe. • Advise Koppers Senior Management as required by section 4.2 of K-SHE-008 – Incident Investigation and Reporting. 	If the first person on the list is not available, then the next person on the list will take this role and so on down the list.	Blue vest – reflective white stripe with wording EMERGENCY CONTROLLER

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Role	Key Duties	Who	Identifier
DEPUTY EMERGENCY RESPONSE CONTROLLER	<ul style="list-style-type: none"> Perform the duties of Emergency Response Controller outside business hours until an ERC is on site. Declare Emergency and ensure alarm is triggered. Co-ordinate operational response (isolations, shutting down stills and equipment, hazard control and reduction measures). 	Shift Supervisor on Duty	Blue vest – reflective white stripe with wording DEPUTY EMERGENCY CONTROLLER
ROLL CALL MARSHALL	<p>Perform a roll call to account for all people on site using the checklist in → APPENDIX E (KCMC/ERP/FO/01), including visitors and contractors.</p> <ul style="list-style-type: none"> Print or delegate someone to print attendance list from computerised gate system. Hold office radio to assist in communication with ERC and locating any people who are not accounted for. Use this to contact Muster Point 1 and determine who is at that location. Collect or delegate someone to collect truck driver details from weighbridge (usually done by office staff). Obtain contractor access sheets from outside shift supervisors office (usually collected by Engineering staff). Report roll call results to ERC when asked. Keep a log of people who have been accounted for who leave the muster point area because they have been assigned a task during the course of the emergency. After everyone has been accounted for, arrange for evacuation siren to be turned off. <p>Assist ERC with assigning tasks to people who are gathered at the muster point (e.g. first aid, operations/engineering support) as the Emergency Response Controller may be at a different location.</p>	<p>Generally, office staff member</p> <p>After hours this will be the Shift Supervisor on duty</p> <p>Otherwise as delegated by ERC</p>	-

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Role	Key Duties	Who	Identifier
GATE / SITE ACCESS	<ul style="list-style-type: none"> Manually open main gate to allow access for Emergency Services. Direct Emergency Services to Emergency Response Controller. Prevent unauthorised people from entering site during the emergency. Log site entry and exit (people, vehicles, and times) during the emergency. 	As delegated by ERC	-
BUILDING FIRE WARDEN	<ul style="list-style-type: none"> One warden for Administration building, one warden for Supervisors building/laboratory, one for maintenance shop. Check buildings are clear and evacuation is complete. Report to Roll Call Marshall. 		-
COMMUNICATIONS OFFICER	<ul style="list-style-type: none"> Support Emergency Response Controller and manage other communication needs as required. Record a log of events that occur during the emergency. If after hours, call in management team and additional personnel for support as required. Ensure that SafeWork and / or EPA have been notified as required. Notify 5 agencies as required by PIRMP for pollution incident that causes or threatens material harm to the environment. Notify (or delegate and support other person to notify) Business Neighbours and Sensitive Community Members as required by PIRMP. Brief KCMC Senior Management about emergency. 	<p>Typically, KCMC management</p> <p>As delegated by ERC</p>	Blue vest – reflective white stripe with wording COMMS

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Role	Key Duties	Who	Identifier
FIRST AIDER(S)	<ul style="list-style-type: none"> Provide First Aid and support if required Collect First Aid Kit as appropriate. Report to Emergency Response Controller. Act under instructions of Emergency Response Controller. Be prepared to render First Aid as requested by Emergency Response Controller or as required. 		Green vest –with reflective white cross
Key Activities			
Emergency Services Notification	Initial 000 call.	ERC or delegated individual	
Media Statements	All media statement and interaction to be handled by senior KCMC management	Operations Manager or Koppers Sydney based management only	
Operations / Engineering support	Assistance with isolations, shutdowns, and control measures such as cooling, foam, bunding, sandbagging etc as required	As directed by Deputy Emergency Response Controller	

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5.2.2. First Aiders

Where necessary the Emergency Response Controller or Deputy Emergency Response Controller will delegate first aid trained employee(s) to perform the role of First Aider(s). A list of first aid trained employees is found in → [APPENDIX J](#).

5.2.3. Additional Emergency Management Resources

In the event of a facility emergency escalating to a point where additional emergency management resources are required, a team will initially be formed under the direction of the Operations Manager or delegate.

- Additional resources may include:
 - Media Support
 - Operations Support
 - Legal Support
 - People and Culture Support
 - Commercial Support
 - HSE Support
 - Communications Support
- They will assess the overall/strategic implications of the incident and assist the site through the Operations Manager
- Their key responsibilities will include:
 - Provision of specialist support and advice to the facility.
 - Handling external communications such as State Government departments, national media, major customers etc.
 - Co-ordinating and advising the site, on the response to media, relatives and public enquiries as well as corporate matters such as legal, insurance, etc.
 - Notifying the higher levels of Koppers management.

5.3. Interaction with the Community

The facility has developed an external stakeholder engagement plan as documented in *Koppers (KCMC) External Relations Emergency Action Plan (GHD, Sept 2019)*. This summarises the consultation process with neighbouring facilities and community in the preparation and review of the site ERP and PIRMP. This community interaction includes meetings, fact and FAQ sheets, and information published on the facility website.

- For external emergency, security or Police (if necessary) will advise neighbouring facilities and community of the current status, protection methods and potential evacuation requirements. If there is an immediate danger to life and health, the

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local combat agency (likely to be NSW Fire & Rescue, HAZMAT Unit) in conjunction with other emergency personnel will co-ordinate necessary communication with or evacuation of the affected area.

- Neighbouring businesses in close proximity to the site will be notified by email and/or phone call and/or SMS about the incident by the Communications Officer .
- Sensitive community locations in reasonable proximity to the site will also be notified by email and/or phone call and/or SMS about the incident. This group includes schools, child care centres, and nursing homes / Aged Care facilities. The list of sensitive community locations and their contact details is in → [APPENDIX I](#). This will be coordinated by the Communications Officer without delay after notifying the authorities.
- Information about any incident will also be accessible from the KCMC website and updated without delay.

The Emergency Response Controller or security will also arrange to advise the community and neighbouring facilities when the emergency is under control .

5.4. Facility Emergency Control Centre

The office board room is assigned as the primary Facility Emergency Control Centre (FECC).

It has access to:

- an intrinsically safe radio.
- site security cameras on the smart board.
- Wi-Fi access to allow remote access to SCADA system; access to intranet and internet services
- Local access to Emergency Response Plan;
- safety data sheets (hard copies of bulk chemicals in OM office, all safety data sheets available on FM Pro)
- Location maps and site layout

If the hazard zone envelops the primary FECC, control operations should proceed to an offsite location.

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6. SITE INFORMATION, FACILITIES & EQUIPMENT

6.1. Site Plan and Emergency Assembly Areas

The 13.5-acre main site is located in an industrial area in Mayfield, a suburb of Newcastle in the state of New South Wales, Australia.

A small tank farm (T-661 Compound – 5 tanks) is part of a larger property leased from the Port of Newcastle (PON) and is located approximately 2 km (1.2 miles) east of the main site.

A multi-user liquids berth (M7), built by Stolthaven is used by KCMC vessels and is located approximately 250m North of T-661 compound.

Aboveground pipelines interconnect the three sites.

→ [Figure 6.1](#) show the relative locations of the sites.

→ [Figure 6.2](#) shows the locations of hazardous materials on the main site.

→ [Figure 6.3](#) and → [Figure 6.4](#) shows the muster points on the main site and at the tank compound (T661).

The wharf assembly area / muster point is outside the security gate.

6.2. Location and Occupation Plans

The following land users are adjacent to the Mayfield facility:

- Industrial to the north and west;
- Residential to the south;
- Industrial to the west with the exception of a disabled children's activity centre (sensitive).

Refer to → [Appendix I](#) for a complete list of contacts and maps showing immediate neighbours and nearest sensitive receptors.

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Figure 6.1: Site Locations



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Figure 6.2: Hazardous Material Locations

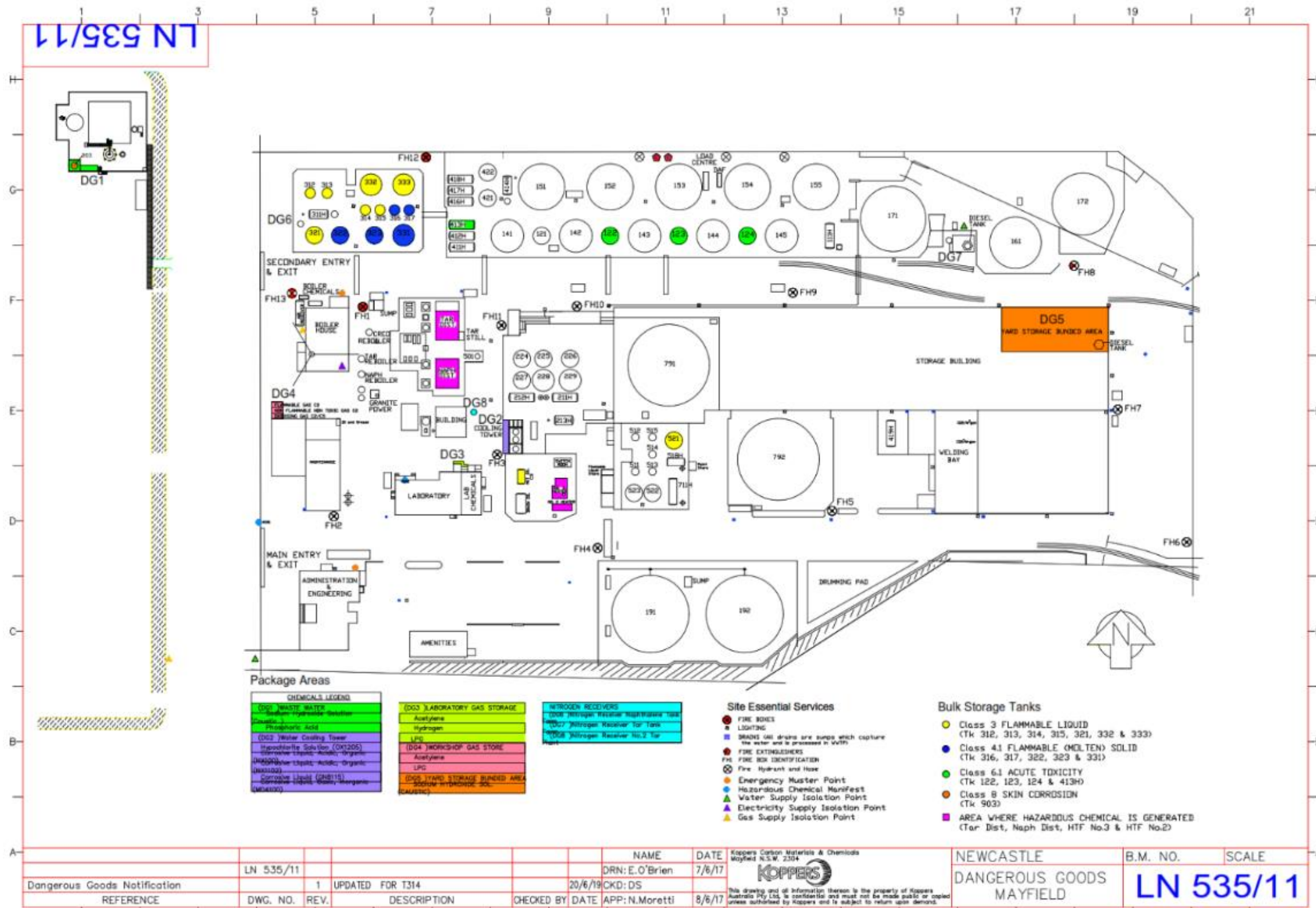


Figure 6.3: Muster Points and Emergency Service entry main site

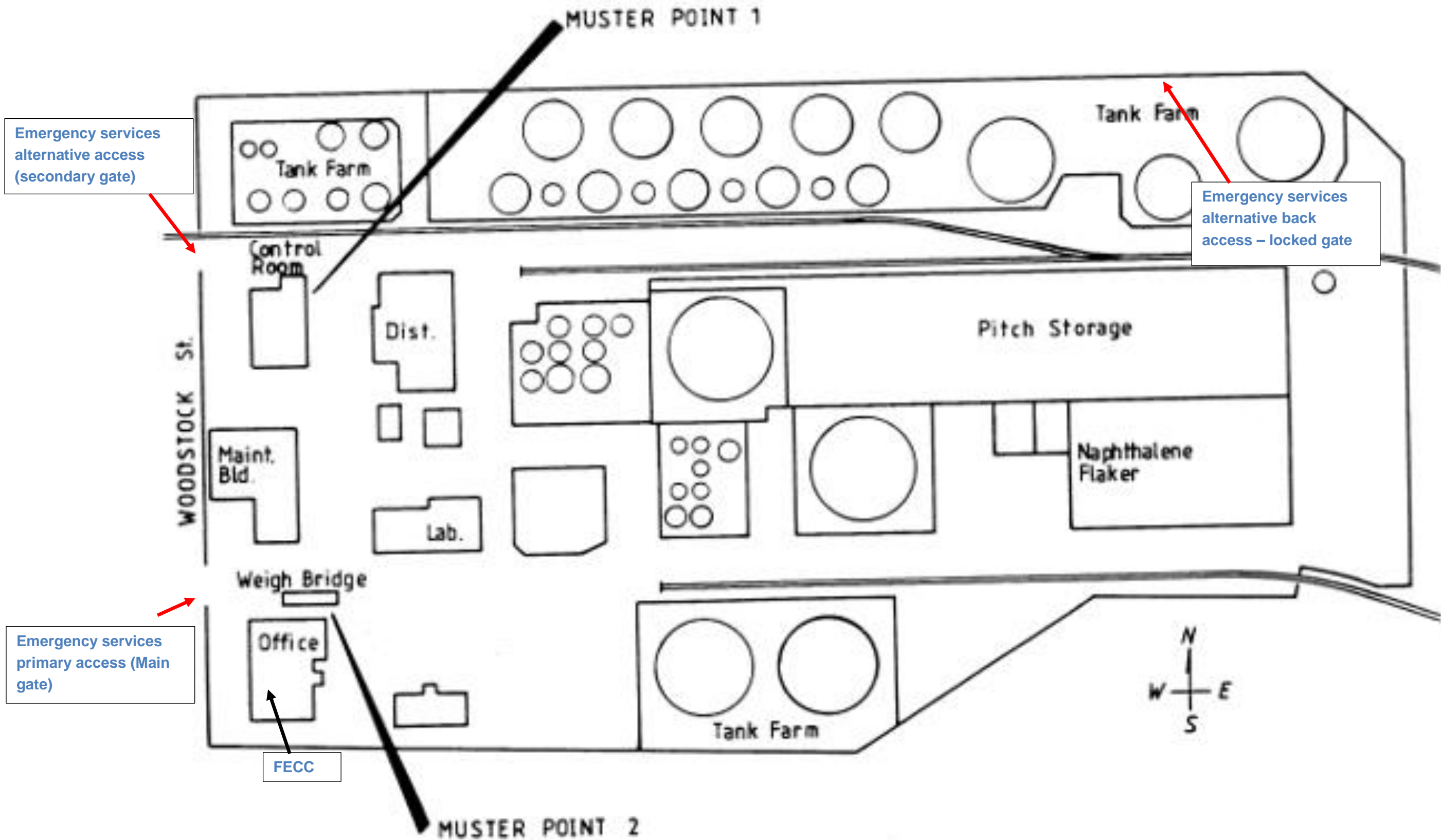
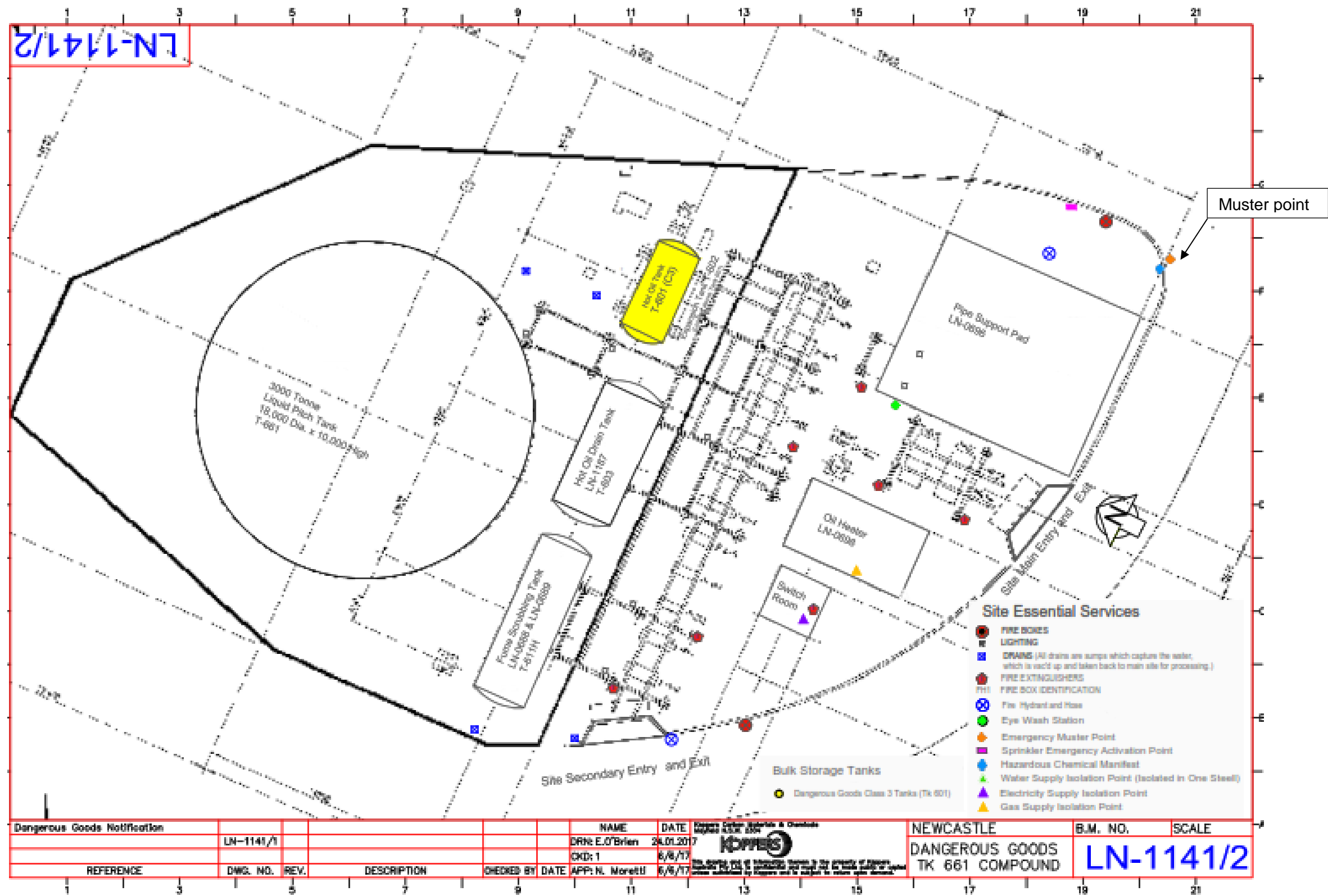


Figure 6.4: Muster Points T661 Compound



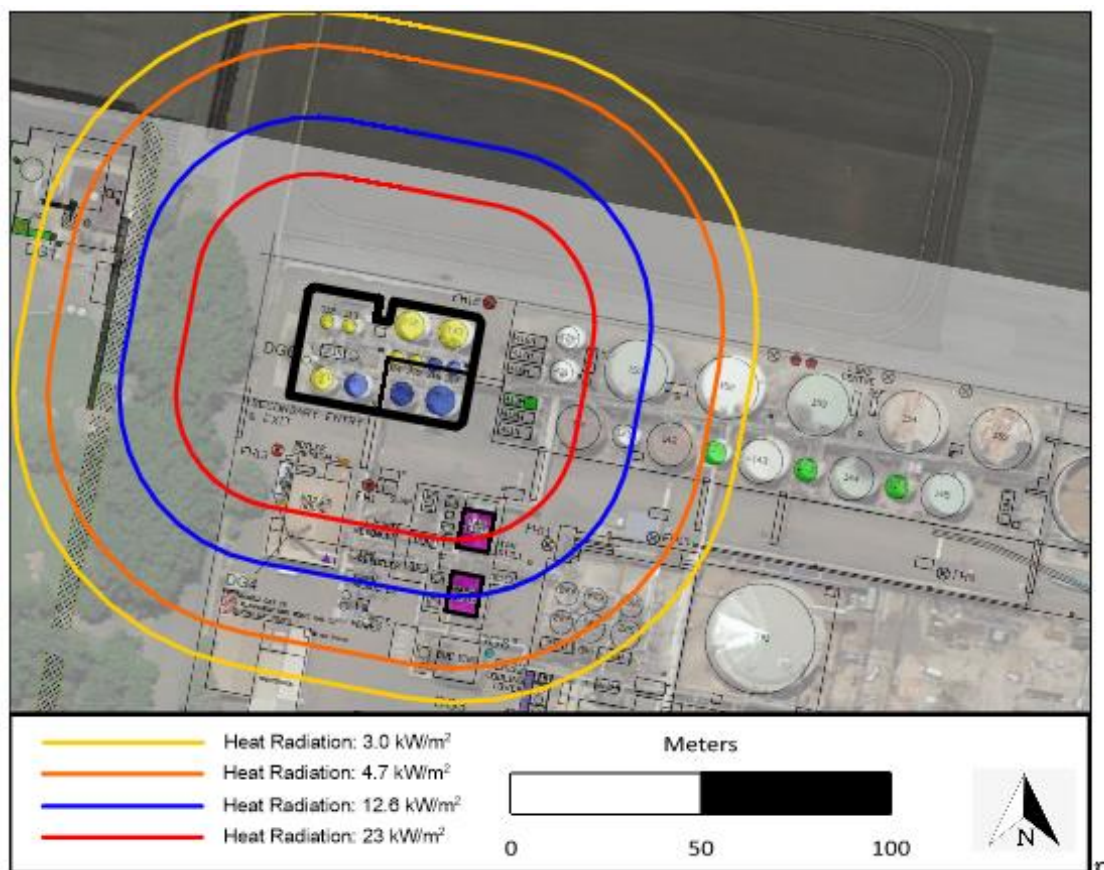
6.3. Heat Radiation Injury Effect Map

The risk of injury to the public or the risk of property damage outside the site boundaries is generally expressed as heat radiation from fires or overpressures from explosions.

Heat radiation contours for various fire scenarios are shown in → [APPENDIX F](#).

The only event with potential for offsite heat radiation effects is a full bund fire as shown below, which has a very limited impact to the west of the site.

Figure 6.5: Bund Fire Heat Radiation Effect



6.4. Emergency Services Access Map

Emergency services access locations are shown on → [Figure 6.3](#)

6.5. Location maps

The location maps for the main site and T-661 facility are shown in → [Figure 6.2](#) and → [Figure 6.4](#).

These shows the location of DG storages, fire protection systems and utility isolation points.

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Site plans and location maps are located in the HAZMAT box at the main entrance of the Woodstock St facility and the entrance to the Tank 661 compound on the PON site.

6.6. Maximum / Minimum Number of Persons

Personnel at the facility may vary greatly due to business hours.

After business hours there would be a maximum of 4 persons on site and up to 50 maximum persons on site during business hours during maintenance activity (including contractors).

6.7. HAZMAT Box

There is a HAZMAT box located at the main entrance of the Woodstock St facility and the entrance to the Tank 661 compound on the Port of Newcastle site.

Each HAZMAT box contains:

- Schedule 11 Hazardous Chemical Manifest;
- Site plans and location maps.

6.8. Fire Protection System

The fire protection system comprises:

- Site hydrants (with fire hoses);
- Deluge systems
- Fire extinguishers and fire hose reels are installed to combat incipient fires.

Hydrant locations are shown on the facility emergency site plan drawing in the HAZMAT box and also in → [Figure 6.2](#) and → [Figure 6.4](#).

Locations of other response items such as deluge, snuffing steam , extinguishers are shown in → [Appendix A](#).

Regular testing is undertaken for this equipment in line with Australian Standards

6.8.1. Deluge System

The site has several deluge systems. Most systems are heat activated (with a manual activation back-up) and each system is activated in one of the following ways:

- Heat initiated (with manual activation as backup)
 - #1 Tar Distillation Building and columns
 - Naphthalene Distillation Building and column
 - #2 Tar Distillation Building and Solvent Column
 - Main Site Hot Oil tanks, pumps, and furnaces

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- Condensate reboiler pumps
- T-661 compound hot oil pumps and furnace
- T-701 and T-702 tanks
- Manual activation only
 - Reboiler pump areas

The deluge system is designed to protect the distillation process buildings and prevent escalation to adjacent equipment.

6.8.2. Hydrants

Hydrants are supplied by towns water feeding into the ring main and are located within fire boxes as shown in maps in → [Appendix A](#).

6.8.3. Steam snuffing system

A manually activated steam snuffing system is provided to allow steam to inject into the gas scrubber ducting and reboilers if high temperatures or fire is detected by operators. The location of snuffing steam injection points is shown in maps in → [Appendix A](#).

6.9. Emergency Alarm System (Emergency protection systems)

Alarm trigger buttons are found within the control room and at all four corners of the Naphthalene tank farm as shown in maps in → [Appendix A](#).

Audible fire alarms activate when the alarms are triggered.

6.9.1. Emergency Isolations

Utility isolation points are provided as follows:

- Site natural gas isolation point
- Site electricity isolation point (capable of isolating power to half the site at a time or the whole site).
- Compressed air isolation valves
- Localised electrical isolation at individual sub-boards and e-stops on individual pumps and equipment.

6.9.2. Heat and Smoke Detectors

The main office, supervisors building, laboratory, and change house are protected by heat and smoke detectors connected to building fire alarm panels that activate the audible and visual alarms. These heat and smoke detectors do not activate the deluge system or shut down the facility.

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6.10. Portable Equipment and Location

A list of portable equipment (Fire Extinguishers, First Aid Kits, Spill Kits, Burn Kits and AED) and their respective locations within the facility are shown in → [Appendix A](#).

6.11. Site Security

The KCMC main site is fenced and manned at all times. Access through the automatic main gate is by use of a master key or individual radio-controlled remote controls to prevent unauthorised access. CCTV cameras display and record site entry and exit through reception as well as main and secondary site entrances.

T-661 compound on the PON site requires a master key for access and is continually monitored by CCTV cameras linked to the main site.

Security at Stolthaven M7 berth is KCMC responsibility only when a KCMC vessel is secured at the wharf. During these periods a licenced security guard with appropriate qualifications is stationed at the M7 entrance to enforce security requirements.

6.12. Gates

Two remote controlled automatic gates provide access between the main site and Woodstock Street. The south gate is the primary access gate for the site and is operated by master key and individual radio controls. An intercom system is present at the southern gate to allow people who do not have master keys or individual controls to contact employees on the site radio to request site entry and exit.

The north gate is used primarily for heavy vehicle movement on and off site. It is also operated by master key and special radio controls issued to truck drivers for use on site. Both north and south gates are monitored by CCTV.

6.13. Testing

Fire pump start up and fire / evacuation alarm are checked and tested on a weekly basis.

Monthly checks on the fire system us carried out by an external contractor on a monthly basis. These checks include deluge valve operation; fire alarm; fire pump start-up and pressures.

Annually, deluge drop tests and water flow tests are carried out.

Maintenance of the system is performed by qualified people.

6.14. Bunding and drainage

The site is contained and run off is captured as follows:

- Storage tanks contained in bunded areas. Firefighting water used in these areas will be caught in the bund and not flow to stormwater.

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- First Flush sump system outside bunded areas. The initial water landing outside a bunded area is caught in a first flush sump system. This allows time for water flowing down roadways and into drains to be diverted and reduce the risk of stormwater contamination.

Emergency Procedures include fire water control and stormwater protection measures.

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7. EMERGENCY RESPONSE

7.1. Immediate Actions / General Guidelines

While the immediate and ongoing response actions in an emergency will depend on the nature of the incident, there are several short-term actions that will generally be required irrespective of the specific incident details i.e:

- On noticing a potential or actual emergency, activate the Emergency Evacuation Alarm, remove people from danger, notify the Emergency Response Controller, and then await instructions.
- Assess the situation and activate the response procedures and resources (Emergency Response Controller) and notify the Emergency Services (Communications Officer).
- Under instruction from the Emergency Response Controller / assist in:
 - Accounting for staff / visitors.
 - Erecting signs / making security arrangements to restrict entry.
 - Minimising danger e.g. by turning off equipment (not lights), moving road tankers away from the danger, if safe to do so, or taking direct action (e.g. to address small fires if safe to do so), using hand-held extinguishers or fire hoses.
 - Notifying other parties, e.g. neighbours, community, authorities, management etc.
 - If able, keep notes of any events that may prove valuable in the post-incident investigation.
 - Liaise with Emergency Services.

7.2. Activation of the Plan

- The Emergency Response Controller, or delegate, is to copy a list of the people on site from the security gate monitoring system.
- An assigned person from the office is to bring the visitors reception book to the Muster Point 2 so that the Emergency Response Controller, or Roll Call Marshall, is aware of visitors on the plant.
- An assigned person from the office is to bring the Truck Driver Induction Cards to the Muster Point 2 so that the Emergency Response Controller, or Roll Call Marshall, is aware of the truck drivers who are on the plant.
- An Engineer is to bring the contractor record sheets to the Muster Point 2 so the Emergency Response Controller, or Roll Call Marshall, is aware of contractors who are on the plant.
- The Emergency Response Controller is to inform personnel gathered at the Muster Point 2 that they are to wait for further instructions.

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- The Emergency Response Controller, or Roll Call Marshall, is to account for all persons on the plant by checking the lists from both Muster Points.
- The Emergency Response Controller is to report the outcome of the checking to the Operations Manager or the delegated officer.
- The Emergency Response Controller, or Roll Call Marshall, is to delegate a person to contact the control room to determine people at Muster Point 1 to record the names of all persons present at that Muster Point.
- The Emergency Response Controller, or Roll Call Marshall, is to check and record the names of all persons at Muster Point 2.

7.3. Out of Hours

Out of hours there are fewer people on site (typically around 4).

The deputy ERC will follow a cut down procedure.

Operating personnel will go to the control room with anyone else present going to Muster Points.

7.4. Evacuation Procedure, Emergency Assembly and Roll-Call

The locations of emergency assembly areas will depend on the type and severity of the emergency - follow instructions of your Emergency Response Controller.

ACCOUNTING FOR PERSONS

All persons must be accounted for before evacuating the facility and after arrival at an emergency assembly area.

Use the attached Evacuation Checklist (refer → [APPENDIX E](#)) and Visitors Book as a *guide, to ensure a comprehensive roll call of all plant areas and identification of missing persons.*

As each area is evacuated it must be searched, if safe to do so, to ensure no person remains in danger. If this is dangerous, search and rescue must be left to the Emergency Services who will be properly equipped to do so.

Entry or re-entry is strictly forbidden until authorised by the Emergency Commander of the attending emergency authority.

The location of Emergency Assembly Areas is shown in → Figure 6.3.

EVACUATION PROCEDURE

- When the evacuation alarm is sounded all personnel on site, including visitors and contractors, are to evacuate the area immediately and assemble at one of the designated muster points.

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- All visitors, contractors and non-operations personnel are to be directed to assemble at Muster Point 2.
- All persons will be accounted for and will be required to wait for further instructions from the Emergency Response Controller, who will advise when the emergency situation is over, and the plant is secure and safe.
- The Deputy Response Controller is to direct plant and external authority personnel to handle the emergency.
- Where assistance is required the Emergency Response Controller may appoint a Role Call Marshall to account for all persons in the affected area including all visitors and contractors.
- If necessary, the Emergency Response Controller may appoint a person to man the gate at the plant entrance and prevent access by any unauthorised persons until relieved by the Operations Manager or a member of the Police Department.

Note: Instruct the person at the gate not to comment on the emergency situation to media or other outside persons.

If necessary, the Emergency Response Controller may appoint a Communications Officer.

7.5. Training and Exercises

7.5.1. Training and Education

All persons on site are to be provided with induction, education and ongoing training so that they fully understand their role and responsibilities in the event of an emergency. The training provided should be “competency-based” to ensure that the facility staff has both the knowledge and skills required to carry out their duties. The training is to be documented for each member of staff and kept on in the electronic training records

7.5.2. Exercises and Testing of Plan

The effectiveness of the ERP and procedures are evaluated by simulated exercises carried out under the direction of the Emergency Response Controller and periodically involving the Emergency Services.

Management is responsible for ensuring that appropriate training schedules and programmes are implemented for all staff within their areas as appropriate using the following guidelines.

The personnel below should participate in the listed training activities.

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Table 7.1: Training and Plan Testing Requirements

	All Personnel	Relevant Operations and Engineering Personnel	ERC, Deputy ERC, and Building Wardens	Relevant Community/ neighbour representative	Emergency Services & Other Agencies
First attack Fire Fighting (including hose familiarity)	✓	✓	✓		
First Aid and CPR		✓	✓		
Fire Warden			✓		
Site Induction including Emergency and Evacuation	✓	✓	✓		
Site Familiarisation Visits (minimum twice yearly)			✓		✓
Evacuation Drills (6 monthly)	✓	✓	✓		
Desktop Emergency Exercise (minimum twice yearly)		✓	✓	✓	Optional
Major (Live) Exercise	✓	✓	✓	✓	✓
PIRMP (annually)		✓	✓	Optional	Optional

7.6. Mutual Aid between Adjacent Facilities

KCMC is not of a scale where mutual aid is likely to be required. No specific mutual aid arrangements are in place.

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8. SPECIFIC EMERGENCY PREVENTION AND RESPONSE PROCEDURES AND ACTIONS

8.1. Summary of emergency prevention measures

8.1.1. Serious Fire / Explosion Emergency –

- Pre-emptive actions to control the risk of fire include :
 - Nitrogen blanketing of certain storage tanks (identified by Risk Assessment) to provide an inert atmosphere.
 - Temperature measurement of key fume mains to identify temperature increases that may indicate the beginning of a fire.
 - Hot work policies and restrictions to manage potential ignition sources.
 - Distillation Unit shutdown and wash down procedures to remove flammable material before allowing units to be opened and exposed to oxygen in the atmosphere.
 - Earth Straps installed, used, and tested/maintained to manage static electricity when loading vehicles and minimise ignition sources.
 - Standard Operating Procedures for key activities on site, with controls to prevent product spillage (fuel source) and ignition sources.

8.1.2. Serious Gas Leak

- The KCMC site contains piped Natural Gas. Pre-emptive actions to control the risk of gas leaks include:
 - Isolation valve to shut off gas supply located in the boiler house (near control room) for quick response.
 - Isolation valve to shut off gas supply located at feeder station, outside main gate, on Woodstock St, for access if the site has been evacuated.

8.1.3. Serious Product Release or Spillage on Site

- The KCMC site contains flammable and combustible liquids, flammable gases, and flammable solids and other products that may harm the environment. Pre-emptive actions to control the risk of serious product spillage include:
 - Maintenance of plant and equipment to minimise the risk of equipment failure leading to serious product spillage.
 - Appropriate design and material selection for plant and equipment to minimise the risk of equipment failure.
 - Standard Operating Procedures for key activities on site, with controls to prevent product spillage (fuel source) and ignition sources.

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8.2. Summary of response measures

➔ **APPENDIX G** contains checklist for response to emergency incidents should the prevention measures fail, including:

- Process related events including:
 - Fires
 - Gas leaks
 - Spills
- External events
- Third party threats such as bomb threats
- Response of site personnel to a reported transport incident

Pollution incidents are also included as follows:

- Spill of liquid / odorous material on site
- Tank venting generating odours
- Spill of liquid offsite (e.g. wharf, pipeline)

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9. COMMUNICATIONS AND EXTERNAL RELATIONS

9.1. General Guidelines

One of the most important aspects of effective emergency management is communications. This may be required with a wide range of different internal and external parties. The timing, content, and style of such communications will generally have a major impact on the perceptions about how the Company has responded, and therefore need to be closely co-ordinated.

Communications of two main types are required:

- Notification to appropriate external and internal groups
- Response to enquiries, e.g. from relatives, the media, local community, and general public.

Guidelines are set out below regarding the range of potential contacts and how they should be handled.

9.2. Regulator Notifications

9.2.1. Emergency

The emergency response controller on site will take immediate steps to protect people and the environment and will appoint a communications officer as per → [Table 5.1](#).

Notifications are:

1. Firstly, call 000 if the incident presents an immediate threat to human health or property. Emergency services will attend.
2. If an injury or fatality is involved notify SafeWork NSW as per contact details in Contacts, page 3 of this plan.

9.2.2. Pollution incident

In a pollution incident that is also an emergency, the emergency response controller on site will take immediate steps to protect people and the environment and will appoint a communications officer as per → [Table 5.1](#).

The Operations Manager or delegate will notify the EPA immediately as per contact details in Contacts, page 3 of this plan.

1. Firstly, call 000 if the incident presents an immediate threat to human health or property. Emergency services will attend.
2. If the incident does not require an initial combat agency, or once the 000 call has been made, notify the relevant authorities in the order as per the Contacts listed on page 3 of this plan.

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The purpose of this is to notify the authorities without delay, while still allowing the emergency response controller to take necessary steps to bring the situation under control and minimise the impact of the incident.

A pollution incident (which may not be an emergency) is required to be notified to the EPA if there is a risk of 'material harm to the environment', which is defined in section 147 of the POEO Act as:

(a) harm to the environment is material if:

(i) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or

(ii) it results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000 (or such other amount as is prescribed by the regulations), and

(b) loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment.

The relevant information about a pollution incident required to be 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.
4. The circumstances in which the incident occurred (including the cause of the incident, if known).
5. The action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution

If the information required by items (3) to (5) becomes known after the initial notification is made, that information must be provided to the authorities immediately after it becomes known.

9.2.3. Pressure / Emergency Relief Vent Opening

As per the requirements of Direction III f) of Prevention Notice 1582441 (as varied), Koppers Emergency Response Controller or delegate must notify the EPA immediately after it becomes aware of an opening of Pressure / Emergency Vents, except when undertaking maintenance operations whilst the tank is maintained under negative pressure.

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9.3. Other Notifications

9.3.1. Internal

All incidents requiring activation of the Emergency Response Plan must be reported to Koppers Senior executives – this can be achieved by a FOCUS notification.

Local staff should also be notified. This may be done via the alarm or intercom system, but in instances where staff are not directly affected (e.g. a vehicle accident off-site) details should be provided through a notice from the Operations Manager.

This is particularly important in cases where a colleague has been seriously injured, or where the incident (and the Company's reputation) is being publicly debated, and staff should know the facts.

9.3.2. External

A wide variety of external parties may need to be notified of an incident – starting of course with the Emergency Services, but also covering such groups as:

- Government departments;
- Specialist authorities;
- Neighbours and community groups;
- Contractors, customers, suppliers etc.;
- Media.

Responsibility for notifying all such relevant parties rests with the Operations Manager / ERC. Depending on the nature and scale of the incident, the Emergency Executive may obtain assistance both at the site (e.g. security or the communications officer).

In the event an incident causes or threatens material harm, the PIRMP will be activated. KCMC will provide "early warnings" and regular updates to relevant neighbours.

In the event of less serious emission incidents (e.g. tank vent openings with small odour releases), neighbours e.g. downwind will be notified as appropriate.

For any incident, there is potential for external investigations to be conducted by relevant authorities. Statutory requirements are to be followed to preserve evidence.

9.4. Media Relations

All media enquiries should be directed to KCMC' or to its media and public relations consultant. No staff member should speak to media without approval of KCMC' Newcastle Operations Manager or Koppers' Australia Vice President.

For external emergencies KCMC will proactively issue a media statement (and appropriate updates). These statements will be placed on KCMC' website.

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Where Police and other emergency services are involved, KCMC will work with the relevant authorities' media personnel in line with their protocols.

9.5. Relatives, Next of Kin and Trauma Counselling

In the event of a local facility emergency, responsibility for dealing with enquiries from relatives of employees (who may or may not be injured) rests with the Operations Manager.

Subsequent support for any affected personnel will be provided by the company following professional advice.

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10. TERMINATION OF EMERGENCY

10.1. Return of Control from Emergency Services

When an emergency is of such proportions that the Emergency Services are involved, the formal incident control will be assumed by a senior member of the Emergency Services. They will formally declare the emergency to be over, and hand back control to the facility. The Emergency Response Controller will complete an incident report and initiate an investigation/risk assessment (see Section 10.3) and communicate to staff and other parties involved (e.g. contractors, neighbours etc) of the termination, and resumption of normal activities.

10.2. Recovery and Restoration

Emergencies can result in harm or damage – to people, plant, property, environment, or company image – and remedial action will be required. The responsibility for planning and implementing such action rests with the Emergency Executive, and may include:

- Rehabilitation of staff.
- Repair of damaged facilities.
- Environmental remediation.
- Replenishment of emergency facilities, e.g. fire extinguishers, first aid kits, control room equipment and documents.

In addition, harm may have been caused to the company's image or business / customer relations. Actions to restore image and business should be planned in conjunction with the Sales and Marketing Department.

In the event of an emergency that cause damage to the facility there may be a need to seek Technical Assistance for repairs and replacements. As a minimum the following should be completed before returning to normal Facility operations:

10.3. Internal Reporting and Investigation

Following termination of the emergency and restoration of normal activities, the Emergency Response Controller will complete an incident report and initiate a formal investigation, considering such aspects as:

1. Cause of the incident, and other contributing factors.
2. Mitigating actions taken.
3. Effectiveness of the response procedures.
4. Preventive actions required in future.

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10.4. Debrief

Within one week of an emergency, the Emergency Response Controller will convene a debrief meeting of members of the emergency organisation to:

- Present and discuss findings and learnings.
- Consider the use and effectiveness of the emergency response procedures.
- Finalise recommendations for improvements.

Recommendations and action plans will be tracked in FOCUS

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11. MANAGEMENT OF THE EMERGENCY RESPONSE PLAN

11.1. Access to Plan

An electronic controlled copy of this ERP is found in the QSHES directory:
H:\kcmc\Operations\PRODUCTION\QSE System Folders\Emergency Response\01 -
Emergency Procedures - Newcastle - Controlled

Printed controlled copies will be located in every department. Controlled copies will be managed via the Controlled Document Register.

11.2. Updating of the Plan

The plan will be tested and reviewed at least annually and revised if necessary. In addition, the plan will be revised when:

- Testing of the plan identifies shortcomings or omissions
- Modifications or alterations occur at the facility
- Significant changes occur in relation to the type and quantities of hazardous materials on site
- An incident or near miss indicates the need to do so
- Changes to surrounding land use impact upon the emergency plan and
- There are changes in personnel and contact details.

Refer History of Change Table in Section 12 for revision history of this ERP.

11.3. Document Control

This plan will be controlled as per QSHES Procedure 7.5 Documented Information.

11.4. Record Keeping

Records are an integral part of a facilities Safety Management System and records need to be retained to verify the adequacy of the system.

Examples of circumstances for which records should be kept are:

- All induction programmes, ongoing training and exercises (including dates, personnel involved, and nature of the training or exercise in-house or external training)
- All near-misses and incidents need to be captured
- Testing of the plan (including the dates of testing, methods, personnel responsible, and the results of testing).

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Revision Date:	25/09/19	Section:	11.0 Management of the Emergency Response Plan
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12. HISTORY OF CHANGE

Version	Date	Summary of Changes
1	26/09/19	– New Emergency Response Plan
		–
		–

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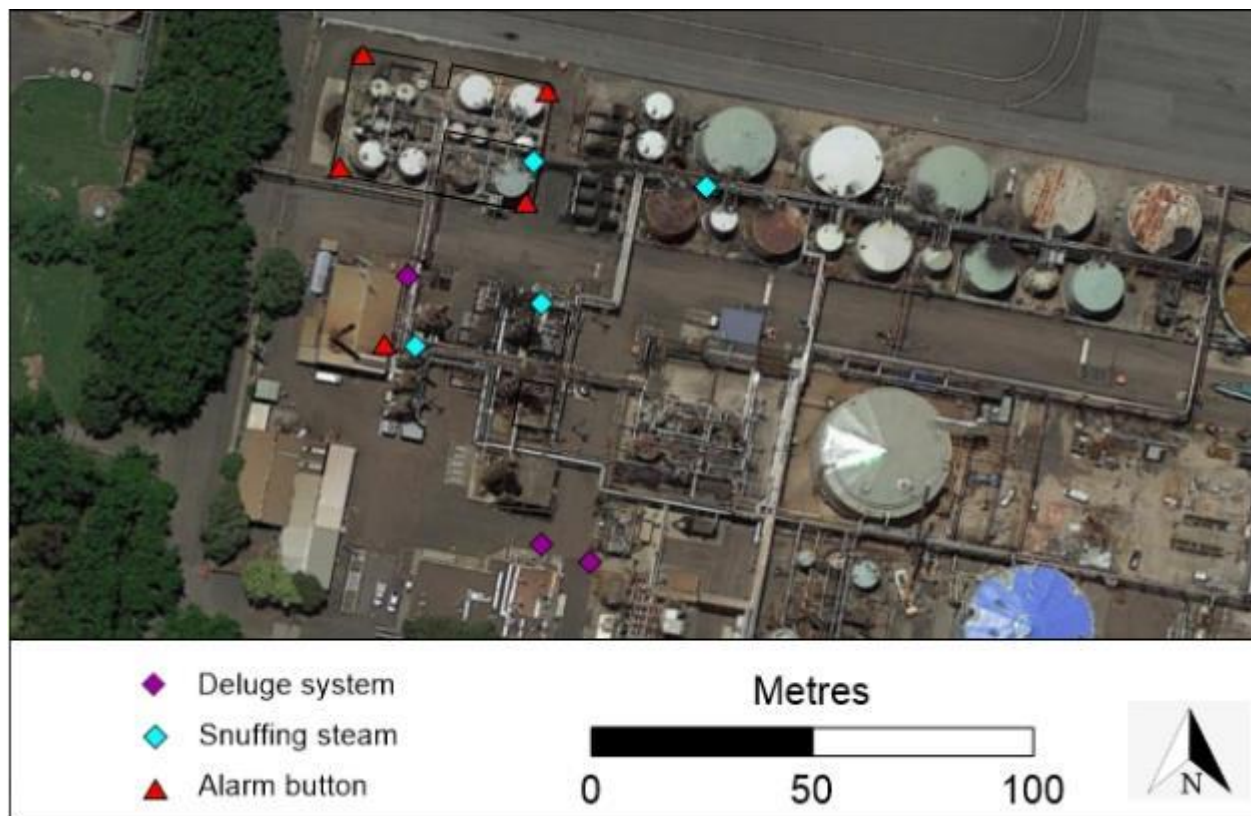
APPENDIX A. SITE EQUIPMENT

This appendix summarises the location of site emergency response equipment apart from fire hydrants / hose reels which are shown in → [Figure 6.2](#).

A1.1. PPE

Personal Protective Equipment – Safety Glasses, Respirator, Long Sleeved High Visibility Shirt, Long Pants, Steel Capped enclosed footwear, Safety Hat, Hearing Protection (ear plugs and earmuffs), gloves can be found in the Supervisor's Building.

A1.2. Activation points for deluges, snuffing steam and alarms



A1.3. Spill Kits

- Boiler House Bin 1
- Boiler House Bin 2
- Tank 661
- M7 Berth

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A1.4. Fire Extinguishers

No.	Type	Location
1	CO ₂	Boiler House North Door
2	CO ₂	Boiler House Control Room - Inside
3	CO ₂	Boiler House Control Room - Outside
4	CO ₂	Boiler House South Door
5	CO ₂	Boiler House Switch Room
6	Dry Chem	Naph Loading Platform
7	Dry Chem	Pitch Loading Platform
8	Dry Chem	No. 1 Tar Still Reboiler Pad
9	Dry Chem	No. 1 Tar Still Ground Floor North
10	Dry Chem	No.1 Tar Still 1st Floor Door
11	Dry Chem	No.1 Tar Still Top Floor North
12	Dry Chem	No.2 Tar Still Reboiler Pad
13	Dry Chem	No.2 Tar Still Ground Floor North
14	Dry Chem	No.2 Tar Still Ground Floor South
15	Dry Chem	No.2 Tar Still 1st Floor South
16	Dry Chem	No.2 Tar Still Top Floor North
17	Dry Chem	No.2 Tar Still Top Floor South
18	CO ₂	Naph. Still Ground Floor South
19	CO ₂	Naph. Still 1st Floor South
20	CO ₂	Naph. Still Top Floor South
21	Dry Chem	Beside TK 227
22	CO ₂	Platform on TK 227
23	CO ₂	Beside Pump 207A
24	Dry Chem	Flammable Goods Store
25	Dry Chem	P702A Ship loading Pumps
26	Dry Chem	Acid Tank Farm Tank 711A
27	Dry Chem	No.4 Bay Door - South Wall P.P. Building
28	Dry Chem	No.5 Bay Door - South Wall P.P. Building
29	Dry Chem	No.6 Bay - East Door P.P. Building
30	Dry Chem	No.6 Bay - East Door P.P. Building
31	Dry Chem	No.5 Bay Door - North Wall P.P. Building
32	Dry Chem	No.5 Bay Door - North Wall P.P. Building
33	Dry Chem	No.4 Bay Door - North Wall P.P. Building
34	CO ₂	Diesel Tank Pitch Shed
35	Dry Chem	North Wall Tank 791
36	Dry Chem	North Wall Tank 791
37	CO ₂	North Wall Tank 791
38	CO ₂	South Wall - Fire Pump House
39	Dry Chem	CBF Loading Platform
40	Dry Chem	Post Beside Tank 155

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No.	Type	Location
41	Dry Chem	Post Beside Tank 144 - 1 off
42	Dry Chem	Between Tank 143 and Tank 123
43	Dry Chem	Post Between Tank 144 & Tank 154
44	Dry Chem	Post Beside Tank 152 & Tank 122
45	Dry Chem	Feed Pumps Between Tank 152 and Tank 153
46	Dry Chem	Feed Pumps Between Tank 152 and Tank 153
47	Hose & Reel	Feed Pumps Between Tank 152 and Tank 153
48	Dry Chem	Beside Rail Unloading Pumps P.18 & P.19
49	Dry Chem	Post Beside Pump P.6
50	Dry Chem	Tar Tank Farm Tank 411H
51	Dry Chem	Naphthalene Loading Point Tank 331
52	Dry Chem	Post Between Tanks Tk 322 & Tk 323
53	Dry Chem	Solvent Transfer Pump P.319
54	Dry Chem	Fuel Oil Unloading Point Tank Tk 321
55	Dry Chem	Beside Tk 226
56	Dry Chem	Tk 227 - Pitch Loading Stand
57	Dry Chem	Beside Tk 226
58	Dry Chem	Lagger Shed Door
59	Dry Chem	Acid Washing Plant - Between Tks 522 & 523
60	Dry Chem	Lunch Room - Amenities Building
61	CO2	Foyer - Amenities Building
62	CO2	N/E Door - Amenities Building
63	CO2	South Door - Laboratory 5 Kg
64	CO2	South Door - Laboratory 2.2 Kg
65	CO2	East Door - Laboratory 5 Kg
66	CO2	East Door - Laboratory 2.2 Kg
67	CO2	West Door - Laboratory 5 Kg
68	CO2	West Door - Laboratory 2.2 Kg
69	CO2	Laboratory Instrument Room
70	CO2	Main Office - Compactus 5 Kg
71	CO2	Main Office - Compactus 2.2 Kg
72	CO2	Main Office - Water Cooler 5 Kg
73	CO2	Main Office - Water Cooler 2.2 Kg
74	CO2	Supervisors Building - Hallway 5 Kg
75	Hose & Reel	Hallway Supervisors Building
76	CO2	Supervisors Building - Hallway 2.2 Kg
77	Dry Chem	Maintenance Building - Foreman's Office
78	Dry Chem	Maintenance Building - Pump Overhaul Area
79	Dry Chem	Spares - Maintenance Building
80	CO2	Spares - Maintenance Building
81	Dry Chem	Road Tanker - KAP No.3

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No.	Type	Location
82	Dry Chem	Road Tanker - KAP No.3
83	NAFP	Road Tanker - KAP No.3
84	Dry Chem	Between Tanks Tk 191 & Tk 192
85	CO ₂	Cooling Tower Control Room
86	Dry Chem	HTF Plant - P 712
87	Dry Chem	HTF Plant - P 710
88	Dry Chem	HTF Plant - Ground Floor Return Tank
89	Dry Chem	HTF Plant - 1st Floor Return Tank
90	Dry Chem	HTF Plant - 1st Floor Heater
91	CO ₂	HTF Plant - Switch Room
92	Hose In Fire Box	PoN Compound. Tank 661
93	Dry Chem	PoN Compound - P 602 Ship Loading Pump
94	Dry Chem	PoN Compound - P 601 Ship Loading Pump
95	Dry Chem	PoN Compound - P 608 / P 609 HTF Heating Pump
96	Dry Chem	PoN Compound - P 605 Tracing Boost Pump
97	Dry Chem	PoN Compound - P 612 Fume Scrubbing Pump
98	Dry Chem	PoN Compound - P 610 Unloading Pump
99	CO ₂	PoN Compound - South Wall Switch Room
100	Dry Chem	Humpy M7 Berth PoN
101	CO ₂	Humpy M7 Berth PoN
102	CO ₂	PoN Compound - North Wall Switch Room
103	Dry Chem	Boilermaker Shop North West Comer
104	Dry Chem	Boilermaker Shop South Wall
105	CO ₂	Boilermaker Shop South Door
106	CO ₂	Boilermaker Shop East Wall
107	Hose & Reel	Boilermaker Shop South Wall
108	Hose & Reel	Boilermaker Shop Outside North West Comer
109	CO ₂	Waste Water Plant Instrument Room
110	Dry Chem	Waste Water Plant Storage Tank

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A1.5. First Aid Equipment

First Aid and Burn Kits	
First Aid Room	First Aid Kit
	Burn Kit
Supervisors Building	First Aid Kit
Laboratory	First Aid Kit
Control Room	First Aid Kit
Main Office	First Aid Kit
M7 Berth	First Aid Kit
	Burn Kit
Tank 661	First Aid Kit
	Burn Kit
Boilermaker Shop	First Aid Kit
	Burn Kit

Small Vehicle Packs	
Acco Truck	First Aid Kit
VW Transporter	First Aid Kit
Hilux AW-17-KU	First Aid Kit
BT-50	First Aid Kit
VW Golf	First Aid Kit
Defibrillator	
Supervisors Building	

APPENDIX B. INFORMATION TO BE PROVIDED TO EMERGENCY SERVICES

The presence of Emergency Services is required when there is an emergency where the impacts on people, property and the environment are expected to:


- Spread of affects all parts of the facility (examples - pipe rupture, vessel fire)
- Impact both within the facility and beyond the boundary of the facility (examples - bomb threat, large scale bund fire, neighbouring facilities fire)

In the event of the above emergencies, the Communications Office will report the emergency to the Emergency Services. The following initial information/advice is to be provided:

- name and location of the facility (suburb, street, nearest cross street to relevant site entry);
- number of injured persons or casualties and the nature of injuries if applicable;
- the type and scale of emergency including a brief description;
- hazards involved (including details of substances, namely UN Numbers, names of substances, quantities involved);
- telephone contact number (for any return messages);
- name of person making the call; and
- any other useful information (e.g. wind speed and wind direction, etc.).

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APPENDIX C. COMMUNICATION'S OFFICER MESSAGE LOG



Communications Officer – Message Log

Emergency Response Plan - Appendix C
(Form: KCMC/ERP/FO/02)

Scenario:			
Date:		Time:	
Location:			

Immediate Action Checklist:				
Check	Action	Comment	Time/Date	Initial
	Emergency Alarm Activated			
	Emergency Services Notified			
	People on site accounted for (refer Roll Call Marshall)			
	Initial Operational Response			
	5-Agency Notification / EPA Notification / SafeWork NSW Notification			
	Community Notification			

Sequence of events	Time/Date	Initial

KCMC/ERP/FO/02
1 of 2
Revision No: 01
Reviewed Date: 25/09/19

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Communications Officer – Message Log

[illegible]

Situation Resolved – Appropriate Notifications:

Check	Notification of Return to Scheduled Work	Comment	Time/Date	Initials
	Await verbal "All Clear"			
	Attend Debrief Session			

Notes:


KCMC/ERP/FO/02

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Revision No: 01
Reviewed Date: 25/09/19

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APPENDIX D. BOMB THREAT CHECK LIST



Bomb Threat Checklist

Emergency Response Plan - Appendix D
(Form: KCMC/ERP/FO/03)

Questions to Ask:

1. When is the bomb going to go off?
2. Where did you put the bomb?
3. When did you put it there?
4. What does the bomb look like?
5. What kind of bomb is it?
6. What will make the bomb explode?
7. Did you place the bomb?
8. Why did you place the bomb?
9. What is your name?
10. Where are you?

Exact wording of threat:

Record details of: Callers voice (Accent, Impediment, Voice, Speech and Manner)

Background Noise:
(e.g. Street, Aircraft, Voices, Music, Machinery, House, Local Call, Long Distance, STD)

Threat Language:
(e.g. Well spoken, Incoherent, Irrational, Taped, Message Read, Abusive)

Other: Sex/Language/Accent

Date, Time and Duration of Call:


Call Recipient – Name & Phone Number:

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1 of 1
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Reviewed Date: 25/09/19

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APPENDIX E. EVACUATION CHECKLIST FORM

To be completed by Roll Call Marshal:



Emergency Evacuation Checklist

Emergency Response Plan - Appendix E
(Form: KCMC/ERP/FO/01)

Area Warden Area Checklist

Area	Physical Check of all Areas		Comments / Name of Warden
	Yes	No	
Main Office			
Lab / Supervisor's Building			
Maintenance Workshop			
Notes:			

Muster Point 2 Roll Call Marshall - Evacuation Checklist

Notes:

1. Roll Call Marshall to confirm with area wardens that areas in their responsibility have been physically checked and make comments above.
2. Roll Call Marshall to contact Muster Point 1 to include people at that location on the evacuation list.
3. Report any persons not accounted for to the Emergency Response Controller.
4. If any person(s) is not accounted for, record any other areas checked and confirmed clear of personnel.

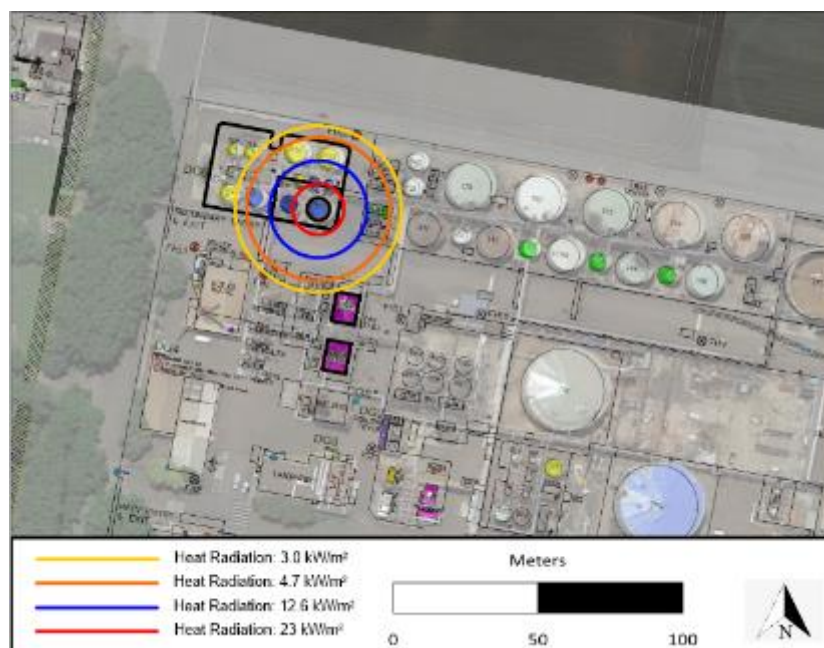
Information Source	Time Check Complete	All Persons Accounted For		Comments
		Yes	No	
Gate Access Log				
Contractor Sign-on Sheets				
Visitor's Book				
Weighbridge / Truck Driver Induction Cards				
Notes:				

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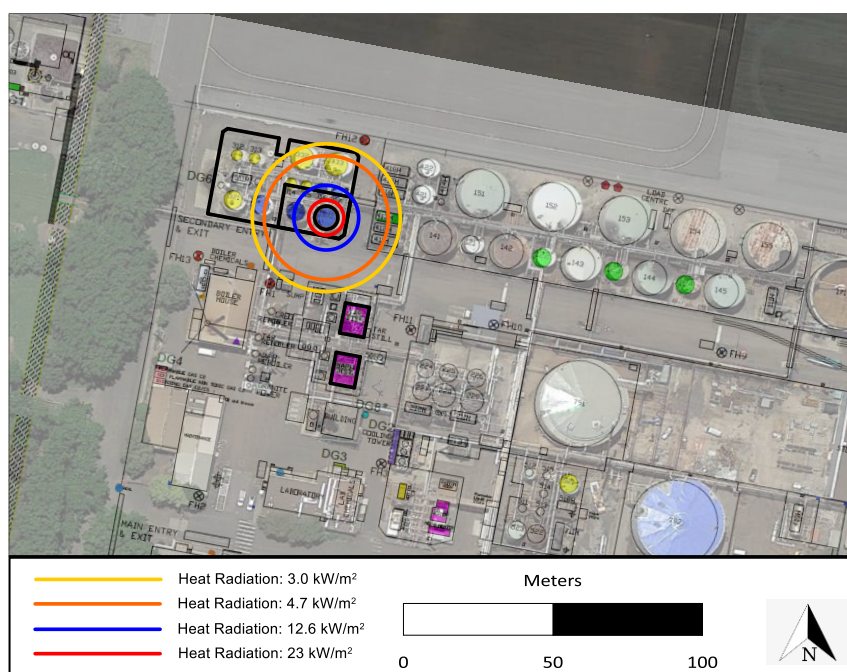
APPENDIX F. GENERAL CONSEQUENCE INFORMATION

F1.1. Naphthalene Tank Farm Tank fires

Windspeed 10.8 m/s



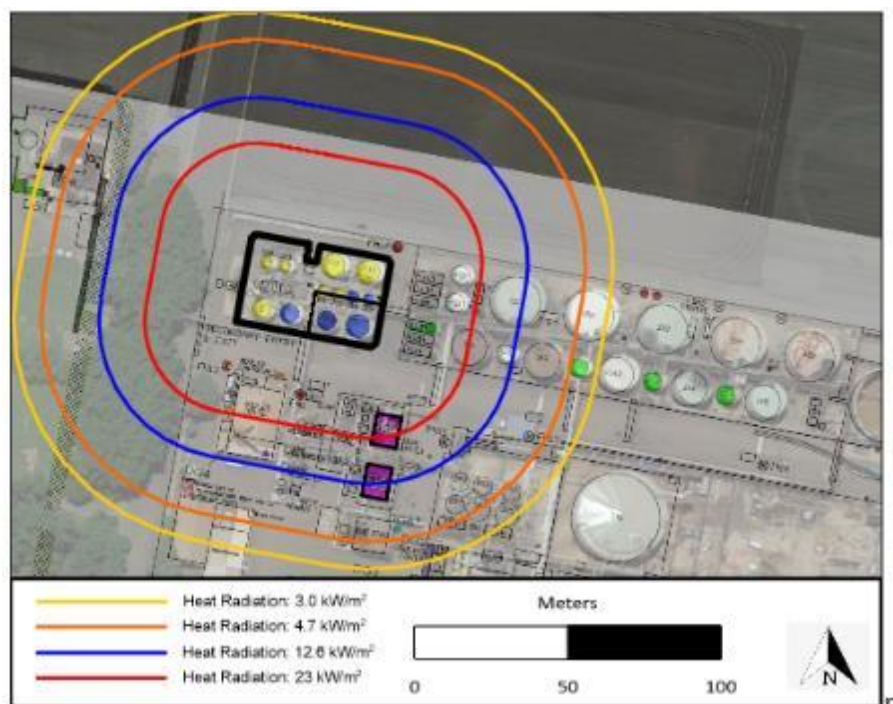
Windspeed 3.5 m/s



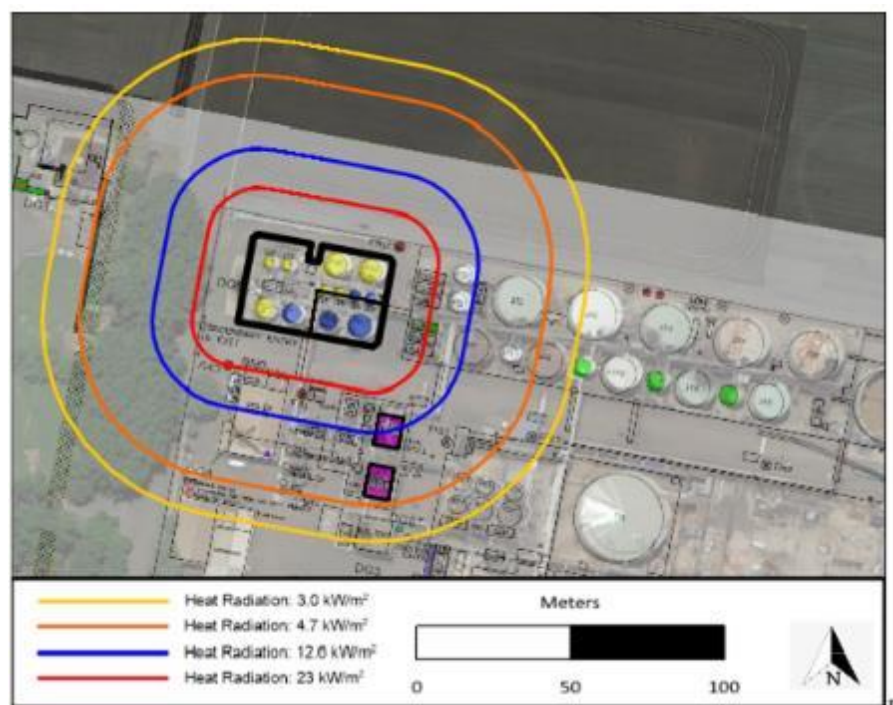
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F1.2. Naphthalene Tank Farm Full Bund fires

Windspeed 10.8 m/s



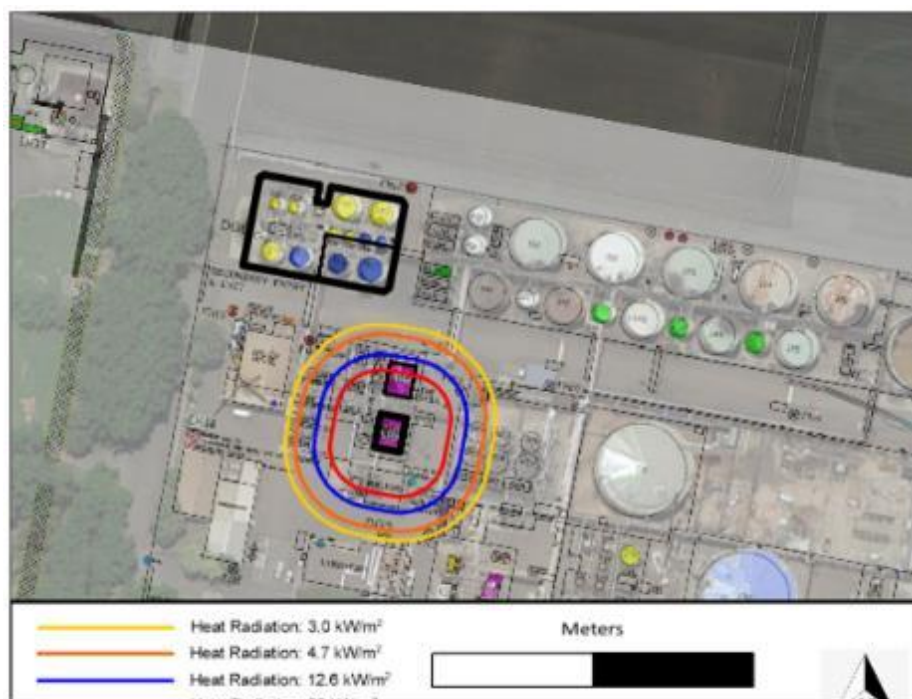
Windspeed 3.5 m/s



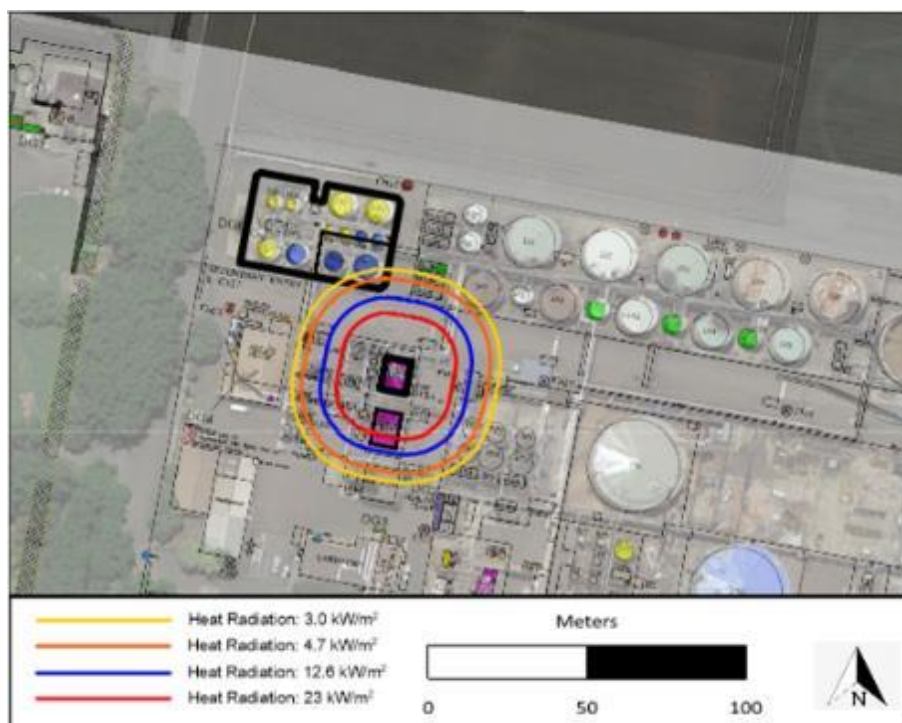
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F1.3. Distillation process area fires

Naphthalene distillation area -Windspeed 10.8 m/s



Tar distillation area -Windspeed 10.8 m/s



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APPENDIX G. EMERGENCY AND POLLUTION INCIDENT RESPONSE PROCEDURES

G1.1. Fire and Explosion

In the event of a serious fire and/or explosion emergency all personnel on the plant are required to assemble at one of the designated emergency muster stations.

DEPUTY RESPONSE CONTROLLER'S RESPONSIBILITIES

- To declare an emergency
- Appoint a person to call the emergency services on 000.
- Call for evacuation of all personnel from the affected area.
- Appoint a person to contact the Emergency Response Controller:

In the unlikely event that none of these are available see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

- Direct plant personnel in the containment, control and extinguishing of the fire, if safe to do so, until the fire department personnel arrive.

EMERGENCY RESPONSE CONTROLLER'S RESPONSIBILITIES

- Appoint a Role Call Marshall to account for all persons in the affected area including all visitors and contractors.
- Appoint a person to man the gate at the plant entrance and prevent access by any unauthorised persons until relieved by the Operations Manager or a member of the Police Department.
- Note: Instruct the person at the gate not to comment on the emergency situation to media or other outside persons.
- Appoint a Communications Officer.
- Follow directions and supply any required information to fire department personnel in the containment, control and extinguishing of the fire.
- If it is considered necessary to evacuate the plant or nearby plants or houses coordinate this with the fire department controller.
- Advise when the emergency situation is over, and the plant is secure and safe.

COMMUNICATIONS OFFICER RESPONSIBILITIES (as per → [Table 5.1](#))

- Notify the contacts at the start of this ERP, immediately if required.
- Notify relevant agencies as required (e.g. EPA / SafeWork NSW). Notify Five-agencies of pollution incidents that cause or threaten environmental harm.

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G1.2. Serious Gas Leak

In the event of a serious gas leak emergency all personnel on the plant are required to assemble at one of the designated emergency muster stations.

Note: there must be no smoking in any of these areas during this emergency situation.

DEPUTY RESPONSE CONTROLLER'S RESPONSIBILITIES

- To declare an emergency
- Appoint a person to call the emergency services on 000.
- Call for evacuation of all personnel from the affected area.
- Appoint a person to contact the Emergency Response Controller:

In the unlikely event that none of these are available see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

- Direct plant personnel to isolate the gas.

EMERGENCY RESPONSE CONTROLLER'S RESPONSIBILITIES

- Appoint a Role Call Marshall to account for all persons in the affected area including all visitors and contractors (as per → [Table 5.1](#))
- Appoint a person to man the gate at the plant entrance and prevent access by any unauthorised persons until relieved by the Operations Manager or a member of the Police Department (as per → [Table 5.1](#))
- Note: Instruct the person at the gate not to comment on the emergency situation to media or other outside persons.
- Appoint a Communications Officer (as per → [Table 5.1](#))
- Follow directions and supply any required information to fire department personnel in the containment, control and extinguishing of the fire.
- If it is considered necessary to evacuate the plant or nearby plants or houses coordinate this with the fire department controller.
- Advise when the emergency situation is over, and the plant is secure and safe.

COMMUNICATIONS OFFICER RESPONSIBILITIES (as per → [Table 5.1](#))

- Notify the contacts at the start of this ERP, immediately if required.
- Notify relevant agencies as required (e.g. EPA / SafeWork NSW). Notify Five-agencies of pollution incidents that cause or threaten environmental harm.

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G1.3. Serious Spill on site

DEPUTY RESPONSE CONTROLLER'S RESPONSIBILITIES

- To declare an emergency
- Evacuate personnel/equipment from area of spillage.
- Evacuate personnel from the surrounding area if there is a hazard from fumes or risk of fire from the spilled material.
- Direct necessary actions to stop spillage, provided this can be done safely.
- Direct necessary actions to prevent spilled materials flowing off site or to underground drains provided this can be done safely.
- In the event of distillation plants sumps and bunded area overflowing with oily water during a large rain event, use the sausage in the boiler house spill kit to try and prevent the water from flowing off site and entering the stormwater system.
- Erect barriers (according to KCMC Barricade Policy) around spillage to prevent personnel from inadvertently moving into area.
- Arrange for spilled material to be recycled where spillage collection sumps, drains and pumps are provided for this purpose.

Appoint a person to contact the Emergency Response Controller:

In the unlikely event that none of these are see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

EMERGENCY RESPONSE CONTROLLER RESPONSIBILITIES

- Liaise with Emergency Services.
- Appoint communications Officer as required.
- Other duties as listed in Table 5.1.

COMMUNICATIONS OFFICER RESPONSIBILITIES (as per → Table 5.1)

- Notify the contacts at the start of this ERP, immediately if required.
- Notify relevant agencies as required (e.g. EPA / SafeWork NSW). Notify Five-agencies of pollution incidents that cause or threaten environmental harm.

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G1.4. Serious Spill off site

DEPUTY RESPONSE CONTROLLER'S RESPONSIBILITIES

- When a telephone call is received advising of a product spill off site request details from the caller and fill out incident report.
- Advise caller that where possible the spill should be contained and prevented from flowing into drains and water courses.
- Advise caller that all unauthorised persons should be kept well clear of the spill.
- If the spillage involves a product that is manufactured or handled by KCMC give whatever advice you can to assist.
- If the spillage involves a product that is manufactured or handled by Koppers Performance Chemicals or Koppers Wood Products advise the caller that he/she will receive a call back from the appropriate person.
- From the directory contact the appropriate person in Koppers Wood Products, give him/her details of the spill and ask him/her to contact the original caller on the phone number provided.
- For Koppers Performance Chemicals give the person the emergency contact number.
- Toll Free emergency number 1800 796637

Appoint a person to contact the Emergency Response Controller:

In the unlikely event that none of these are available see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

EMERGENCY RESPONSE CONTROLLER RESPONSIBILITIES

Follow up on any KCMC product spillage and immediately notify the contacts at the start of this ERP and truck company.

- In the event the spill occurs on the old BHP site (Port of Newcastle (PON)), call security for these sites (SNP) on 0417 658 234 (24 hours).
- Additionally, the Port of Newcastle Vessel Traffic Information Centre (VTIC) should also be called. Ph: 49 858321. They have a response team equipped for these sorts of incidents.
- Ensure the incident is entered into the FOCUS System.

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G1.5. Serious impact damage – Road Vehicle/Rail/Aircraft

DEPUTY RESPONSE CONTROLLER'S RESPONSIBILITIES

- Assess damage caused by impact.
- If necessary, organise evacuation of all personnel from affected area.
- Where impact damage has caused either: fire, explosion, gas leakage, product spillage or power outage on site follow the appropriate Emergency Procedure.
- Where assistance is required to handle the emergency, appoint a person to contact listed "Koppers Back Up Personnel" to gain their assistance.
- Appoint a person to contact the Emergency Response Controller:

In the unlikely event that none of these are available see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

EMERGENCY RESPONSE CONTROLLER'S RESPONSIBILITIES

- Direct plant personnel to handle the emergency.
- Follow directions and supply required information to emergency services.
- Advise when the emergency situation is over, and the plant is secure and safe

G1.6. Major Structural Damage (Plant, Equipment, Pipelines etc)

In the event of structural or equipment failure at the Facility which threatens the safety of staff or the facility, the general actions set out in → [Section G1.1](#) (Fire and Explosion) will apply, i.e.:

- Alarms and notification
- Evacuation
- Liaison with emergency services etc.

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G1.7. Urgent Medical Emergency

DEPUTY RESPONSE CONTROLLER'S RESPONSIBILITIES

- Appoint a person to call the ambulance service.
- Render first aid assistance if required or appoint a trained person to render first aid assistance.
- Appoint a person to wait for the ambulance at the plant entrance at Woodstock
- Street and direct the ambulance driver to the injured/ill person.
- Do not move injured/ill person unless he/she is in a hazardous location which is exposing him/her to further risk of injury.
- Appoint a person to stay with the injured/ill person until he/she is placed in the ambulance and sent to hospital.
- Check with ambulance staff to which hospital the injured/ill patient will be taken.
- Appoint a person to contact the Emergency Response Controller:

In the unlikely event that none of these are available see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

EMERGENCY RESPONSE CONTROLLER'S RESPONSIBILITIES

- Notify the injured/ill person's family or next of kin.
- Arrange for the family or next of kin to be taken to the hospital if they wish to attend and have no transport.

G1.8. Electrical Power outage

- In the event of a complete power failure on the plant check the high voltage and 415-volt switch rooms to ensure that the failure is not associated with Koppers equipment.
- If the incoming power supply has failed, wait 20 minutes (to allow them time to investigate) then contact the Ausgrid Control Centre and ask the why the power is out to the KCMC' Mayfield North Plant and when it is likely to be restored.
- For power outages allow the failsafe controllers to handle the situation on the distillation plants.
- Monitor the operations to ensure that the plant is in a safe situation.
- For product transfers which were under way at the time of the power failure shut down the transfer and where it can be done safely purge the transfer lines clear.
- For power outages longer than half an hour, follow the procedure for switching from mains power to generator power.
- There are laminated copies of this procedure in various places around the plant, including a copy in the Shift Supervisors office, Transformer room & Boiler house switch room.

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- The Deputy Response Controller can call other resources to come in and help, as required.
- If the power outage causes an emergency incident, the appropriate emergency procedure should be followed.

G1.9. Natural Disasters

These may include incidents such as earthquake, storm, flood or earthquake. In such circumstances control will generally be assumed by the Emergency Services, following activation of Local Government or State Counter Disaster Organisation.

If the natural disaster causes an emergency incident, the appropriate emergency procedure should be followed.

G1.10. Earthquake

If the earthquake causes an emergency incident, the appropriate emergency procedure should be followed.

During any violent earthquake all persons should:

- Stay indoors;
- Keep calm;
- Keep away from windows and heavy objects;
- Take cover in a doorway or under a strong table or other support;
- If evacuation order is given, proceed to assembly area as directed by Area Warden.

If the earthquake causes an emergency incident, the appropriate emergency procedure should be followed.

Emergency Response Controller Responsibilities

- After any earthquake immediately shutdown the plant (if this could not be done beforehand).
- Check with all staff to ensure that no one has been injured, rendering any assistance as required.
- Co-opt whatever staff are available and make an immediate inspection of the plant looking for any signs of leakage or other malfunctions.
- Notify the emergency services as required.
- Respond to any leakage.
- Check the integrity of the plant and buildings. Safety and Engineering are required to give approval before any restart of Operations.

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- Check computer systems to ensure that they are still functioning correctly.
- On all clear restart the plant following approval as above.

G1.11. Neighbouring Fires / Outside Emergency

Operations personnel make plant safe and shutdown if safe to do so.

Follow instructions from emergency services.

If the outside emergency causes an emergency incident onsite, the appropriate emergency procedure should be followed.

G1.12. Security Threats / Bomb Threats

DEPUTY RESPONSE CONTROLLER'S RESPONSIBILITIES

A. TELEPHONED BOMB THREAT

- When a bomb threat is received action must be quick and orderly. The bomb threat check list (prepared by the Australian Federal Police) should be filled out as accurately as possible. (see next page).
- It should be noted that while it is essential to raise the alarm as soon as possible, information that may be gained by listening to the caller could provide vital clues for the Police.
- After the call is terminated notify the Police immediately on 000.
- Appoint a person to contact the Emergency Response Controller:

In the unlikely event that none of these are available see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

- If the caller has indicated a location and detonation time of the device check the location if it is safe to do so - DO NOT TOUCH THE DEVICE - WAIT FOR THE EXPERTS.
- Evacuate the affected area as quickly as possible
- If it is safe to do so shut down and isolate the affected area.

B. DISCOVERY OR RECEIPT OF A SUSPICIOUS PARCEL OR OBJECT

- If a parcel or object suspected of being a bomb is discovered or received, notify the Police immediately on 000.
- DO NOT TOUCH THE OBJECT - WAIT FOR THE EXPERTS
- Evacuate all personnel from the area or building containing the suspicious object.

EMERGENCY RESPONSE CONTROLLER'S RESPONSIBILITIES

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- Assist the bomb disposal experts with local knowledge of the plant and equipment.
- Advise when the emergency is over, and the plant is secure and safe.

Refer to → [APPENDIX D](#) for Bomb Checklist

G1.13. Mail Threat - Person Handling

- Take careful note of the time and method of receipt
- Retain item but limit handling to a minimum and handle by edges only
- Notify Area Warden/Emergency Response Controller and give details
- Complete Bomb Threat Checklist and remain with Area Warden/Emergency Response Controller for interview by Emergency Executive and Police
- Do not discuss details of threat with media or any other persons not authorised to receive such details
- Await further instructions.

Suspect Letter and Parcel Recognition Points

Physical signs

- Unusual odour
- Oily stains or discolouration
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires/tin foil
- Excessive securing material e.g. tape/string
- Visual Distractions
- No return address

Addressing

- Foreign mail, air mail or special delivery
- Restrictive marking such as confidential, personal
- Excessive postage
- Handwritten or poorly typed address
- Incorrect titles

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- Titles but not names
- Misspelling of common words

G1.14. Personal Threat

- Evaluate the person making the threat:
- Has the person a complaint against your organisation?
- Under the influence of alcohol or drugs?
- Was the threat made in a facetious or joking manner?
- Take note of the appearance and other characteristics of the person(s) making the threat
- When the person has departed report threat to Emergency Response Controller
- Remain with the Emergency Response Controller for interview by Police
- Do not discuss details of threat with media or any other person not authorised to receive such details
- Await further instructions.

G1.15. Armed Intrusion / Hold Up / Terrorism threat

General awareness:

- Notify any suspicious persons(s) / activity to your Supervisor.
- Keep cash/vital records/information and valuables secured and to a minimum workable level.
- Do not discuss activities, vital records, and amounts of cash or security procedures in public.

Immediate actions if confronted:

- Try to remain or appear to be calm
- Do not make any sudden movement or take any action to excite intruder(s)
- Be courteous, converse with and answer questions asked by the intruder(s)
- Obey all instructions given by the intruder(s)
- Hand over valuables - cash - drugs on request
- Take a mental note of appearance, character, and items on person etc.

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G1.16. Pollution incident responses

Spills of liquid / odorous material on site

EMERGENCY RESPONSE CONTROLLER RESPONSIBILITIES

The ERC role will fulfil this function, see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

- Evacuate personnel from the surrounding area if there is a hazard from fumes or risk of fire from the spilled material.
- Direct necessary actions to isolate process and stop spillage, provided this can be done safely.
- Direct necessary actions to prevent spilled materials flowing off site or to underground drains provided this can be done safely.
- Erect barriers (according to Koppers Barricade Policy) around spillage to prevent personnel from inadvertently moving into area.
- In the event of distillation plants sumps and bunded area overflowing with oily water during a large rain event, use the sausage in the boiler house spill kit to try and prevent the water from flowing off site and entering the stormwater system.
- Set up water sprays to cool and suppress spill if fumes are occurring
- Arrange for spilled material to be recycled where spillage collection sumps, drains and pumps are provided for this purpose.
- Appoint a person to coordinate the clean-up.
- If the spillage causes or threatens material harm to the environment, immediately notify the five agencies.

NEIGHBOUR NOTIFICATIONS

If offsite effects (e.g. odours) are anticipated, the ERC will appoint a person to notify relevant neighbours (taking into account severity and wind direction).

Neighbour contacts can be found in → [APPENDIX I](#). **Error! Reference source not found.**

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Tank odorous material venting or emission from ducting

EMERGENCY RESPONSE CONTROLLER'S RESPONSIBILITIES

The ERC role will fulfil this function, see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.

- Evacuate personnel from the surrounding area if there is a hazard from fumes or risk of fire from the spilled material.
- Direct necessary actions to isolate / adjust process and minimise venting, provided this can be done safely.
- Set up water sprays to cool and suppress spill if odorous fumes are occurring.
- If the emission causes or threatens material harm to the environment, immediately notify the five agencies.

NEIGHBOUR NOTIFICATIONS

If offsite effects (e.g. odours) are anticipated, the ERC will appoint a person to notify relevant neighbours (taking into account severity and wind direction).

Neighbour contacts can be found in → [APPENDIX I](#).

Spill of liquid offsite

1) Wharf

- Wharf attendant to immediately stop transfer or alert ship personnel to do so.
- Wharf attendant to act as RESPONSE CONTROLLER until ERC contacted.
- Contact emergency services or appoint a person to call the emergency services on 000 if required.
- Contact appoint a person to call the Emergency Response Controller.
- Evacuate personnel from the surrounding area if there is a hazard from fumes or risk of fire from the spilled material.

RESPONSE CONTROLLER RESPONSIBILITIES

- If the spillage threatens material harm to the environment immediately notify the EPA contacts at the start of this ERP.

NEIGHBOUR NOTIFICATIONS

- If offsite effects (e.g. odours) anticipated, the ERC will appoint a person to notify relevant neighbours (taking into account severity and wind direction) and port authority as per contacts in → [APPENDIX I](#).

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2) Pipelines

DEPUTY RESPONSE CONTROLLER'S RESPONSIBILITIES

- When a telephone call is received advising of a spill from pipeline off-site request details from the caller and fill out Incident Report.
- Advise caller that where possible the spill should be contained and prevented from flowing into drains and water courses.
- Advise caller that all unauthorised persons should be kept well clear of the spill.
- Contact the Emergency Response Controller: see → [APPENDIX J](#) for a full list of qualified Emergency Response Controllers.
- Alert operations personnel to stop any import / exports (or as directed by ERC)
- Alert emergency services (or as directed by ERC)

EMERGENCY RESPONSE CONTROLLER RESPONSIBILITIES

- Follow up on any KCMC product spillage and immediately notify the EPA contacts at the start of this ERP.
- Contact internal Koppers resources to manage media if required (as directed by ERC)
- Forward a copy of the Spillage Incident Report to the Koppers Environmental Manager via FOCUS.

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APPENDIX H. POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN

The table below summarises where in the combined ERP / PIRMP the POEO Act requirements area addressed.

PIRMP Requirement	Relevant section of ERP/ PIRMP document
Definition – Pollution Incident and Material Harm to the Environment The PIRMP must be implemented in the event of a Pollution Incident that causes or threatens material harm to the environment	Sections 1.7, → APPENDIX G section G1.16
Notification 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: (a) harm to the environment is material if: (i) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or (ii) it results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000 (or such other amount as is prescribed by the regulations), and (b) loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment.	Section 9.2
Description and Likelihood of hazards {POEO (G) Regulation clause 98C(1)(a) and (b)}, and Pre-emptive actions to prevent or minimise risk {clause 98C(1)(c)}	Section 3 and 8
Inventory of Pollutants {POEO (G) Regulation clause 98C(1)(d) and (e)}	Section 3
Safety Equipment {POEO (G) Regulation clause 98C(1)(f)}	Section 6 and → APPENDIX A
Contact Details {POEO (G) Regulation clause 98C(1)(g) and (h)}	Page 3 and → APPENDIX I

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PIRMP Requirement	Relevant section of ERP/ PIRMP document
Communicating with neighbours and the local community {POEO (G) Regulation clause 98C(1)(i)} In the event of a pollution incident that meets the definition of causing or threatening material harm to the environment, KCMC must communicate with neighbours and the local community to inform them about the incident and give specific information that can minimise the risk of harm.	Sections 5.3 and 9
Minimising harm to persons on the premises {POEO (G) Regulation clause 98C(1)(j)} and Actions to be taken during or immediately after a pollution incident {POEO (G) Regulation clause 98C(1)(l)}	Sections 7 and 8
Maps {POEO (G) Regulation clause 98C(1)(k)}	Section 6
Staff Training {POEO (G) Regulation clause 98C(1)(m)}	Section 7.5
Making Plans Available {POEO (G) Regulation clause 98D}	Summary on website Community consultation as per Stakeholder plan, see Section 9
Testing Plans {POEO (G) Regulation clauses 98C (1)(n), (o) and (p), 98C(2)(f) and (g), (98E(1) and 98E(2)}	Section 7.5

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APPENDIX I. FULL CONTACT LIST

11.1. Koppers personnel

KCMC Mayfield Back-Up Personnel			
Nick Moretti	0412 194 597	Chris Bytheway	0409 719 440
Shane Beasley	0417 053 643	David Scott	0439 251 935
Paul Clack	0418 698 774	Libby O'Brien	0448 260 289
Julie-Ann Gilmour	0437 144 967	Hugh Maccallum	0439 188 215
Mark Beadle	0413 542 073	Darren Jackson	0447 212 916
Gary Beadle	0425 219 335	Adam Laskazeski	0438 408 862
Les Whellum	4990 7682	Luke Reddon	0410 326 528
Gary Beadle	0425 219 335	Scott McCallum	0408 966 249
Lindsey Edwards	0401 401 399	Christine McKinnon	0439 485 939
Koppers Performance Chemicals			
Toll Free Emergency Number - 1800 088 809			
Koppers Wood Products			
NSW		QLD	
Richard Bennett	0408 743 942	Takura Plant:	
Grafton Plant:		Steven Ryan	0418 739 70
Rick Tranter	0428 447 223	Tasmania	
		Longford Plant:	
WA		Andrew Exton	0418 997 003
Bunbury Plant			
Lee Shaw	0402 085 074		
Koppers Corporate Contacts			
Richard Lyons	Vice President Australian Operations		0468 778 732
Paul McEwan	Safety, Environment and Risk Manager Australian Operations		0419 354 965
Granite Power			
Matt Patterson	0407 936 376	Nick Bartos	0468 778 732
Stolthaven			
Ryan Duckmanton	0498 762 177	Operations (24/7)	0418 736 974
Port of Newcastle – Port Security Contacts			
Koppers Port Facility Security Officer:		Paul Clack	0418 698 774
Back up Koppers Port Facility Security Officer:		Nick Moretti	0412 194 597
Port Security Officer	02 4985 8200	VTIC	4985 8301
BSMS Security	1300 889 059	NSW Police	000

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11.2. Transport companies contact details (spill on road, emergency trailer requirement)

Transport Company	Comments	Contact	Number
Crawfords	Has local emergency response trailer	24 Hr emergency number	1800 210 694
Chemtrans	Emergency response trailer is in Sydney	24 Hr emergency number	1800 190 900
Linx Kooragang Island	Emergency response trailer is in Kooragang Island (local)	Operations Supervisor – Phil Carey	(02) 4923 4586 0439 081 883
		Transport Operations Allocator – Mark Lovell	(02) 4923 4585 0400 228 133

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11.3. All neighbouring businesses contact details

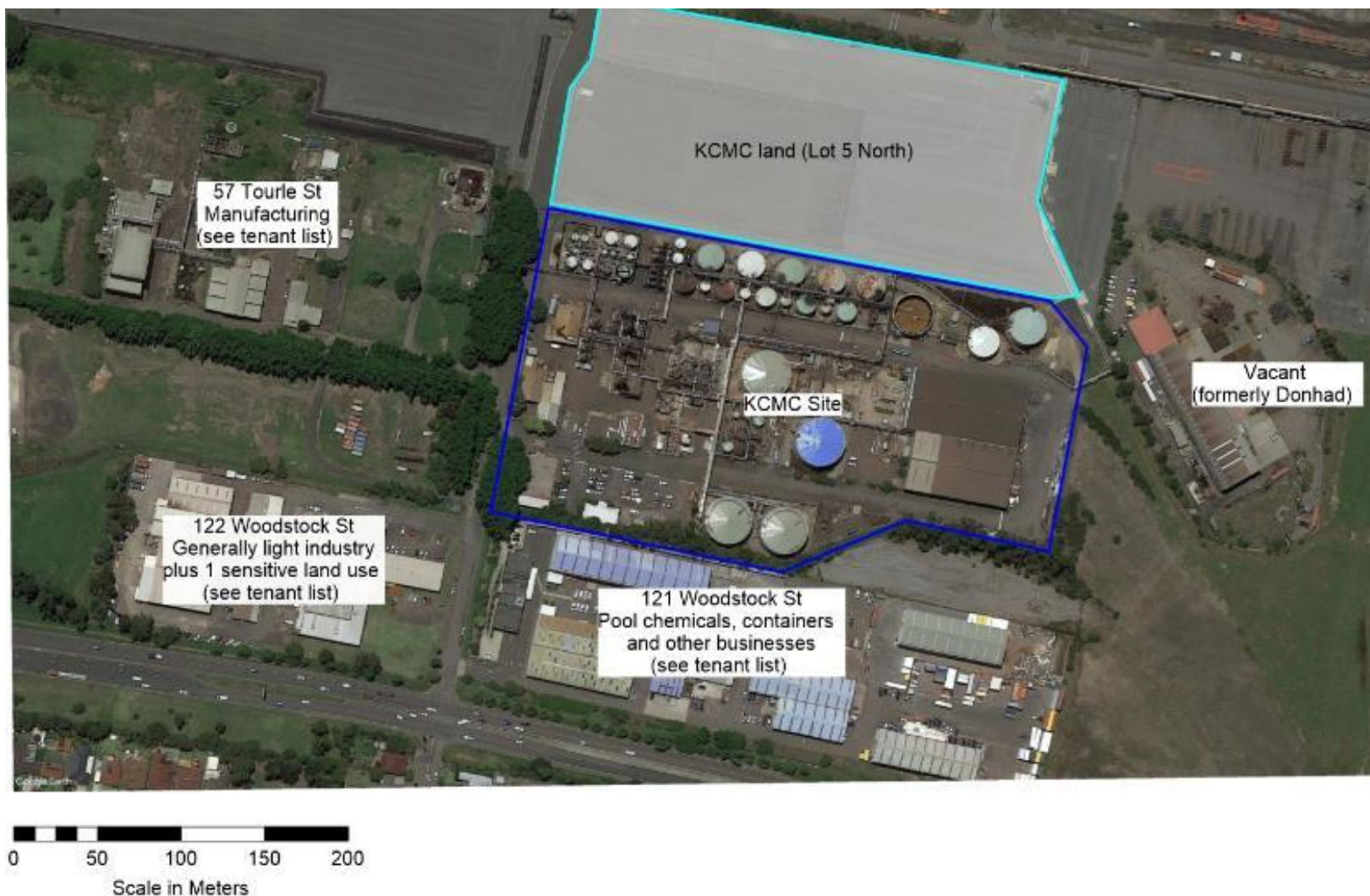
Address	All Neighbouring Businesses	Contact	Phone	Type
	former Donhad (vacated & land bought by InfraBuild)	n/a - vacant	n/a - vacant	-
	InfraBuild (formerly Liberty Onesteel)	Brad America Switch	0439 933 686 (02) 4935 5555	Industrial
	Hymix		(02) 4967 4800	Industry
121 Woodstock St	Aurizon	Front desk	(02) 4014 2711	Industry
		Shift Supervisor – Martin Hodges	(02) 4014 2751 0439 557 113	
	Chemical Systems	Scott Tavenar	(02) 4967 6155 0408 477 869	
	Gollan Transport	Ray Gollan	0428 445 607	
	Modulate Engineering	Adam Baker	0488 456 122	
	Major Projects	Peter Bowes	0478 156 424	
		Paul Adams	0447 044 484	
	Mark Lewins Motors		0412 380 953	
	Tom Ireland		0416 294 449	
	Muai Thai	Jacob Marks	0403 257 606	Recreational Sport
122 Woodstock St	First Chance	Danielle Belk (reception)	(02) 4960 2742	Children with disabilities - sensitive
		Darren Taylor	(02) 4910 3130	
	Mulford Plastics	James Allen	(02) 4940 8922 0402 879 720	Industry
	Pacific Hydraulics	Rod Hood	0413 159 293	
	Urban Joinery	Ben Baker	0408 940 379	

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Address	All Neighbouring Businesses	Contact	Phone	Type
122 Woodstock St (Continued)	MITS Alloy	Timothy Lightfoot	0403 501 318	Industry
	Signwave	Tony Hobson David Sinclair	0459 024 238	
	Suez	Wade Hammond	0488 586 909	
	Cobond Material Solution	Scott	0400 386 239	
	CDS Project Management		(02) 4927 5579	
	Darks Coffee Roasters	Adam Hills	0403 367 473	Industry - coffee rosters
52 Tourle St	Drake Haulage	Rhys	0402 022 705	Industry
	Bio Specialists	Martin	0415 823 421	
	RMS	Craig	0475 966 614	
	Pacific Boilers	Keith	0427 220 128	
	MMH Build	Michael	0402 001 065	
	Waratah Tree Service	Steve	0414 706 458	

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11.4. Nearest Neighbours – map



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11.5. List of Sensitive Neighbours to be Notified in the Event of a notifiable Pollution Incident at KCMC Mayfield

Facility	Phone	Address	Contacts	Mobile	Email
BCS Warabrook Centre for Aged Care	4903 6800	24 Casuarina Circuit Warabrook	Melissa Wildsehut Andrew Svatos Jeanine Hickmott	-	mwildsehut@baptistcare.org.au asvatos@baptistcare.org.au Jhickmott@baptistcare.org.au
Mayfield West Public School (Pre-school to year 6)	4968 1539	Gregson Avenue Mayfield	Dean Morrison – Assistant Principal Matthew Bradley – Acting Principal	0409 410 521 0434 525 928	Gregory.morrison@det.nsw.edu.au mayfieldw-p.school@det.nsw.edu.au matthewp.kelly@det.nsw.edu.au j.kelly@det.nsw.edu.au
Imagine Early Learning Centre	4967 6222	9 Murray Dwyer Circuit Mayfield West	Ann Parker- Director / Supervisor Kay Dhami – Licensee (not there often)	0408 644 082 0407 595 949 (4942 7384)	mayfield@imaginechildcare.com.au
Hunter Christian School (Primary and High School)	4967 2111	Cnr Bull & Kerr St, Mayfield	Malcolm East – Principal Heather Malone – Exec Assistant Luke Kirkegard – Business Manager	-	malcolm.east@hunterchristian.nsw.edu.au heather.malone@hunterchristian.nsw.edu.au luke.kirkegard@hunterchristian.nsw.edu.au
Mayfield East Public School	4968 1495	32 Crebert St, Mayfield East	Robyn Christie – Principal	-	robyn.christie@det.nsw.edu.au mayfelde-p.school@det.nsw.edu.au
Mayfield Aged Care	4967 1060	115 Crebert Street, Mayfield	Lynette Burke – Director of Nursing Reception/ Front Desk Phil Proctor - owner	0418 300 068	lynettab@mnh.com.au
Hunter Early Childhood Centre	4967 4991	54/56 Industrial Drive, Mayfield	Sam Gilmour –Manager Barbara Lombardi – 2 nd in charge	4967 4991	director@hecc.org.au
San Clemente High School	4014 7300	78 Havelock Street, Mayfield	Office Mark Stephenson - Groundsman	0422 282 963	admin@mayfieldsanc.catholic.edu.au mark.stephens@mn.catholic.edu.au
St Columban's Primary School	4968 3315	Church Street, Mayfield	Danielle Reed - Principal Stacey Whiting – Assistant Principal	0409 526 929 0425 349 939	danielle.reed@mn.catholic.edu.au stcey.whiting@mn.catholic.edu.au

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11.6. Sensitive Neighbours - map



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APPENDIX J. QUALIFIED EMERGENCY RESPONSE PERSONNEL

Role	Trained personnel	
Emergency Response Controller (ERC) (wears tabard) Note: the ERC role fulfils the responsibilities of Chief Warden (AS3745)	1. Nick Moretti 2. Shane Beasley 3. Paul Clack 4. Chris Bytheway 5. Julie-Ann Gilmour	
Deputy Emergency Response Controller (Shift Supervisor on duty)	Les Whellum Mark Beadle Gary Beadle	Lindsey Edwards Luke Reddon
Emergency Services Notification	All employees	
Roll Call Marshall (Generally, office staff member, after hours this will be the Shift Supervisor on duty)	All staff employees	
Gate / Site Access	All employees	
Communications Officer	All staff employees	
First Aiders	Paul Clack Julie-Ann Gilmour Chris Bytheway Christine McKinnon David Scott Libby O'Brien Hugh Maccallum Scott Hutchison Glenn Cartwright Mark Beadle Gary Beadle Lindsey Edwards Darren Jackson Luke Reddon Adam Laskazeski Shane Gleeson David Willis	Daryl Gallagher Steve Ferguson Glenn White Darryl Mason Peter Corrigan Dan Olsen Wayne Tacon Robert Carnevale Scott Hutchison Arron Baker Chris Johnson Oscar Jaramillo Michael Burke Jacob Gander Deepa Joshi Nyasha Mureverwi Glenn Cartwright
Media Statements	Manager Operations, Vice President, and PR consultant	
Operations / Engineering support	All members of Operations and Engineering departments	
Building Fire Warden	Shane Beasley Paul Clack Chris Bytheway Julie-Ann Gilmour	David Scott Christine McKinnon Scott Hutchison Glenn Cartwright

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