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Pollution Incident Response Management Plan

CULCAIRN QUARRY

Version 14: 19th July 2023



DOCUMENT CONTROL SHEET

Table 1 Document control register

Rev.	Date	Prepared by	Approved By	Revision Details
01	20 Aug 2012	Rod Johnson	Rod Johnson	Document created
02	10 Jan 2013	Patrick Boyce	Greg Crawford	Customisation of document
03	12 Apr 2013	Patrick Boyce	Greg Crawford	Document re-format
04	30 Aug 2013	Patrick Boyce	Mark Azarnikow	Add actions from PIRMP audit New spill kit Update contacts listing Include 'Immediate Reporting Contact Sheet' as an appendix.
05	05 Jun 2015	Patrick Boyce	Mark Azarnikow	Contact details
06	26 May 2016	Patrick Boyce	Mark Azarnikow	Contact details New risk ratings as per new risk matrix Review Reference Map
07	14 Jun 2017	Patrick Boyce	Mark Azarnikow	Annual update Review Reference Map UST removal
08	26 Jul 2018	Patrick Boyce	Ian Forrest	Annual update Review contacts
09	3 Jul 2019	Patrick Boyce	Ian Forrest	Annual update Review contacts
10	22 Jun 2020	Peter Scioscia	Peter Scioscia	Annual update
11	15 Jul 2020	Kit Sleeman	Ian Forrest	Annual update Review contacts
12	21 Jul 2021	Shoanne Labowitch	Ian Forrest	Annual update Update contacts Format changes Inclusion of non-trivial definition
13	20 Jul 2022	Rod Johnson	Rod Johnson	Annual update Update contacts Format changes
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Current Rev.	Date Implemented	PIRMP Test Schedule	Date for Next Review
14	July 2023	12 months	July 2024

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PART A: COMPLIANCE REQUIREMENTS, POLLUTION INVENTORIES AND RISK ASSESSMENTS

1. PURPOSE

The purpose of the Culcairn Quarry Pollution Incident Response Plan is to:

- Provide direction to the staff at Culcairn Quarry in responding to pollution incidents at the Culcairn operations;
- Ensure timely communication about a pollution incident is provided to staff at the premises, the Environment Protection Authority (EPA), other relevant authorities specified in the Protection of the Environment Legislation Amendment Act (POELA Act) (including Greater Hume Shire Council, NSW Ministry of Health, Work Cover NSW, and Fire and Rescue NSW) and persons outside the operations who may be affected by the impacts of a pollution incident;
- Minimise and control the risk of a pollution incident at Culcairn Quarry by identifying key risks and planned actions to minimise and manage those risks;
- Detail the training requirements for this plan, identifying persons responsible for implementing it, and ensuring that the plan is regularly tested for accuracy, currency and suitability.
- A hard copy of the PIRMP is to be kept on the site environmental board in the Culcairn Quarry Main Office. A soft copy of the PIRMP and EPL 26 is made available online <https://www.boral.com.au/our-commitment/environmental-reporting>

2. LEGISLATIVE REQUIREMENTS

The specific requirements for a Pollution Incident Response Management Plan (PIRMP) are set out in Part 5.7A of the POEO Act and the *Protection of the Environment Operations (General) Regulation 2009* (POEO (G) Regulation). Part 3A of the POEO Act and the *Protection of the Environment Operations (General) Regulation 2009 (POEO (G) Regulation)* describes specific components and requirements of a PIRMP.

Table 2 summarises the location of these requirements within the document.

Table 2: Summary of Legislative Requirements of a PIRMP

Section/Clause	Requirement	Location in PIRMP
Part 5.7A POEO Act 1997		
147	<p>(1) For the purposes of this Part—</p> <p>(a) harm to the environment is material if—</p> <p>(i) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or</p> <p>(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</p> <p>(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.</p> <p>(2) For the purposes of this Part, it does not matter that harm to the environment is caused only in the premises where the pollution incident occurs.</p>	Section 3
153A	The holder of an environment protection licence must prepare a pollution incident response management plan that complies with this Part in relation to the activity to which the licence relates.	EPL 26 and this document
153C	<p>A pollution incident response management plan must be in the form required by the regulations and must include the following—</p> <p>(a) the procedures to be followed by the holder of the relevant environment protection licence, or the occupier of the relevant premises, in notifying a pollution incident to—</p> <p>(i) the owners or occupiers of premises in the vicinity of the premises to which the environment protection licence or the direction under section 153B relates, and</p> <p>(ii) the local authority for the area in which the premises to which the environment protection licence or the direction under section 153B relates are located and any area affected, or potentially affected, by the pollution, and</p> <p>(iii) any persons or authorities required to be notified by Part 5.7,</p> <p>(b) a detailed description of the action to be taken, immediately after a pollution incident, by the holder of the relevant environment protection licence, or the occupier of the relevant premises, to reduce or control any pollution,</p> <p>(c) the procedures to be followed for coordinating, with the authorities or persons that have been notified, any action taken in combating the pollution caused by the incident and, in particular, the persons through whom all communications are to be made,</p> <p>(d) any other matter required by the regulations.</p>	<p>Section 8 and 9</p> <p>Section 6</p> <p>Section 7, 8, 9, 10 and 14</p> <p>Section 7, 8, 9, 10 and 14</p> <p>Section 15</p> <p>Section 7, 8, 9, 10 and 13</p> <p>Section 9, 14</p>
153D	A person who is required to prepare a pollution incident response management plan under this Part must ensure that it is kept at the premises to which the relevant environment protection licence relates, or where the relevant activity takes place, and is made available in accordance with the regulations.	Section 1
153E	A person who is required to prepare a pollution incident response management plan under this Part must ensure that it is tested in accordance with the regulations	Section 11,12
153F	If a pollution incident occurs in the course of an activity so	Section 4, Section 14

	that material harm to the environment (within the meaning of section 147) is caused or threatened, the person carrying on the activity must immediately implement any pollution incident response management plan in relation to the activity required by this Part	
Part 3A POEO(G) Regulation 2009 Pollution Incident Response Management Plans note: See also 153C (a)-(c) of the POEO Act 1997		
98C(1) (a)	A description of the hazards to human health or the environment associated with the activity to which the licence relates,	Section 6, Appendix 1
98C(1) (b)	The likelihood of any such hazards occurring, including details of any conditions or events that could, or would, increase that likelihood,	Appendix 1
98C(1) (c)	Details of the pre-emptive action to be taken to minimise or prevent any risk of harm to human health or the environment arising out of the relevant activity	Section 9, Appendix 1, Section 14
98C(1) (d)	An inventory of potential pollutants on the premises or used in carrying out the relevant activity	Section 6
98C(1) (f)	A description of the safety equipment or other devices that are used to minimise the risks to human health or the environment and to contain or control a pollution incident,	Section 6, Appendix 1
98C(1) (g)	the names, positions and 24-hour contact details of those key individuals who: I. are responsible for activating the plan, and I. are authorised to notify relevant authorities under section 148 of the Act, and I. are responsible for managing the response to a pollution incident,	Section 8 16
98C(1) (h)	the contact details of each relevant authority referred to in section 148 of the Act,	Section 9, 16
98C(1) (i)	Details of the mechanisms for providing early warnings and regular updates to the owners and occupiers of premises in the vicinity of the premises to which the licence relates or where the scheduled activity is carried on	Section 10
98C(1) (j)	The arrangements for minimising the risk of harm to any persons who are on the premises or who are present where the scheduled activity is being carried on	Section 9, Appendix 1
98C(1) (k)	A detailed map (or set of maps) showing the location of the premises to which the licence relates, the surrounding area that is likely to be affected by a pollution incident, the location of potential pollutants on the premises and the location of any stormwater drains on the premises	Section 5
98C(1) (l)	A detailed description of how any identified risk of harm to human health will be reduced, including (as a minimum) by means of early warnings, updates and the action to be taken during or immediately after a pollution incident to reduce that risk,	Section 9, Appendix 1
98C(1) (m)	The nature and objectives of any staff training program in relation to the plan	Section 11
98C(1) (n)	The dates on which the plan has been tested and the name of the person who carried out the test,	Table 7
98C(1) (o)	The dates on which the plan is updated,	Document Control Sheet
98C(1) (p)	The manner in which the plan is to be tested and maintained.	Section 11, 12, 13

3. DEFINITION OF 'POLLUTION INCIDENT'

The definition of a pollution incident is:

“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.”

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.

Culcairn Quarry is now required to report **non-trivial** pollution incidents immediately to the EPA, NSWHealth, Fire and Rescue NSW, SafeWork NSW and the local council.

4. SCOPE

This PIRMP must be followed by employees, contractors and visitors of Culcairn Quarry, to assist in the early response to and reporting of a pollution incident.

5. SITE LAYOUT

Figure 1 - Culcairn Quarry Location Map

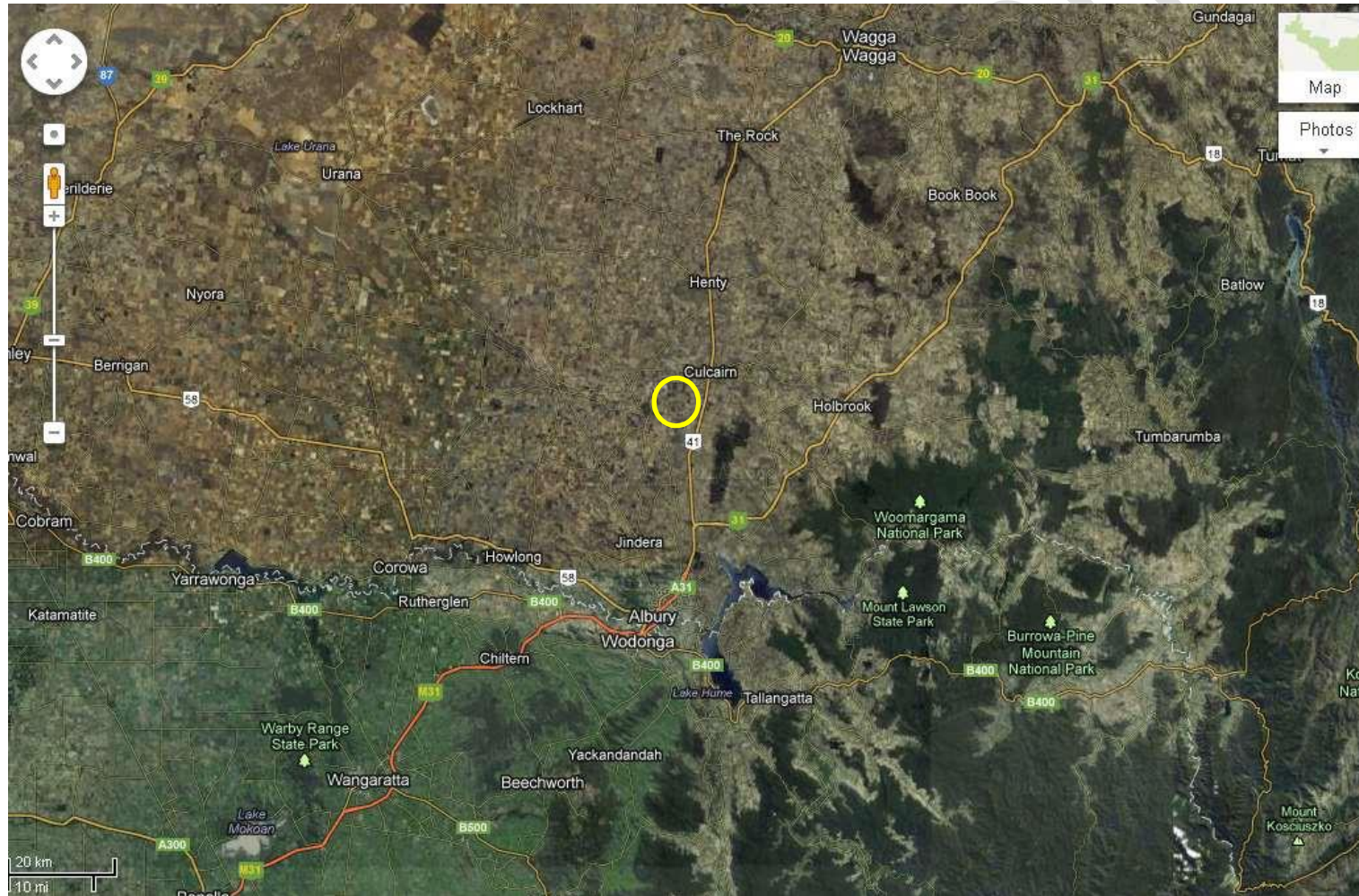


Figure 2 - Culcairn Quarry Reference Map



Figure 3 - Culcairn Quarry – Map of Affected Areas



6. POTENTIAL POLLUTING SUBSTANCES

Table 3 below is an inventory of potential pollutants kept on the premises. This inventory provides a description of the main hazards to human health or the environment, an assessment of the likelihood of the hazards occurring and also includes the current controls and safety equipment and/ or pre-emptive actions in place to minimise or prevent risk of harm to human health or the environment.

Table 3 – Potential Pollutants

LIST OF POLLUTING SUBSTANCE STORAGES/USES AT SITE: INITIAL ASSESSMENT (all Chemicals listed in this sheet are to be subjected to a risk assessment)							
Site Name: Culcairn Quarry					Responsible Person: Ian Forrest – Quarry Manager		Date: 19/07/2023
Name / description	Covered under Hazardous Chemicals/SDS?	Amount stored	Location of storage	Map reference	Need for early warning ¹	Current controls	See Risk Ass & PIRMP Response Action (see Below)
CHEMICALS/FUELS/LUBRICANTS (raw materials and products which can cause pollution)							
Diesel	Class 3	30,000L Storage tank	Diesel Storage Area	Ref No #1	N/A	<ul style="list-style-type: none"> • Self bunded, double skinned • Monthly fuel reconciliation • Training • Spill Kit • Inductions • Fire Fighting Equipment 	Incident #1 and #3
Various Oils/ Solvents/ Lubricants	Class 3	Packaged goods upto 7000 ltrs	Oil Storage Shed at Workshop	Ref No #2	N/A	<ul style="list-style-type: none"> • Bunding • Training • Flammable Cabinet • Spill Kit • Inductions • Fire Fighting Equipment 	Incident #4 and #5
Gases (flammable and non-flammable)	Class 2	Variable	Maintenance Workshop	Ref No #2	N/A	<ul style="list-style-type: none"> • Fire Extinguishers • Containment Cages and Cabinets • Isolation 	Incident #4

LIST OF POLLUTING SUBSTANCE STORAGES/USES AT SITE: INITIAL ASSESSMENT

(all Chemicals listed in this sheet are to be subjected to a risk assessment)

Site Name: Culcairn Quarry					Responsible Person: Ian Forrest – Quarry Manager		Date: 19/07/2023
Name / description	Covered under Hazardous Chemicals/SDS?	Amount stored	Location of storage	Map reference	Need for early warning ¹	Current controls	See Risk Ass & PIRMP Response Action (see Below)
Precoat	Class 3	Up to 28,500 ltrs	Precoat storage area	Ref No #3 and #4	N/A	<ul style="list-style-type: none"> • Self bunded, double skinned • Training • Spill Kit • Inductions • Fire Fighting Equipment 	Incident #1 and #2 and #3
MATERIALS (eg stockpiles, silos, bulk solids etc)							
Aggregate Stockpiles	N/A	Variable	Dedicated on site	Ref No #5 and #6	N/A	<ul style="list-style-type: none"> • Water sprays • Water cart • Maintain manageable levels 	Incident #6
AQUEOUS (eg dams, wastewater tanks, other water storage area)							
Quarry Pit and Sediment Dam	N/A	Variable	Quarry hole and swamp area	Ref No #7	N/A	<ul style="list-style-type: none"> • Continue to use for dust suppression • Ensure any pumps are maintained through scheduled maintenance 	Incident #7
Surface Water Drains	N/A	Variable	Site	N/A	N/A	<ul style="list-style-type: none"> • Straw Bales • Rubber and Earthen Berms • Audits and Inspections 	Incident #7

LIST OF POLLUTING SUBSTANCE STORAGES/USES AT SITE: INITIAL ASSESSMENT (all Chemicals listed in this sheet are to be subjected to a risk assessment)							
Site Name: Culcairn Quarry					Responsible Person: Ian Forrest – Quarry Manager		Date: 19/07/2023
Name / description	Covered under Hazardous Chemicals/SDS?	Amount stored	Location of storage	Map reference	Need for early warning ¹	Current controls	See Risk Ass & PIRMP Response Action (see Below)
SUBSTANCES IN PROCESSES (substances which could be emitted from operational process i.e. treatment plants, vehicles etc)							
Mobile Plant (Boral vehicles)	Class 3	Up to 8 MP on site	Dedicated on site	N/A	N/A	<ul style="list-style-type: none"> • Spill Kit • Pre start checks • Training • Maintenance 	Incident #8
Mobile Plant (Contractor/visitor vehicles)	Class 3	Variable	Variable Locations	N/A	N/A	<ul style="list-style-type: none"> • Spill Kit • Training • Inductions 	Incident #9
Car Parking up to 20 vehicles	Class 3	Variable	Site Office	Ref No #8	N/A	<ul style="list-style-type: none"> • Spill Kit • Training • Maintenance 	Incident #10
Traffic Areas (dust, chem. leaks & loss)	N/A	N/A	Variable Locations	N/A	N/A	<ul style="list-style-type: none"> • Training • Water cart • Spill Kit • No sensitiveneighbours 	Incident #11

¹ Early warnings relate to informing neighbours who may be affected by the emission of this substance. If this substance is of a type and quantity which may reach neighbours then early warning assessment of actions is required to be undertaken.

7. ROLES AND RESPONSIBILITIES

Table 4 – Roles and Responsibilities

Position	Responsibility
<i>Employees and Contractors</i>	<p>Following the procedures outlined in the PIRMP and related documents</p> <p>Immediately alerting Supervisor or Team Leader of any environmental incidents or near-misses.</p>
<i>Team Leaders / Front Line Supervisors</i>	<p>Following the procedures outlined in the PIRMP and related documents</p> <p>Immediately alerting Site/Quarry Manager or, in case of their unavailability, Environmental Representative or Environment Manager of any potentially material environmental incidents or near-misses.</p> <p>Conducting incident investigations.</p>
<i>Site / Operations Manager and/or Site Environmental Coordinator and/or Environment Manager</i>	<p>Authorisation of the PIRMP</p> <p>Administration, maintenance and implementation of the PIRMP</p> <p>Assessing whether the incident is non-trivial and has caused or threatens “material environmental harm” and, if so, immediately notifying all Appropriate Regulatory Authorities.</p> <p>Ensuring that investigations are undertaken to a level corresponding to the level of risk and impact.</p>
<i>HSE Regional Manager and/or Regional Environment Manager</i>	<p>Make a determination as to whether the incident (as defined in section 147 of the POEO Act) is non-trivial and therefore reportable to external agencies</p> <p>Inform Executive General manager and Group management of Notification to External Agencies</p> <p>Undertake notifications as defined in PIRMP</p> <p>Authorise notifications to public and/or media following GRP-HSEQ-2-02</p>

8. INTERNAL POLLUTION INCIDENT REPORTING

Any pollution incident satisfying the **material harm** threshold must be immediately reported to relevant statutory authorities by either the Site/Operations Manager, or Environment Manager.

In cases where “material harm” level cannot be immediately assessed or insufficient information comes to hand on the severity of the incident, the general advice is to err on the side of caution and notify the Relevant Authorities with a qualification that the situation could not yet be fully assessed.

Until further notice the following procedure needs to be followed:

1. When a pollution incident occurs, a person who has become aware of it must immediately bring it to the attention of his/her immediate Supervisor or Manager
2. If necessary, first ring “000” for Emergency Services
3. At least one of the following BCM personnel must be contacted **immediately**:

Table 5 – Internal Contacts List

Name	Function	Phone number	Mobile number

4. The Quarries Operation Manager or in case of his unavailability one of the Senior Management personnel listed above, is to **immediately** notify all Appropriate Regulatory Authorities specified in Section 4.3.
5. In borderline situations, where the exceedance of the trigger level of “material harm” of a pollution incident may not be clear, a quick assessment including consultation with Boral environmental personnel should be undertaken to help the decision whether to notify or not.

6. Boral's Senior Management must be informed promptly of the fact of immediate notification to the Authorities. This includes environmental personnel listed above, as well as Lloyd Wallace, Peter Head and Scott Carter.

9. EXTERNAL POLLUTION INCIDENT REPORTING

As the legislation requires that notification must be done immediately upon becoming aware of the pollution incident, it is unlikely that a detailed picture will be available for reporting. Notwithstanding, it seems that some of the Government Authorities prepared a detailed questionnaire which is being filled at the time of this initial notification. Under the stress of incident handling it could be easy to provide a hasty, inaccurate estimate of the situation when answering these questions.

Therefore, the notification should be restricted to the facts known and nothing should be assumed or guessed. The details will be provided to the asking Authority later when more information comes to hand.

The initial notification should include as much of the following information (if known) as possible:

- location and time of the pollution incident
- type of the incident (spill, fire, unlicensed harmful discharge, etc)
- assessed level of incident gravity: "it seems to be..." (e.g. "a relatively minor spill"; "major fire", "explosion limited to one building", etc.)
- whether the Emergency Services have been required to attend.

Unless known for a fact, the answers to other questions should be politely deferred until a better assessment of the situation can be made.

The Boral person who is responsible for notifying the Authorities (Site/Operations Manager or Environment Manager) about the incident must prepare a Notification Log (a suitable form is attached) with the details of time of notifications and the persons who took to the call. The Authorities will generally provide an Incident Notification Number.

Notification of all Appropriate Government Authorities (at least 5 entities) may take considerable time. Delays may be experienced connecting to the right person or no contact may be possible after hours. All such instances should be recorded in the Notification Log.

10. POLLUTION INCIDENT AUTHORITY CONTACT LIST

Table 6 External Authorities Contact List

Government Authority – compulsory notifications	Emergency notification phone number
EPA – Environment Line	131 555
Department of Primary Industries NSW	1300 814 609
Public Health Unit (Albury) – Greater SouthernAHS.	HealthLink (24 hr)- 1800 063 635 Head Office – Albury – (03) 6080 8900
WorkCover Authority of NSW	131 050 Company ABN if asked: 51 000 187 002
Fire and Rescue NSW (FRNSW)	1300 729 579
Government Authority – ring if relevant	Emergency notification phone number
Police & Ambulance	000
Greater Hume Shire Council	(02) 6036 0100
Roads and Maritime Services (road spills)	132 701
NSW Office of Water	8838 7885
Bush Fire Control Officer	1800 049 933
Poisons Information Centre	131 126
Essential Energy	13 23 91

Communication with the local community may also be undertaken depending on the circumstances of the pollution incident. Culcairn Quarry would consider the following options for providing Early Warning and ongoing information to the community on pollution incidents:

- Direct phone contact with any local residents directly impacted by the pollution incident

- Letter Box drops of incident information and site contacts to local residents impacted by the pollution incident
- The inclusion of incident details within the relevant Quarry Community meeting

The Stakeholder Relations Manager can assist in the process of communicating with the community, as per the Stakeholder Engagement Plan for the site.

11. INCIDENT RESPONSE TRAINING

Culcairn Quarry will implement the Pollution Incident Response Management Plan by training or providing information to relevant employees and contractors in relevant areas of the Plan. The nature and objectives of staff training is to relate to site personnel the importance of early notification of any incidents and spills to site supervisors and key personnel.

Training or information will be provided on the following:

- The contents and intent of this PIRMP,
- The roles and responsibilities of site staff in relation to this PIRMP
- Spill response procedures;
- General environmental awareness; and / or
- Hazardous materials awareness.

Site inductions for visitors and sub-contractors also advise individuals to report any environmental incidents or spills to site supervisors and key personnel immediately. Key site personnel and supervisors participate in PIRMP Tests which are used as practical training and can also be used to identify any potential gaps or areas for improvement for the PIRMP. A summary of the PIRMP Drills undertaken at Culcairn Quarry is shown below in Table 7.

Table 7 - PIRMP Drills Undertaken at Culcairn Quarry

Test Date	Version tested	Incident Drilled	Drill Team Lead
19/07/2023	13	Loss oils or solvents outside bund during delivery and or use	Chris Brown
20/07/2022	12	Desktop Simulation	Rod Johnson
15/07/2021	11		
13/02/2020	10	Excessive airborne dust from stockpiled material	Ian Forrest

07/04/2019	09	Loss oils or solvents inside bund during delivery and or use	Ian Forrest
26/07/2018	08	Burst hydraulic hose on FEL	Ian Forrest

A sign-off sheet is kept of the personnel present for the undertaking of a PIRMP Drill and a record is kept on when and how the PIRMP is communicated to employees. This information forms a section of the PIRMP Drill document. For more information regarding each of the PIRMP Drills, refer to the specific drill document.

12. PIRMP TESTING

Plans must be tested routinely at least once every 12 months. The testing is to be carried out in such a manner as to ensure that the information included in the plan is accurate and up to date, and that each plan is capable of being implemented in a workable and effective manner.

The objectives of an audit are to maintain compliance with this plan. Internal audits of this Plan will be undertaken every 3 years.

Routine testing of the plan will be conducted annually, and can be completed through the following methods:

- Simulated environmental emergency, or
- Desktop simulations.

13. PIRMP REVIEW

Revisions are to be coordinated by the Site Manager and Environmental Representative.

The objectives of a review are:

- To maintain compliance with the statutory requirements, and
- To identify opportunities for improvement in the Plan, and reduce the risk to human health and the environment

13.1 EVENT BASED

Events which may trigger a review of this Plan or its associated documents include:

- Within 1 month of reporting to the nominated parties in accordance with the plan, after a pollution incident, or
- Modification/Improvement to the system

13.2 TIME BASED

Culcairn Quarry will review this management plan routinely every 12 months. The Plan review will

Culcairn Quarry – PIRMP_V13

include:

- This Document, and
- Legislation, Approval and Licence changes.

Public Document

APPENDIX 1. RISK ASSESSMENT on POTENTIAL IMPACTS

Hazard and Likelihood Risk Assessment and Corrective Control Measures								
Site: Culcairn Quarry				Responsible Person: Quarry Manager			Review Date: 19 July 2023	
Name / ref of pollutant/chemicals	Incident number and description	Consequence	Likelihood	Risk	Impact on neighbours ²	Control Measures Corrective Action Coverage under other Plans	Responsible person	Action date
Diesel & Precoat	Incident #1 Catastrophic failure of above ground fuel or precoat tanks resulting in material harm to the environment or community	3	2	M	No impact	Consequence: (Moderate): Failure resulting in loss of all or substantial volume of tanks would be captured entirely by existing bund with no release to soil or water. Likelihood: (Unlikely): Precoat is stored in an above ground double skinned tank.	As per PIRMP action plan	When required
	Incident #2 Failure of precoat delivery system on precoat plant (valves, pipes, nozzles etc) resulting in material harm to the environment or community.	2	2	M	No impact	Consequence: (Minor): Spillage would be minor and contained to localised soil contamination with very low likelihood of loss off site. Likelihood: (Unlikely): Precoat delivered to plant calibrated to deliver product as needs instead of producing large quantities.	As per PIRMP action plan	When required

Incident #3 Loss of diesel outside bund during refuelling/fuelling operations resulting in material harm to the environment or community	2	2	L	No impact	<p>Consequence: (Minor): Failure resulting in loss/leakage from fuelling or re-fuelling from hose, nozzle or plant/equipment impacting soil.</p> <p>Likelihood: (Unlikely): Due to method of refuelling, it is likely to occur on some occasions. Hoses and refuelling equipment are maintained with low risk of failure.</p>	As per PIRMP action plan	When required
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² If the incident may impact on neighbours then it will trigger the early warnings assessment and actions

	Incident #4 Loss of oil or product outside of workshop bunded area resulting in material harm to the environment or community	2	2	M	No impact	Consequence: (Minor): All IBCs and drums are small in quantity and spills would be within a bunded area. Likelihood: (Unlikely): Bund complies with Australian Standard.	As per PIRMP action plan	When required
Oils/Solvents	Incident #5 Loss of oils solvents inside bund during delivery and or use resulting in material harm to the environment or community	1	2	L	No impact	Consequence: (Incidental): Failure resulting in loss of oils/solvents from packaged goods would be captured entirely by existing primary bund with no release to soil or water. Likelihood: (Unlikely): Due to location within the bund, spillage during delivery and use is unlikely to occur.	As per PIRMP action plan	When required
Aggregate stockpiles	Incident #6 Excessive airborne dust from stockpiled material resulting in material harm to the environment or community	1	4	M	Y	Consequence: (Incidental): No sensitive neighbours impacted by airborne dust emissions from stockpile area. Likelihood: (Likely): Stockpiles are maintained to a manageable level on a monthly basis. Use of water sprinklers and water cart onsite during windy periods.	As per PIRMP action plan	When required
Sediment Dams	Incident #7 Failure of one or more sediment dams releasing large volumes of water into on-site and off-site water courses (i.e creek) resulting in material harm to the environment or community.	2	1	L	Y	Consequence: (Minor): Catastrophic failure of one or more sediment dams are likely to result in off-site impacts to water courses which would predominantly reduce water quality over a short period of time. As such, impact to the environment/human health is not considered to be significant. Likelihood: (Rare): Dams are frequently monitored and inspected for levels and integrity. Dams are empty for large periods of the year. Risk Assessment = Moderate Vs Unlikely = M (6) Note: For PIRMP purposes overflow events during extreme wet weather will be reported under POEO Licence obligations and not Immediate Reporting.	As per PIRMP action plan	When required

Mobile Plant (Boral)	Incident #8 Mobile plant, hydraulic hose or fuel tank failure resulting in material harm to the environment or community	2	2	L	N	<p>Consequence: (Minor): Failure from fuel tank or hydraulic hoses would be maintain to a small localised area on site.</p> <p>Likelihood: (Unlikely): Hose or fuel tank failure from mobile plant would be minimal as prestart and regular maintenance programs are in place to capture and prevent such occurrences. Spills kits also maintain and available in various areas.</p>	As per PIRMP action plan	When required
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Mobile plant (Contractor, Visitor)	Incident #9 Mobile plant, hydraulic hose or fuel tank failure resulting in material harm to the environment or community	2	2	L	N	<p>Consequence: (Minor): Failure from fuel tank or hydraulic hoses would be maintain to a small localised area on site.</p> <p>Likelihood: (Unlikely): Hose or fuel tank failure from mobile plant would be minimal as prestart and regular maintenance programs are in place to capture and prevent such occurrences. Spills kits also maintain and available in various areas. Inductions for all contractors demonstrating their accountabilities and responsibilities for reporting environmental incidents.</p>	As per PIRMP action plan	When required
Car Park	Incident #10 Ruptured fuel tank resulting in material harm to the environment or community	2	1	L	N	<p>Consequence: (Minor): Failure from fuel tank or hydraulic hoses would be confined to a small localised area on site.</p> <p>Likelihood: (Unlikely): Low levels of vehicle movements in car park. Spill kit maintained and available, company vehicles maintained as per manufacturers specifications.</p>	As per PIRMP action plan	When required

PART B: INCIDENT RESPONSE ACTIONS AND NOTIFICATION LOGS

Public Document

14. PIRMP RESPONSE ACTIONS

Incident No 1

Incident #1	<p>Catastrophic failure of above ground fuel or precoat tanks resulting in material harm to the environment or community</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Ensure bunds are capturing full volume of diesel/precoat • Ensure bund integrity is sound throughout the entire period of incident (i.e. periodic inspections) • Contact service provider (Caltex No. 1800033111 or Transpacific 02 96007185) to pump-out bund contents • Area to be restricted to Incident Response Personnel • Ensure spill kit is available for any release from the bund (or alternatively quarry product) • If any release from bund onto unsealed soil/surface water - Environmental Consultants to be engaged to investigate and remediate contamination. • Repair/replace tanks • Refuel tanks <p>Inspect bund for ongoing serviceability</p>
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Call service provider • Spill Kit manager (Supervisor) • Periodic inspections and update reporting of site and bund (Quarry Manager)
Scale of incident	Incident would be restricted to Diesel/Precoat storage area with minimal external impact, however, potential for bund overflow or failure may result in soil and surface water contamination that will require specialist investigation/remediation.
Evacuate	Only if fire or explosion potential exists. Quarry Manager and any advice provided by Fire Dept as part of attendance after immediate notification.
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Service Provider to dispose of diesel and advise on required clean-up.
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

Incident No 2

Incident #2	<p>Failure of precoat delivery system on precoat plant (valves, pipes, nozzles etc) resulting in material harm to the environment or community.</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Hit Emergency Stop button on precoat plant. • Barricade area to prevent traffic entering area; use surrounding bollards • In the unlikely event, use spill kit / dust to restrict any flow prior to reaching drain. • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Contact service provider (Caltex No. 1800033111 or Transpacific 02 96007185) to pump-out. • Area to be restricted to Incident Response Personnel • Remediate as required.
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Call service provider • Spill Kit manager (Supervisor) • Periodic inspections and update reporting of site and bund (Quarry Manager)
Scale of incident	Incident would be restricted immediately underneath precoat plant.
Evacuate	Only if fire or explosion potential exists. Quarry Manager and any advice provided by Fire Dept as part of attendance after immediate notification.
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting

Incident No 3

Incident #3	<p>Loss of fuel during filling and refueling operations resulting in material harm to the environment or community.</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Ensure bunds are capturing full volume of diesel • Ensure bund integrity is sound throughout the entire period of incident (i.e. periodic inspections) • Contact service provider (Caltex No. 1800033111 or Transpacific 02 96007185) to pump-out bund contents • Area to be restricted to Incident Response Personnel • Ensure spill kit available for any release from bund • If any release from bund onto unsealed soil/surface water - Environmental Consultants to be engaged to investigate and remediate contamination. • Repair/replace tanks • Refuel tanks • Inspect bund for ongoing serviceability
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Call service provider (Quarry Manager) • Spill Kit manager (Supervisor) • Periodic inspections and update reporting of site and bund (Quarry Manager)
Scale of incident	Incident would be restricted to Diesel/Precoat storage area with minimal external impact. However, potential for bund overflow or failure may result in soil and surface water contamination that will require specialist investigation/remediation.
Evacuate	Only if fire or explosion potential exists. Quarry Manager and any advice provided by Fire Dept as part of attendance after immediate notification.
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Service Provider to dispose of diesel and advise on required clean-up.
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

Incident No 4

Incident #4	<p>Loss of oil or product outside of workshop bunded area resulting in material harm to the environment or community.</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Close any drain valves (if open) or cease any flow from damaged vessel. • Use spill kit to clean up spill, dust/aggregate to be used if spill is larger. • Contact service provider (Caltex No. 1800033111 or Transpacific 02 96007185) to arrange bund to be cleaned/pumped. • Area to be restricted to Incident Response Personnel • Ensure spill kit available for any release from bund • If any release from bund onto unsealed soil/surface water - Environmental Consultants to be engaged to investigate and remediate contamination. • Repair and refuel as required.
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Call service provider (Quarry Manager) • Spill Kit manager (Supervisor) • Periodic inspections and update reporting of site and bund (Quarry Manager)
Scale of incident	Incident would be restricted to chemical storage area with minimal external impact. However, potential for bund overflow or failure may result in soil and surface water contamination that will require specialist investigation/remediation.
Evacuate	Only if fire or explosion potential exists. Quarry Manager and any advice provided by Fire Dept as part of attendance after immediate notification.
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Service Provider to dispose of diesel and advise on required clean-up.
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

Incident No 5

Incident #5	<p>Loss off oil/solvents, packaged goods, most likely during delivery or use resulting in material harm to the environment or community.</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Ensure bunds are capturing full volume of oil/solvents • Ensure bund integrity is sound throughout the entire period of incident (i.e. periodic inspections) • Contact service provider (Caltex No. 1800033111 or Transpacific 02 96007185) to pump-out bund contents • Area to be restricted to Incident Response Personnel • Ensure spill kit available for any release from bund or spill trays • If any release from bund onto unsealed soil/surface water - Environmental Consultants to be engaged to investigate and remediate contamination. • Inspect bund for ongoing serviceability • Contact waste disposal contractor to organize removal (if not done so already by delivery driver)
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Call service provider (Quarry Manager) • Spill Kit manager (Supervisor) • Periodic inspections and update reporting of site and bund (Quarry Manager)
Scale of incident	Incident would be restricted to chemical storage area with minimal external impact. However, potential for bund overflow or failure may result in soil and surface water contamination that will require specialist investigation/remediation.
Evacuate	<p>Only if fire or explosion potential exists.</p> <p>Quarry Manager and any advice provided by Fire Dept as part of attendance after immediate notification.</p>
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Service Provider to dispose of diesel, oil, grease and advise on required clean-up.
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

Incident No 6

Incident #6	<p>Excessive airborne dust from stockpiled material resulting in material harm to the environment or community.</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Employees, Contractor/Visitor to notify site representative of issue immediately. (induction) • Daily monitoring to be undertaken to assess weather and site conditions • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Dust suppression activity to commence immediately on stockpiles
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Periodic inspections and update reporting of site (Quarry Manager)
Scale of incident	Incident would be localised to the area surrounding stockpile area, with minimal external impact.
Evacuate	<p>Only if fire or explosion potential exists.</p> <p>Quarry Manager and any advice provided by Fire Dept as part of attendance after immediate notification.</p>
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Not applicable
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

Incident No 7

Incident #7	<p>Failure of water management system resulting in large scale release of water resulting in material harm to the environment or community.</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Ensure water storage system is sound throughout the entire period of incident (i.e. periodic inspections) • Contact local neighbours if going to be in inundated by rise of water • Area to be restricted to Incident Response Personnel • If any release from site to surface water - Environmental Consultants to be engaged to undertake sampling and analysis of water • Contact local contractor to rebuild dams immediately
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Periodic inspections and update reporting of site (Quarry Manager)
Scale of incident	Catastrophic failure of one or more sediment dams are likely to result in off-site impacts to water courses which would predominantly reduce water quality over a short period of time. As such, impact to the environment/human health is not considered to be significant.
Evacuate	<p>Only if flood potential exists.</p> <p>Quarry Manager and any advice provided by Fire Dept as part of attendance after immediate notification.</p>
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Consultants to be contacted to advise on required clean-up.
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

Incident No 8

Incident #8	<p>Mobile plant, hydraulic hose or fuel tank failure resulting in material harm to the environment or community. (Boral)</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Area to be restricted to Incident Response Personnel • Ensure spill kit available for any release from mobile plant & equipment • If any release from mobile plant onto unsealed soil/surface water is investigated and remediated immediately • Call service provider to inspect plant & equipment for serviceability
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Spill Kit manager (Supervisor) • Periodic inspections and update reporting of site (Quarry Manager)
Scale of incident	Incident would be localised to the area with no external impact.
Evacuate	<p>Only if fire or explosion potential exists.</p> <p>Quarry Manager and any advice provided by Fire Dept as part of attendance after immediate notification.</p>
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Service Provider to dispose of diesel and advise on required clean-up.
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

Incident No 9

Incident #9	<p>Mobile plant, hydraulic hose or fuel tank failure from contractors / visitors resulting in material harm to the environment or community.</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contractor/Visitor to notify site representative of issue immediately. (induction) • Contact all relevant people/department (refer to Immediate Reporting Contact Sheet) • Area to be restricted to Incident Response Personnel • Ensure spill kit available for any release from mobile plant & equipment • If any release from mobile plant onto unsealed soil/surface water is investigated and remediated immediately • Call service provider to inspect plant & equipment for serviceability
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Call service provider (Quarry Manager) • Spill Kit manager (Supervisor) • Periodic inspections and update reporting of site and bund (Quarry Manager)
Scale of incident	Incident would be localised to the area with no external impact.
Evacuate	<p>Only if fire or explosion potential exists.</p> <p>Plant Manager and any advice provided by Fire Dept as part of attendance after immediate notification.</p>
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner – Enviro Representative <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Service Provider to advise on required clean-up and waste disposal.
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

Incident No 10

Incident #10	<p>Car Park/ fuel tank failure resulting in material harm to the environment or community.</p> <p>Actions Required:</p> <ul style="list-style-type: none"> • Contractor/Visitor to notify site representative of issue immediately. (induction) • Area to be restricted to Incident Response Personnel • Ensure spill kit available for any release from mobile plant • If any release from mobile plant onto unsealed soil/surface water is investigated and remediated immediately
Alarm raising	Any personnel involved or witnessing incident to report to immediate supervisor and PIRMP actions to be implemented.
Emergency Controller	<ul style="list-style-type: none"> • Quarry Manager • Spill Kit manager (Supervisor)
Scale of incident	Incident would be localised to the area with no external impact.
Evacuate	<p>Only if fire or explosion potential exists.</p> <p>Plant Manager and any advice provided by Fire Dept as part of attendance after immediate notification.</p>
Communications	<p>Internal:</p> <ul style="list-style-type: none"> • Quarry Manager • Environment Manager &/or WHS Business Partner – Enviro Representative <p>External mandatory:</p> <ul style="list-style-type: none"> • Immediate Reporting Contact Sheet to be used <p>External non-mandatory: N/A</p>
Rescuer / respondent + safety checks	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Rescue + First Aid	As per Site Emergency Plan or Fire Department as part of Immediate Reporting
Clean up and Waste disposal	Service Provider to advise on required clean-up and waste disposal.
Reporting and re-preparedness	<p>See SOPs:</p> <ul style="list-style-type: none"> • Incident Notification SOP (BCM NSW-ENV-009)

15. POLLUTION INCIDENT NOTIFICATION LOG

Person undertaking notification (Name/Function):			
Date and time when first become aware of the incident:			
Incident type:			
Comments:			
Initial immediate notification log			
Appropriate Regulatory Authority	Time of call	Respondent's name/function	Approximate call duration
EPA			
Public Health Unit			
Fire and Rescue NSW			
Local Council			
WorkCover			
Other:			
Other:			
Summary of initial communication:			

Person undertaking notification (Name/Function):		
Date and time when additional information become available:		
Comments:		

Immediate notification of further pertinent information (if applicable)				
Appropriate Regulatory Authority	Time of call	Respondent's name/function	Approximate call duration	Comments
EPA				
Public Health Unit				
Fire and Rescue NSW				
Local Council				
WorkCover				
Other:				
Other:				
Summary of additional communication				

16. IMMEDIATE NOTIFICATION SHEET SUMMARY

Table 8 - Internal Reporting List

Name	Function	Phone number	Mobile number
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Table 9 - External Reporting List

Emergency Services / Government Authority	Emergency notification phone number
EPA – Environment Line	131 555
Fire and Rescue NSW (FRNSW)	1300 729 579
Greater Hume Shire Council	(02) 6036 0100
Public Health Unit (Albury) – Greater Southern AHS.	(BH) 02 6080 8900 (AH) 02 6080 8900 – Diverts to Albury Base Hospital – ask for Public Health Officer on call
WorkCover Authority of NSW	131 050 Company ABN asked: 87 004 620 731
Police & Ambulance	000
Ron Dillon – Senior Mine Safety Officer	(02) 6360 5332 0429 917 890