

TRANSPORT

EMERGENCY RESPONSE PLAN

(TERP)

About this document

The information presented herein has been derived largely from the Australian Government Department of Infrastructure, Transport, Regional Development and Local Government publication; *“Guidelines for the Preparation of a Transport Emergency Response Plan”*. (TERP Guidelines).

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EMERGENCY RESPONSE PLAN

Version 3, Revised 5th January 2017

IN CASE OF EMERGENCY

CALL

ISS FIRST RESPONSE 1300 131 001

INTRODUCTION to the Westlink Petroleum TERP

Westlink Petroleum is a transporter of Dangerous Goods and Hazardous Materials and Substances.

This Transport Emergency Response Plan (TERP) outlines the Westlink Petroleum policies, procedures and protocols necessary to comply with the requirements of Regulation 14.5 of the Road Transport Reform (Dangerous Goods) Regulations (C'wth) 1997 and Rule 14.5 of the Rail (Dangerous Goods) Rules.

By following this TERP, Westlink Petroleum will be ensuring that it will:

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

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1. PLAN ACTIVATION

1.1 Internal Alerting Mechanism

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

EXAMPLE:

Westlink Petroleum has internal personnel and contacts to assist in the event of a Transport Emergency.

Upon the emergency or incident occurring and Westlink Petroleum being notified by the Driver, the Emergency Services or by ISS First Response, the process for internal communications is as follows:

For a MINOR, SERIOUS or MAJOR Emergency, contact:		
Person	Position	Phone Nos - Office and Mobile
Danny Kreutzer	Managing Director	0419 481 069
Danny Kreutzer	Manager Fleet and Recovery	0419 480 096
The Managing Director is to be contacted in any emergency.		

For a SERIOUS Emergency, contact:		
Person	Position	Phone Nos - Office and Mobile
Danny Kreutzer	Managing Director	0419 481 069
Danny Kreutzer	Manager Fleet and Recovery	0419 480 096
The Managing Director is to be the first to be contacted in any Emergency.		

For a MAJOR Emergency:		
Person	Position	Phone Nos - Office and Mobile
Danny Kreutzer	Managing Director	0419 481 069
Danny Kreutzer	Manager Fleet and Recovery	0419 480 096
The Managing Director is to be the first to be contacted in any Emergency.		

NOTE: The ISS First Response Call Centre may be required to call any of these persons – on behalf of and upon request from the respective Westlink Petroleum representative, noted above.

1.2 Situation Appraisal

TERP GUIDELINES NOTE: A checklist should be developed for recording essential information about the incident to facilitate decision making; i.e.:

- Date
- Time
- Location
- Nature of the incident
- Likely cause of the incident (such as collision with another vehicle, or object, equipment failure, sabotage or attack)
- Injuries
- Type of container involved
- Placard, label and manifest details
- Weather conditions
- Terrain
- Personnel on the site
- Amounts of dangerous goods or other materials involved, etc.

NOTE: Answers to some questions may be unknown but a checklist will assist in gathering as much information as possible during the initial call.

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

EXAMPLE:

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

Minor Emergency:

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

- vehicle comes off road, bogged or stuck
- minor collision
- minor fuel spill
- a single treated injury
- loss or shifted load in a non-dangerous situation or location

Serious Emergency:

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

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

Major Emergency:

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

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

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

Upon the incident being discovered:

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

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

An example of the ISS First Response questionnaire is provided on the following page.

Incident Initial Call Questionnaire			
Call date:		Time: 24 hour:	
Date of incident:		Incident time: 24 hour:	
Caller's name:			
Caller's Ph number/s: Confirm			
Caller's position / title:		Company:	
Incident Description:			
EXACT Location of incident: Suburb/Town, State, road, cross-roads, landmarks, etc			
Injuries involved:	NO: <input type="checkbox"/>	YES: <input type="checkbox"/>	Injury Type?
Is there a fire, a risk of fire OR other risks to persons:	NO: <input type="checkbox"/>	YES: <input type="checkbox"/>	OTHER: <input type="checkbox"/> What is the Risk?
Emergency Services:	Have Emergency Services been called? NO: <input type="checkbox"/> YES: <input type="checkbox"/> Does ISS need to call them? NO: <input type="checkbox"/> YES: <input type="checkbox"/>		
Emergency Services to be notified: Or are they on site?	Police Needed Y <input type="checkbox"/> N <input type="checkbox"/> On site Y <input type="checkbox"/> N <input type="checkbox"/>	Fire Needed Y <input type="checkbox"/> N <input type="checkbox"/> On site Y <input type="checkbox"/> N <input type="checkbox"/>	Ambulance Needed Y <input type="checkbox"/> N <input type="checkbox"/> On Site Y <input type="checkbox"/> N <input type="checkbox"/>
Driver's name / Site contact:			
Driver's name / Site contact:	Phone number/s:	Contactable? <input type="checkbox"/> NO: <input type="checkbox"/> YES: <input type="checkbox"/>	
Vehicle Details: Company, Make/Model:	Company Name:		Make/Model:
	<input type="checkbox"/> B-Double: <input type="checkbox"/> Single: <input type="checkbox"/> Rail Wagon: <input type="checkbox"/> Tanker: <input type="checkbox"/> Other: <input type="checkbox"/> Unknown:		
	Prime Mover	A-Trailer:	B-Trailer:
	Reg ^a N ^a :	Reg ^a N ^a :	Reg ^a N ^a :
What is the vehicle carrying OR the PRODUCT involved?	Is it a Full or Partial load?		
Dangerous Goods and Hazardous Substances:	NO: <input type="checkbox"/> YES: <input type="checkbox"/> if YES, can the caller confirm:		
	1 UN Number:	2 Placard or HAZCHEM details:	
	3 Product name:	4 Manufacturer:	
Container type:	<input type="checkbox"/> Tanker: <input type="checkbox"/> Intermediate Bulk Container (1000 litre IBC): <input type="checkbox"/> Drum/s: <input type="checkbox"/> Packaged:		
Spills or Leaks:	Estimated volume/s lost:	Estimated rate of flow:	
Containment actions/options:	Stop leak/flow? Use booms / sand / absorbent, etc?		
Weather conditions:	Rainy, wet, dry, windy, etc:		
What is the terrain like:	Flat, hilly, sloped, etc:		
Risk to persons, property or environment:	Is it a public access area? Are schools, homes or buildings nearby?		
	Are watercourses / water bodies nearby?		
	Is EPA required? NO: <input type="checkbox"/> YES: <input type="checkbox"/> Call Centre to contact and pass details to ERC.		
Dangerous Goods MSDS: Call CHEMWATCH 1800 039 008. Advise all relevant parties of RISKS, in lieu of more detail arriving.			
Allan Hawkins OR John Bourton have been notified?		YES: <input type="checkbox"/>	NO: <input type="checkbox"/>
Client Contact and Notification Matrix and TERP have been referenced?		YES: <input type="checkbox"/>	NO: <input type="checkbox"/>
ISS Operator Notes: Attach copy of any notes.			
Completed By:			

1.3 Authority and Resource Mobilisation

TERP GUIDELINES NOTE: The plan should identify specific positions within an organisation (preferably by name) and their scope of authority. These could include:

- The person in charge within the organisation,
- the chain of command,
- Technical and medical advisers and their area of expertise,
- On scene authority for organisation,
- Spokesperson(s) including PR and Media person / and who will be responsible for requesting outside information.

EXAMPLE:

The authority of Westlink Petroleum Response persons involved and their roles and responsibilities is as follows:

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

- calls Emergency Services if driver or other party at the incident has not done so.
- notifies the relevant Westlink Petroleum Manager - depending on the definition of the incident
- calls the relevant Environmental Protection Authority if required
- calls the relevant Council, Road Authority, or Agency to attend the incident
- procures resources required for recovery, clean up and remediation of the incident site.

Danny Kreutzer: (Minor, Serious and Major Incidents or Emergencies)

- assists ISS First Response in attaining information and company resources for the type of incident
- attends the incident as the Westlink Petroleum Emergency Representative
- advises and updates other internal personnel as required.

Danny Kreutzer: (Minor, Serious and Major Incidents or Emergencies)

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

Danny Kreutzer: (Serious and Major Incidents or Emergencies)

- advises other internal personnel as required
- provides advice on client product and environmental / waste management / recovery options
- office based liaison between relevant stakeholders.

Danny Kreutzer: (Serious and Major Incidents or Emergencies)

- advises of appropriate external contractors for the type of incident

Danny Kreutzer: (Major Incidents or Emergencies)

- provides Senior Managerial support if and when requested or required
prepare and present information to the media, if and when required.

2. RESPONSE TASKS

2.1 External Alerting Mechanism

TERP GUIDELINES NOTE: The plan must describe how and when the organisation will alert external parties such as:

- Emergency Services
- Fire Authorities
- Police
- Security
- Environment Protection Agencies
- Road Authorities
- Outside Contractors.

EXAMPLE:

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

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

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

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

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

Security Services – will be called if:

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

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

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

Continued overleaf.

Road Authorities – will be called in the event of:

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

Outside Contactors – will be called in the event of:

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

The contact numbers for these Agencies, Authorities, Resources and entities is in Annex, Pages 25-27.

2.2 Emergency Action / Containment / Clean-up

TERP GUIDELINES NOTE: Appropriate measures should be described for each material to be handled in a manner which will minimise danger and the impact on the environment including;

- Initial Emergency Action
- Containment, recovery and clean-up
- The location, capability and the limitations of equipment to be used should be described.

EXAMPLE:

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

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

A Contact List of internal and external resources, regulatory authorities and agencies is in the Annex, Pages 25-27

3. RESOURCES

3.1 Contact List

TERP GUIDELINES NOTE: The plan should contain an accurate up to date **telephone roster** for emergencies which may include;

- Individuals within the organisation
- Regulatory contact
- Containment and clean-up contractors
- Technical / product specialist
- Public Health and Environment Protection Authorities including alternates and respective telephone / fax numbers

(The contact list may be included as an annex to the TERP to facilitate updating).

EXAMPLE:

Refer to Annex Page 25

3.2 Communications

TERP GUIDELINES NOTE: The plan should describe the communication network to be used and provide clear operational procedures for the use of;

- Mobile phones,
- Radios
- Other Communication devices.

EXAMPLE:

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

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

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

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

3.3 Logistic Support

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

EXAMPLE:

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

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

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

The Westlink Petroleum **On-Site Emergency Representative** is responsible for:

- notifying the Westlink Petroleum Senior Management regularly of the recovery status,
- significant on-site developments, and
- advising of the arrival and departures of resources, authorities, agencies, etc.

The Westlink Petroleum form: “Log for Transport Emergency Incidents” (Register of calls, events and activity) is located in the Annex, Page 29.

3.4 Equipment and Materials

TERP GUIDELINES NOTE: An inventory of emergency response equipment, a detailed list of specific resources and items of equipment available from within the organisation, and externally should be maintained. If outside contractors are to be utilised, the personnel and equipment and their expertise and capabilities should be evaluated in advance.

EXAMPLE:

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

Westlink Petroleum have limited supplies of Spill Control equipment and resources. These products can be sourced from all Westlink Petroleum Depots. A list of these available resources is in the Annex, Page 28.

NOTE: Cross reference any relevant equipment with the List – “Maintenance Schedule of Equipment Used for Emergency Response”, located in the Annex, Page 30.

3.5 Personnel

TERP GUIDELINES NOTE: The plan should designate response personnel, and describe their duties. Each person must be made fully aware of his or her role.

EXAMPLE:

The designated Westlink Petroleum personnel, their roles and responsibilities are as follows:

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

- calls Emergency Services if driver or other party at the incident has not done so.
- notifies the relevant Westlink Petroleum Manager - depending on the definition of the incident
- calls the relevant Environmental Protection Authority if required
- calls the relevant Council, Road Authority, or Agency to attend the incident
- procures resources required for recovery, clean up and remediation of the incident site

Danny Kreutzer Kreutzer: (Minor, Serious and Major Incidents or Emergencies)

- assists ISS First Response in attaining information and company resources for the type of incident
- attends the incident as the Westlink Petroleum Emergency Response Coordinator
- advises and updates other internal personnel as required

Danny Kreutzer: (Minor, Serious and Major Incidents or Emergencies)

- assists with incident site / hands on assistance if and when required or advised
- assists ISS First Response in attaining information and company resources for the type of incident
- advises and updates other internal personnel as required

Danny Kreutzer: (Serious and Major Incidents or Emergencies)

- advises other internal personnel as required
- liaison between relevant stakeholders
- provides advice on client product and environmental / waste management / recovery options
- attends the incident as the Westlink Petroleum Emergency Representative when required

Danny Kreutzer: (Serious and Major Incidents or Emergencies)

- advises of appropriate external contractors for the type of incident

Danny Kreutzer: (Major Incidents or Emergencies)

- provides Managerial and Directorial support if and when requested or required
- prepare and present information to the media, if and when required.

3.6 Media

TERP GUIDELINES NOTE: The press will often be present in an emergency. A designated media contact will serve to assist in relaying important information between the organisation and the media.

EXAMPLE:

In the event that the Media are requesting information,

1. The Managing Director, Danny Kreutzer will be notified immediately,
2. A media "brief" will be prepared by the General Manager with up-to-date information from the On-site Emergency Representative,
3. The brief will be given to Danny Kreutzer,
4. Danny Kreutzer will brief the media.

NO OTHER personnel is authorised to contact or brief media unless directed by Danny Kreutzer.

4. PREPAREDNESS

4.1 Hazard Analysis and Risk Assessment

TERP GUIDELINES NOTE: Multiple plans may be required depending on a hazard analysis of possible scenarios.

EXAMPLE:

Hazardous situations or scenarios may arise or become apparent during the Emergency Response and recovery process. Various Job Safety Analysis (JSA's) (or Work Method Statements) and Guidelines are available from all Depots for those personnel attending an incident.

These may be specific or task related Risk Assessments JSA's or SWMS's. JSA's may need to be developed on site due to the nature of the task. Westlink Petroleum Emergency Response Guidelines and Documents are noted below.

Safe Work Method Statements (SWMS)	Westlink Petroleum Document Number
Job Safety Analysis JSA (Blank for on-site development)	JSA 001 Rev01
Cold Tapping (cutting Hole in Tanker)	SWMS 001 Rev01
Tanker to Tanker Transfer	SWMS 002 Rev01
Equipment (Tanker) Recovery	SWMS 003 Rev01
Dangerous Goods – Handling Guidelines	Westlink Petroleum Document Number
Class 1 Explosives	DG 001 Rev01
Class 2.1 Flammable gases	DG 002.3 Rev01
Class 2.2 Non-flammable non-toxic gas	DG 002.2 Rev01
Class 2.3 Toxic gas	DG 002.3 Rev01
Class 3 Flammable liquid	DG 003.0 Rev01
Class 4.1 Flammable solids	DG 004.1 Rev01
Class 4.2 Spontaneously combustible	DG 004.2 Rev01
Class 4.3 Dangerous when wet	DG 004.3 Rev01
Class 5.1 Oxidising agent	DG 005.1 Rev01
Class 5.2 Organic peroxide	DG 005.2 Rev01
Class 6.1 Toxic	DG 006.1 Rev01
Class 7 Radioactive	DG 007 Rev01
Class 8 Corrosive	DG 008 Rev01
Class 9 Miscellaneous dangerous goods	DG 009 Rev01
Hazardous Materials / Substances Guidelines	Westlink Petroleum Document Number
Containment of Hazardous Materials and Substances	HAZ 001 Rev01
Handling and Transport of Hazardous Materials and Substances	HAZ 002 Rev01
Personal Protection and Decontamination - General Guidelines	HAZ 003 Rev01

ALSO – Refer to the HB 76: 2010 Handbook “Dangerous Goods Initial Emergency Response Guide”

4.2 Training

TERP GUIDELINES NOTE: Training should provide the capability for rapid and competent response, vital to success in an emergency situation. An emergency situation often provides an unfamiliar, emotional and hostile working environment for the responders. Anyone with little training or experience will have difficulty dealing effectively with the incident.

All personnel who have an active role in the plan must be trained in the key aspects of the plan.

EXAMPLE:

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

External Training:

- All relevant staff will attend client / customer training sessions when invited or requested.
- Westlink Petroleum will send their Emergency Response Representatives and all Drivers to the relevant Training Course for,
 - Dangerous Goods, and
 - Hazardous Substances
- Westlink Petroleum will send their Emergency Representatives to the Institute for Incident Management, on an annual basis.

Internal Training:

- Training will be conducted on a half yearly basis,
- All Drivers, (including subcontractors) will be required to attend the Dangerous Goods Handling and Transport Briefing and Awareness sessions (held every third Monday of the month)

4.3 Exercises

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

EXAMPLE:

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

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

Westlink Petroleum Desktop / mock exercise will follow the TERP process and will be:

- assessed in its performance and function in meeting key communication and response criteria
- reviewed to address any shortcomings in preparation for a “real” emergency situation

Westlink Petroleum Emergency Representative Personnel will be:

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

Exercises will involve all persons responsible for emergency response;

- Senior Management,
- Westlink Petroleum (internal) Emergency Representatives
- Relevant Emergency Services / Response Representatives (as participants and observers)
- Key Contractors - where available.

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

The date proposed for desktop and mock exercises, is January 31st, of every year.

4.4 Maintenance of Response Equipment

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

EXAMPLE:

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

Some M&F Depots may have transport equipment that can be utilised in the event of product recovery.

Westlink Petroleum have limited supplies of Spill Control equipment and resources. These products can be sourced from all M&F Depots. A list of these available resources is in Annex Page 28.

The Spill Control Equipment and Supplies held at all Depots needs to be checked, replenished and in readiness for any potential on-site incident and despatched to an en-route incident when requested by the

- M&F Emergency Representative, or by
- ISS First Response (as the delegate).

Responsibilities:

The Depot Manager is responsible for:

- the maintenance, stocking and deploying of the Emergency Response equipment, when requested.
- undertaking **weekly** inspections of the Emergency response equipment to ensure its existence, integrity and intactness.
- submitting Emergency Response Equipment Stock take and Integrity Sheets to Head Office at the end of the **month**, for reconciliation by the Manager OHSE & DG Compliance.

The Manager OHSE& DG Compliance is responsible for:

- ensuring the Emergency Response Equipment is suitable and appropriate for the Depots needs, and
- advising sites of new products, services or equipment that is required for maintaining a fully prepared and fit-for-purpose, onsite or offsite Emergency Response resource.

A Maintenance Schedule of Emergency Response Equipment is in the Annex, Page 30.

4.5 Investigative Follow up

TERP GUIDELINES NOTE: When an organisation has dealt with an incident, the overall response should be evaluated to determine the effectiveness of the plan. The TERP should then be updated and modified as necessary.

EXAMPLE:

The Westlink Petroleum TERP is to be reviewed after any incident where it has been utilised.

The Manager OHSE & DG Compliance is responsible for:

- arranging the debriefing session relating to the incident,
- arranging attendance from all comment and feedback from all incident stakeholders involved,
- collating all comment and feedback received from the debriefing session
- consultation with the M&F Emergency Representatives and amending the TERP, if necessary.

4.6 Updating

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

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

The plan should be updated at least annually.

EXAMPLE:

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

The Manager OHSE & DG Compliance is responsible for:

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

Depot Managers are responsible for:

- notifying the Manager OHSE & DG Compliance of any changes as they occur within their respective Depots or region.

4.7 Plan Availability and Distribution

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

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

EXAMPLE:

The Westlink Petroleum TERP is to be presented in hardcopy to all Westlink Petroleum persons on the Internal Emergency Contact List and all External Resources and Contractors (Company Preferred) as found in the Annex, Page 26.

All Depot managers are to receive hardcopies of the TERP and align it with their own Site Emergency Response Plans. Access to the TERP is also available on the Westlink Petroleum Intranet.

The Manager OHSE & DG Compliance is responsible for distribution of the TERP:

- to persons listed in the Internal Emergency Contact List, and
- to all External Resources and Contractors (Company-Preferred)
- to all Depot Managers.

Depot Managers are responsible for distribution of the TERP:

- to all their drivers, and
- to any regional contractors they may have as resources during an emergency response.

5. APPENDIX:

(From Guidelines Section 3.1: Contact List)

INTERNAL - Emergency Contact

Name	Position	Incident Notification Contact Tree and Roster	Phone - Office and Mobile
Danny Kreutzer	Managing Director	All Incidents – 1 st Contact Point 24 Hour On Call.	0419 481 069
Danny Kreutzer	Manager Fleet and Recovery	All Incidents – 1 st Contact In the absence of above. 24 Hr On Call.	0419 480 096

NOTE: The Managing Director is to be the first to be contacted in any Emergency.

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

EXTERNAL - Emergency Contact (NOTE: DELETE NON RELEVANT JURISDICTIONS)

Emergency Contact	STATE	FULL Organisational Name	Telephone Numbers
ISS FIRST RESPONSE	VIC		1300 131 001 24/7
POLICE			000
FIRE SERVICE			000
AMBULANCE			000
EPA's	VIC	Environment Protection Authority	Melbourne metro area (03) 9695 2777 Outside Metro area 1800 444 004
	NSW	Department of Environment, Climate Change and Water	131 555 or (02) 9995 5555.
	QLD	Environment Protection Authority	1300 130 372 Option 2 "Pollution"
	WA	Department of Environment & Conservation	1300 784 782
	SA	Environment Protection Authority	(08) 8204 2004 Incident Reporting (non-emergency) NOTE: Emergency incidents are reported by the responding unit of the fire brigade
	NT	Environment, Heritage and the Arts Division	(08) 8924 4139 Pollution response officers. Pollution Hotline 1800 064 567 (24/7)
	TAS	Environment Protection Authority.	1800 005 171 (24/7) Waterways Contamination – Lakes, Rivers, Dams, Sea - 1800 005 244
	ACT	Department of the Environment, Climate Change, Energy and Water	13 22 81
Poisons Information Centre		DO NOT wait for any symptoms to occur before calling 13 11 26	13 11 26

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

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

(From Guidelines Section 2.1: External Alerting Mechanism)

Work Cover Authorities (NOTE: DELETE NON RELEVANT JURISDICTIONS)

To be called by Manager OHSE & DG Compliance.

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

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

NOTE: Check contact details annually.

(From Guidelines Section 3.4: Equipment and Materials)

SPILL CONTROL EQUIPMENT AND SUPPLIES - All Depots
Stock take and Integrity Sheet.

Item	Minimum Quantity	Supplier Details
DRAIN PLUGS / COVERS	3 x Drain plugs / covers	
SOAKER BOOMS and SOCKS	10 Packets each of Small, Medium, Large	
ABSORBENT MATS	10 Packets each of Small, Medium, Large	
SPILL ABSORBENT (FUEL)	100 Bags of Enretech1	
SPILL ABSORBENT (ACIDS)	100 Bags of Enretech1	
PROTECTIVE GLOVES (RUBBER AND RIGGER)	1 FULL BOX each of Small, Medium, Large	
TYVEC OVERALLS	1 x BOX each of Small, Medium, Large	
DISPOSAL BAGS / WASTE BAGS	2 x BOXES of Heavy Duty Plastic Bags and Sealers	
SHOVELS / RAKES / BROOMS	2 x Long Handle Shovels 2 x Rakes 2 x Yard Brooms	
HAND SKIN EYE PROTECTION	1 x BOX Hand Wash Sachets 1 x BOX SKIN PROTECTA Barrier Cream 1 x BOX IBALL Safety Glasses	
FIRST AID	1 x BOX St John's First Aid "Lifesaver" (INTACT)	
HAND TROLLEY / CART	1 x Trolley. Pneumatic Tyres - both good	
BUNTING / BARRICADES / TRAFFIC BARRIERS, Cones ETC	<ul style="list-style-type: none"> • 10 x Rolls of Ribbon Bunting • 6 x Plastic Star Pickets (for bunting) • 10 x Witches Hats / Cones 	
SPILL EQUIPMENT - INSTRUCTION SHEETS and MSDS.	DG HYGIENE - NOTES	
LAMPS / TORCHES	<ul style="list-style-type: none"> • 3 Dolphin Torches • 6 x 9 Volt Batteries 	
OTHER	2 Rolls of Shrink Wrap. (For repacking pallets / cargo)	
COMMENTS OF INSPECTION		

(From Guidelines Section 3.3: Logistic Support)

Westlink Petroleum- Log for Transport Emergency Incidents. (Register of calls, events and activity)

Date	Time	Task or event	Comment - Action - Response

(From Guidelines Section 4.4: Maintenance of Response Equipment)

Maintenance Schedule Of Equipment Used For Emergency Response (EXAMPLES ONLY)

Equipment Type:	Location:	Used for:	Service Regimen	Responsible Manager/s	Inspection or Service Date	Inspected/serviced by: Signature/initial
Low Loaders	VIC Depot NSW Depot	Transport of product or loads from an incident site in VIC or NSW	6 Monthly Service (Winter & Summer)	Manager Fleet and Recovery		
Prime Movers, Trays, Vans,	All Depots	Used for transport of product or loads from an incident site (Where available)	6 Monthly Service (Winter & Summer)	Manager Fleet and Recovery		
Vehicle-bound Fire Extinguishers	All Trucks and vehicles		Weekly or as required	Manager Fleet and Recovery Depot Manager Managers -		
Emergency Response Spill Control Equipment	All Depots	Onsite and off-site response.	Weekly or as required	Manager Fleet and Recovery Depot Manager Managers -		
Truck-bound PPE	All Trucks	Protection of driver in a DG/HazMat incident	Weekly or as required	Manager Fleet and Recovery Depot Manager Managers -		
Truck-bound Spill Containment Kit	All Trucks	Containment of DG/HazMats	Weekly or as required	Manager Fleet and Recovery Depot Manager Managers -		
Truck-bound First Aid	All Trucks and vehicles	The bleeding obvious	Weekly or as required	Drivers Depot Manager Managers -		