



Teys Australia (Tamworth) Safety Management System

TAMW 7.20 EMERGENCY ACTION PLAN

Version 2.5

TEYS AUSTRALIA PUBLIC DOCUMENT

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Reviewed and Approved

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TEYS AUSTRALIA TAMWORTH EMERGENCY ACTION PLAN (INCLUDING POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN)

Teys Australia Tamworth
32 - 90 Phoenix Street
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7.20.1.0 EMERGENCY PREPAREDNESS AND RESPONSE

7.20.1.1 PURPOSE

This procedure documents the processes for responding to accidents and emergency situations and pollution incidents to prevent and mitigate the occupational health and safety impacts, property damage and environmental impacts that may be associated with them.

7.20.1.2 SCOPE

This procedure applies to all employees, visitors and contractors. This procedure is designed to inform everyone involved as to the procedures to undertake in the event of an accident, emergency situation and pollution incident.

7.20.1.3 AIMS and OBJECTIVES

The plan has been prepared to provide a system and resources to deal with accidents and emergency situations and pollution incidents to protect people, property and the environment.

The objectives of the plan are to:

- maintain a high level of preparedness;
- to respond quickly and efficiently to limit the impacts of an emergency;
- to manage an emergency until the emergency services arrive and take control;
- to support emergency services with information, knowledge, skills and equipment;
- to protect emergency responders, personnel and the community from harm;
- To outline communication protocol in the event that pollution occurs which may impact on internal and external stakeholders;
- Ensure correct regulatory notifications are satisfactorily completed in the event of potential or actual environmental harm.

7.20.1.4 REFERENCES

AS4801-2000 – Occupational Health and Safety Management Systems

Australian Bomb Data Centre, Australian Federal Police Weston ACT

CPSC Guidelines 3rd Edition, Element 10, Design

ISO 14001 Standard (4.4.7 Emergency Preparedness and Response)

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

NSW Stock Diseases Act 1923 No. 34

Safety Map Guidelines: 3rd Edition, Element 3, Contract and Design Review

Protection of the Environment Operations Act 1997 (POEO Act), as amended by the *POEO Amendment Act 2011*

7.20.1.5 ABBREVIATIONS

CAR - Corrective Action Request

CCAP - Corrective Action Plan

DAFF - Department of Agriculture Fisheries and Forestry (Bio Security)

EADP - Animal Disease Preparedness Plan

EPA - Environment Protection Agency

EMS - Environmental Management System

ES - Environmental Supervisor

IMS - Integrated Management System (Approved Arrangement)

OH&S - Occupational Health and Safety

OH&SMS - Occupational Health and Safety Management System



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OPV - On Plant Veterinarian

PPM - Parts per million (in reference to concentration of pollutants or gases)

WI - Work Instructions

SWMS - Safe Work Method Statement

TWA - Time Weighted Average

7.20.1.6 DEFINITIONS

Dangerous Goods: Substances that may be corrosive, flammable, explosive, spontaneously combustible, toxic, oxidising or water reactive. If not controlled they can cause immediate injury, death and/or damage.

Chief Warden(s): The Chief Warden is responsible for any incident from the time it occurs until the senior officer in charge of the emergency services arrives and assumes control of the situation. Control of the situation will be given back to the Chief Warden only by the authority of the senior officer in charge of emergency services.

Emergency Response: Actions taken by personnel outside of the immediate work area to address an emergency or environmental incident.

Emergency: An abnormal incident or activity that has or has the potential to have serious effects on the health or safety of employees, contract employees, visitors, customers, neighbours or the community, or cause material harm to the environment.

Hazardous Substance: Substances that may have the potential to harm human health. These substances may be solids, liquids or gases (they may be pure substances or mixtures). When used, opened, consumed or spilt, these substances may generate vapours, fumes, dusts or mists.

Material Safety Data Sheets (MSDS): A document that is supplied by the manufacturer and/or supplier of substances that describes the chemical composition and provides vital information on how persons should use these substances safely and in accordance with their designated use. All chemicals held on site must have an MSDS.

Notifiable Disease: A disease that must be immediately reported to agricultural authorities.

Material Safety Data Sheets (MSDS): A document that is supplied by the manufacturer and/or supplier of substances that describes the chemical composition and provides vital information on how persons should use these substances safely and in accordance with their designated use. All chemicals held on site must have an MSDS.

Notifiable Disease: A disease that must be immediately reported to agricultural authorities.

Time Weighted Average: TWA is the exposure level, of the average airborne concentration that a person can safely work in, over an eight- hour working day, for a five-day week over an entire working life.

7.20.1.7 EAP TESTING, MAINTENANCE AND REVIEW

This EAP (including PIRMP) will be tested via a periodic assessment and review process, at a frequency not less than annually. Following the assessment and review, any necessary changes will be adopted into this EAP to improve future management and responses to incidents.

7.20.1.7.1 PIRMP TESTING

The EAP (including PIRMP) will be tested at least annually in accordance with the EAP testing schedule incorporated into the site Environmental Calendar, which incorporates the date of testing and name of the person testing the EAP. Where practicable, the test will involve different operational conditions with consecutive tests. The test may be completed as a desktop review where this approach is determined to be able to accurately assess the content and applicability of the EAP.

The EAP will also be tested within 30 days of the commencement of any pollution event on site which triggers pollution incident response under the EAP. Testing of the EAP in response to a pollution incident will, where possible, involve a test of an incident similar in nature to that which resulted in the pollution event.

The EAP is maintained in a document management platform, used internally within Teys for document management,

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known as I-Leader. This platform maintains electronic copies of documents, and records and tracks all amendment dates and version numbers.

7.20.1.7.2 EAP REVIEW

In addition to the testing of the operational performance of the EAP, the document will also be reviewed for currency at least once every 12 months. The occurrence of any pollution event which activates pollution incidence response under the EAP, will also trigger a review to be undertaken within 30 days of the commencement of the pollution event. The register of the PIRMP review is included below. Next Review Date Scheduled for the 1st of July 2014.

7.1.7.3 ENVIRONMENTAL/MAINTENANCE SYSTEMS MONITORING

The following monitoring check-lists are generated as part of the JDE maintenance program with the aim of ensuring all systems remain in an effective operational condition to minimise or eliminate the potential risk of environmental harm.

- Daily Voluntary Environmental Checks-list
- Daily Waste Water Systems Check-list
- Waste Water System Service
- Waste Water Plant Service
- Waste Water System Weekly Check
- Waste Water Pond Check
- Waste Water Sewer Metre Enclos.
- Sewer Metre Calibration
- Weekly Biofilter Inspection
- Monthly Biofilter Inspection
- Biofilter Ducting Service
- Plant Inspection Check-list
- Paunch Press Screen Check
- Clean Contra Shear Screen
- Equipment Shut Down Check-list
- Cleaning Earth Cattle Yards
- Cleaning Around Dam Outlet
- Stock Soda Ash
- These are in addition to routine OHS inspections of specific plant areas of potential risk, including chemical storage areas.



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7.20.1.7.4 REVIEW AND AMENDMENT REGISTER

Amendment Register	Date	Details of Amendment	Approved by (must include site GM)
1	01/06/2012	Former site Emergency Action Plan (EAP) modified to meet the requirements for a site PIRMP in preparation for the effective date of the POEO Legislation Amendment Act 2011. R Battle and C Hollingworth revised the document against the requirements of the POEO (General) Amendment (PIRMP) Regulation 2012	
2	13/07/2012	Reviewed contact numbers, headers and footers, check information about evacuation system activation controls, check location of ammonia detection monitors, update Appendix 2, checked sprinkler systems and control panel locations,	
3	27/08/2012	Updated Safety terms and site information	
4	29/08/2012	Reviewed updated document and added information on references and definitions	
5	07/03/14	7.20.1.12.8.b Updated EPA Contact details.	
6	07/03/14	7.20.1.21.3 Updated contact details for the LLC.	
7	07/03/14	7.20.1.21.1 - Updated Emergency Services contact details 7.20.1.21.2 - Update Utility Supplier contact details 7.20.1.21.3 - Update Government Agency contact details 7.20.1.21.4 - Update Immediate Neighbouring Companies contact details Update Teys Australia Corporate Contact details.	
8	07/03/14	7.20.1.7.2 - Annual EAP review date added to this section.	
9	07/03/14	Reference to the list of potential pollutants contained in Appendix 2 added to sections 7.20.1.12.3 & 7.20.1.12.8.	
10	13/03/14	Update of possible weather conditions that could cause an emergency event. 7.20.1.12.	
11	13/03/14	Training record to be added as an attachment to this document.	
12	13/03/14	Changed 7.20.1.7.3 Review And Amendment Register to 7.20.1.7.4. Added section 7.20.1.7.3 Environmental/Maintenance System Monitoring	
13	13/03/14	Added a review date to the top of Appendix 2	
14	13/03/14	More descriptive communication points added to section 7.20.1.20	
15	13/03/14	Plant image showing potential receptors added as Appendix	
16	13/03/14	Training Summary Added to section 7.20.1.23	
17	19/8/14	Update of instructions and processes to the Chief Warden, communications officer, Wardens duties and responsibilities 7.20.1.10	
18	11/11/14	Update section 7.20.1.12.8 and 7.20.1.12.8b to include more detail	

7.20.1.8 SITE SPECIFIC INFORMATION

7.20.1.8.1 OCCUPANT WARNING SYSTEMS

The types of occupant warning systems and alarms installed at the plant are:

- Evacuation siren



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- Ammonia detection and warning alarm

Evacuation siren system activation controls are located in:

- The alley way between the canteen and plant;
- Beef Kill Floor;
- Beef Boning Room; and
- Rear of chiller 9.

In the event that a plant evacuation is required, the evacuation sirens will sound continuously for a period of time. The 'all-clear' will be communicated by radio communication.

The ammonia detection system comprises of numerous ammonia detection monitors that are located throughout the plant including the plate freezer, refrigeration engine room, and roof spaces.

Depending on the concentration of ammonia detected, the warning system will activate in stages. The source of the leak should be determined before initiating a full or part evacuation. Leaks in the plate freezer, engine room and roof space present minimal risk to general employees. Appropriate evacuation paths need to be determined depending upon the point of the leak. For example, load out personnel may best be evacuated through the boning room rather than their normal plate freezer exit.

GREEN

Green flashing

Orange lit / flashing

Red lit / flashing

Red and orange lit / flashing

SYSTEM OK

System fault

> 15 ppm detected – do not evacuate

> 25 ppm detected – do not evacuate, remain at stations for further instructions

> 50 ppm - remain at stations for further instructions on the best evacuation path.



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7.20.1.8.2 HAZARDOUS MATERIALS - MANUFACTURED, STORED OR USED ON SITE

Consult the chemical register for details of dangerous goods stored, or used in quantities, which could conceivably be a subject of concern in an emergency and which may have the potential to act as a pollutant under certain circumstances. The chemicals and substances used at the facility, approximate quantities of these substances and their locations on site, is included in the Chemical and Potential Pollutant summary table in Appendix 2.

Electronic copies of the chemical register are stored in the Teys company server. In the event of a power or computer system failure, a hard copy of the chemical register is kept at the front gate security office.

7.20.1.8.3 FIRE SYSTEM

The fire system present on-site incorporates:

- 2 diesel pumps located behind the maintenance workshop;
- 750 000 Litre potable water storage tank located adjacent to diesel pumps;
- Sprinklers located in production areas, refrigeration engine room, roof space and employee amenities;
- Vesda smoke detection systems in production areas, amenities, refrigeration engine room, roof spaces and electrical switch rooms;
- Inergen inert gas fire suppression systems located in the main switch room boards and waste water building switch room; and
- Control panels at security, main office, engine room, waste water building, main switch room and fire pump house. The main control board is located at the engine room.

7.20.1.8.4 EMERGENCY RESPONSE EQUIPMENT

The following emergency response equipment is kept on site to protect human health and to limit any potential environmental impacts which may arise from an incident:

- Breathing Apparatus
- Respirators
- Chemical Spill Suits
- Ammonia Detectors
- Gas Detectors
- Spill Kits
- Fire Extinguishers
- Fire Reels

7.20.1.8.5 PROTECTION OF CRITICAL IT PROCESSES AND INFORMATION

1. Data Backup for Plant Production Data/Server

Plant production data are backed up on a rotation of 10 daily backup tapes, one for each working day in 2 week intervals. An Archive tape backup is run on the first working day of each week and replaced at three month intervals and old tape stored in safe.

When the tapes are not in use they are stored in a fire proof safe in the security building.

The safe is accessible by booking out the key (controlled by key register) and knowing the combination.

The Plant Production Database is continuously replicated to the Disaster Recovery (DR) Plant Server in Wagga Wagga.

2. Plant PC Stations

Plant PCs store the data as well as sending the live data to the Plant Production Server in the Computer Room and if the connection has failed will hold the data and send the stored data after the connection to the Computer Room is restored.

Spare Plant PCs: 1 test PC in IT office and 2 in Computer Room



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Disaster Recovery (DR) Plant Server located in Teys Head Office.

3. Non- Production Plant servers

Non- Production Plant servers are backed up to a tape daily. The backup process is controlled by the CommVault System. CommVault sends out emails to IT indicating the tapes to be removed and returned to the Tape Library. In the event that the server needs to be shut-down there is a document in the Computer stating the process for Servers to be controlled by local IT (electronic copy stored on File and Print Server).

4. Equipment and Procedures to maintain power supply and temperature in the computer room

The Computer Room equipment power supply is protected by UPS (Uninterruptable Power Supply) that can maintain power for approximately 8 hours in the event of a power outage. There are two air conditioner units controlling the temperature. The main air conditioner runs on mains power only and the second runs on the UPS. The UPS has the capability to send emails to all of Teys Australia as well as to a third party SMS system which forwards the emails as SMS to local IT. Email alerts are sent if the mains power is interrupted, the UPS temperature sensor reaches 30 Celsius or the exhaust fan starts. There is a second temperature sensor connected to the door system and all door readers sound an alarm.

The Computer Room also is connected to the site's fire detection system. The computer room has a security alarm. In the event of illegal ingress, the building warning alarm will sound and a blue warning light on the exterior of the building will operate.

7.20.1.9 EVACUATION

7.20.1.9.1 PROCEDURE TO ACCOUNT FOR EMPLOYEES, CONTRACTORS AND VISITORS

In the event of an evacuation all persons should proceed to the nearest evacuation point (refer to appendix 1 and site maps located through out the site) and remain there until the "all clear" is communicated.

- Wardens will account for all employees in their area by referring to the manning sheets.
- Contractors and visitors should make their presence known to the Area Warden.
- The Warden will communicate to the Chief Warden when requested, the status of the area, including the presence of any persons, such as visitors, contractors or other employees not normally in that department and any persons unaccounted for.
- The Chief Warden shall refer to the sign in books at security to account for all contractors or visitors on-site.
- The Chief Warden shall direct the Wardens in searching for any unaccounted for persons.
- The Chief Warden shall communicate the status of the evacuation to the Senior Officer in Charge of the Emergency Services, including any unaccounted for persons.

7.20.1.9.2 PERSONS REFUSING TO COMPLY WITH WARDENS' DIRECTIONS

Should a person refuse to comply with the directions given by a warden:

- Ensure the person has been clearly advised that they are required to evacuate the building because of an emergency situation.
- Notify the Chief Warden who will advise the Officer-In-Charge of the Emergency Service who, at his/her discretion, may take the appropriate action under law to remove the person.

7.20.1.9.3 EMERGENCY EXIT SIGNS

In Australia all emergency EXITS must be identified by the green illuminated sign. These exits lead people to safety and eventually to a door that exits the building. Emergency EXIT signs have a battery backup system to keep them illuminated after the power has failed. The battery back will not last all day but they will be on long enough for all building occupants to evacuate safely.

7.20.1.9.4 EMERGENCY CONTROL POINT



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The Emergency Control Point is the site Security Hut (main employee entrance). Should that location become untenable the alternative location is the front car park.

Evacuation procedure for Critical IT Processes and Information

IT personnel are to follow the site evacuation procedures outlined in 7.20.1.a.8. When the Chief Warden communicates the all clear and that spaces are safe to re-enter, IT staff may then assess if IT systems are working, can be easily repaired or Disaster Recovery (DR) needs to be utilised. If DR needs to be used the most current tapes will be recovered from the computer room. If the Tapes in the Computer Room are damaged or unable to be recovered the current tape from the fire safe will be recovered and sent to Head Office for restoration on the DR server.

7.20.1.10 ROLES & RESPONSIBILITIES

Specific responsibilities in relation to responding to accidents and emergency situations and for preventing and mitigating the impacts are discussed below.

Chief Warden/Deputy Warden/ Communications Officer

- Responsible for activating this plan in the event of an emergency or pollution event.
- Takes control of the emergency until the arrival of the emergency services and then assist the Emergency Services until the emergency is terminated. (When taking control of the incident Chief Warden needs to broadcast to all channels prior to switching to channel 1 that there is an emergency and can all wardens please go to channel 1 for communication)
- Mobilises the Plant Emergency Response Team to combat the emergency situation if required.
- Arranges for specialist advice and assistance from company resources to assist the Emergency Services.
- Keeps Management informed of situation.
- Coordinates the incident from the front security gatehouse as the incident command centre, including any responses required to pollution or other incidents.
- Ensures that any incident or situation threatening or causing material environmental harm is reported following the procedures for immediate notification and is responsible for liaising with the relevant authorities during the course of any incidents which occur.
- Ensures that nearby owners and occupiers of premises are immediately notified for any incident which has the potential to impact on nearby owners and occupiers of premises.
- Coordinates any communications required to update nearby owners and occupiers of premises of actions taken to combat any pollution that may have occurred.
- Retains ultimate responsibility for the emergency response, but may delegate tasks
- Wears a high visibility vest, which has the words 'Fire Warden' on the back.
- Notifies the emergency services if required;
- Coordinates health and safety functions and pollution responses, such as roll call and search and rescue; and,
- Terminates the emergency.
- Communications Officer – is responsible for completing roll calls and ensuring that everyone on site is accounted for in conjunction with the Chief Warden.

The Chief Warden and Deputy Wardens for Tamworth and 24 hour contact details are:

Chief Warden:	General Manager
Deputy Warden/ Communications Officer:	Work Health & Safety Manager
Deputy Warden:	Plant Manager



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The Deputy Warden assists the Chief Warden during an incident and carries out the duties of the Chief Warden in the absence of the Chief Warden.

Senior Officer in Charge of the Emergency Services

If any of the Emergency Services have responded to the emergency the Senior Officer will assume control of the situation upon arrival to the facility.

If any of the Emergency Services or any other agency notified during the procedure for immediate notification have responded to the emergency the Senior Officer will assume control of the situation upon arrival to the facility and will coordinate any responses from the relevant services.

During an emergency, the directions of the Senior Officer in Charge shall be observed in all respects, by all persons on the premises and to the extent of any such directions are inconsistent with those given by management of the premises or the plant Chief Warden, the directions of the Senior Officer in Charge shall prevail.

The senior officer in charge will also coordinate any communications to external contacts or owners/occupiers of nearby premises, following the initial notification by the chef warden, based on information received from the emergency services team. This will include notification of any actions taken to combat any pollution which may have occurred.

Plant Emergency Response Team

The Plant Emergency Response Team (PERT) is drawn from site personnel and include department Supervisors. The role of the PERT is to take immediate action to minimise the effect of the emergency on life, health and safety, property and the environment prior to the arrival of the Emergency Services.

- Take charge of the incident under the direction of the Chef Warden or Deputy Warden and provide feedback to the Chef Warden on any anticipated pollution or off-site impacts from the incident.
- Operation of first attack fire fighting equipment if trained to do so.
- Shut-down of plant and equipment in close proximity to the incident.
- Supervisors will ensure that employees under their direction leave their work area in an orderly manner.
- Control the evacuation of employees to their designated Evacuation Areas.
- Provide assistance to injured or handicapped persons. Where Wardens are available, delegate this duty to the Warden.
- Ensure management is kept informed of the progress of the emergency.
- Supervisors will conduct a 'role call' of their employees to ensure all employees are accounted for.
- Report outcome of evacuation role call to the Command Centre
- In the event of any unaccounted employee/s or contractors, the Supervisor will notify the Chef Warden as soon as practicable and wait further direction.
- Be familiar with plant layout, shut down procedures, exit routes and location of fire fighting equipment, including breathing apparatus.
- Meeting and guiding the Emergency Services to the location of the incident.
- Provide assistance to the Emergency Services if requested.
- Upon the 'all-clear' signal being sounded, ensure the orderly return of employees back to work.
- Carry out salvage operations after the incident to prevent secondary damage.
- Wears a vest with the wording 'Warden'

Wardens

Wardens will be appointed to carry out the emergency evacuation procedures, generally, as directed by the Chief Warden. Wardens shall:

- On becoming aware of an emergency, notify the Chief Warden or Deputy Warden including notification of any

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potential or actual circumstances which could cause environmental harm following the procedure for immediate notification.

- Assist with the evacuation of occupants from the immediate danger area.
- Guide occupants to the assembly area.
- Assist mobility impaired persons from the building.
- In a fire, operate fire extinguishers, if safe to do so.
- Carry out a search of the building to ensure nobody has been overlooked when ordered to evacuate. (Wardens need to conduct a search of their area and give a status report to the chief via radio on completion of the walk through.)
- During a bomb threat, carry out a search for suspicious articles, as instructed by the Chief Warden &/or External Emergency Services
- Supervisors/Wardens need to ensure that names of workers that cross over shifts are on both lists. And must show any additional floaters working in their area

Wardens require training in the implementation of this EAP and familiarisation with the warnings, actions and responses needed to any incident to limit the risk or harm to human health, property or the environment.

First Aid/Medical Centre

- Direct treatment of injured employees.
- Guide team members' efforts of care.
- Set up station of care in nurses' office. If the nurses' office cannot be reached an alternate site will be used.

Need training in evacuation procedures and awareness of the existence and basic procedures required under this EAP.

Office Administration

- In case of plant evacuation transfer main telephone line to security building.
- In case of bomb threat, follow bomb threat procedure.

Need training in evacuation procedures and awareness of the existence and basic procedures required under this EAP.

Community Roles, Responsibilities, and Needs**Neighbours / surrounding businesses**

Neighbours and surrounding businesses have the same role and responsibilities in an emergency situation.

- In the case of an off-site emergency, to notify Teys of the details relating to people, property and environment of the emergency immediately; and
- Responds to any advice received from Teys relating to an on-site emergency.

Community needs:

- To be advised immediately in the event of an emergency or pollution incident as outlined in the definitions within this plan;
- To receive any relevant updates on the progress or closure of any incident that occurs on site.

7.20.1.11 FIRE

A fire at the plant is the emergency that causes the greatest concern for staff and employees. If all employees accept that fire prevention is their responsibility, the potential for fires can be greatly reduced and the severity of any fire that does start will be minimised. Fire has the potential to burn, cause asphyxiation, create poisonous gases, and impact on the environment by causing releases to air or water. Where any fire or related impacts threatens actual or potential

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environmental harm, the procedures for immediate notification of pollution incidents should be followed.

Any person discovering a fire should:

- Report it to the nearest supervisor
- Activate the nearest break glass fire alarm switch.
- Rescue any person in immediate danger, if it is safe to do so.
- Isolate the area (close doors and windows), alert other people in the immediate area.
- Contact Security on extension x 711 or Safety on x 737 / x716 giving the following details:
 - Location of fire (building name and floor);
 - Extent of fire (or nature of incident) including the type of substance burning and potential fumes generated/other environmental impacts if possible;
 - Are there any injured persons (e.g. is an ambulance or medical assistance required);
 - Name of person reporting the fire or incident. This call should be reported to the Floor Warden.
- Fight the fire if safe and person is trained to do so. This will also limit the potential for environmental harm to occur.
- Follow any directions given by Supervisors or Wardens
- Move safely to your designated assembly point or in the event that your assembly point is not safe, Wardens will direct you to the appropriate alternative assembly point. You are to wait quietly for further directions from area warden.
- Area warden will notify the Chief Warden, Deputy Warden of the situation and when all employees in his department are accounted for as well as alert the chief Warden of any contractors, visitors or workers that are not on his role call list.
- Trained personnel should use the correct fire extinguishers for the fire at hand.
- Trained personnel should use existing fire hoses were available
- Once the Emergency Evacuation procedure is in place, only emergency vehicles are permitted onto the site.
- If you have to escape through a smoke filled area, get down on your hands and knees and crawl. Cover your nose and mouth, if possible with a damp cloth. BEFORE opening a door, feel it with the back of your hand to see if it is hot.
 - * If it is hot, **DON'T** open the door.
 - * If it is cool, shield yourself; position yourself clear of the doorway **BEFORE** opening it slightly, in case there is a fire on the other side.
- No personnel shall leave their designated assembly point until instructed by their Area Warden to do so.
- Personnel shall follow all instruction's given to them by their Area Warden.

Note: ***Do not endanger yourself whilst fighting a fire.***



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7.20.1.11.1 CLASSES OF FIRES

These pictographs are used to represent different classes of fire. There are six different classes represented by the letters A, B, C, D, E and F. These pictographs can be found on all modern fire extinguishers and indicate which classes of fires the extinguisher will work for, or should not be used for.

Pictograph

Description



Class A - Ordinary Combustible Solids

Wood, paper, cloth, plastics, rubber, coal, carbon based compounds etc.



Class B - Flammable & Combustible Liquids

Petrol, oil, paint, thinners, kerosene, alcohol, etc.



Class C - Flammable Gases

L.P.G., Butane, Acetylene, Hydrogen, natural gas and Methane etc.



Class D - Combustible Metals

Magnesium, aluminium, sodium or potassium etc.



Class E - Electrical Fires

Computers, switchboards, power-boards, etc.



Class F - Cooking Oils and Fats

Cooking oils and fats usually found in industrial kitchens etc.



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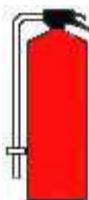
7.20.1.11.2 FIRE EXTINGUISHERS

Portable fire fighting equipment is designed to provide the user with an appliance to attend a small fire during its initial stage. When deciding to attack a fire, always designate another person to raise the alarm and obtain a back-up fire extinguisher. Portable fire extinguishers are provided in all buildings and company vehicles.

There are several types of fire extinguishers.

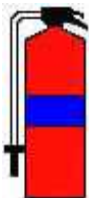
Extinguisher

Description



Water

Red in colour, it contains nine litres of water under pressure and is to be used in an upright position. It is designed for use on carbonaceous solids such as wood, paper, rubbish or textiles, and has a discharge period of 60 - 100 seconds. Water extinguishers are unsuitable for flammable liquid fires. This extinguisher must never be used on fires involving live electrical equipment.



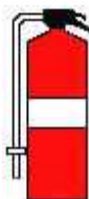
Foam

Blue in colour, it contains nine litres of an aqueous film-forming foam additive, and is to be used in an upright position. It is designed for use on flammable liquid fires such as petrol, oils and paint and has a discharge period of 40 - 90 seconds. This extinguisher must never be used on fires involving live electrical equipment.



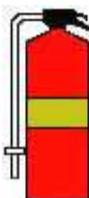
Carbon Dioxide

Red in colour with a black band, it is designed for use on fires involving flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher.



Dry Chemical

Red in colour with a white band, it contains a bi-carbonate based powder and is suitable for fires involving flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher.



Wet Chemical

Gold in colour, it has a liquid alkaline extinguishing agent, and is specifically designed for use in kitchens on deep fryer fires involving fat and cooking oil. This extinguisher must never be used on fires involving live electrical equipment.

7.20.1.11.3 FIRE HOSE REELS

The large fire hose reels located in the plant buildings are to be used by employees to fight fire, especially when they are trapped and cannot escape to an emergency EXIT. The fire hoses are connected to the mains water supply and extend for about 30 m.

Fire hose reels are all very similar in operation. This is the generic procedure:

- Ensure the nozzle or jet is in the closed position
- Turn on the main valve (fire hose reels should not let the nozzle out until main valve is turned on)



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- Pull the hose off the drum, towards the fire
- Open the nozzle or valve and direct the stream of water at the fire.

7.20.1.12 INTERNAL EMERGENCY

This section deals with emergency situations that can arise due to certain system failures, structural concerns and or services failures. Such incidents can cause major disruption and inconvenience to the plant, which in turn can lead to greater risk to the welfare of employees and also have the potential for an unplanned environmental release or situation. There are various factors which could influence the likelihood of an internal emergency or pollution event, these include: inclement or severe weather conditions eg earthquake, electrical storm, high wind, dust storm, flooding, extreme heat, change to operating systems, unplanned site access, changes to working hours, or during major projects underway. Unplanned Releases, Leaks or Spills discharges to air including odour.

In the event of any of these extreme events occurring, site security and staff need to be aware of the potential emergencies that could take place. The below information is to be used in the event of these emergencies.

Emergency Action

- Quickly assess the situation
- Raise the alarm, notify your supervisor including any instances of potential or actual environmental harm, which need to be reported as per the procedure for immediate notification for pollution incidents;
- Evacuate (if necessary);
- Assist and guide other people;
- Take care not to move or direct people from safety to danger;
- Administer first aid if needed; and
- Liaise with emergency services and maintenance staff to control impacts to human health, property and the environment including potential release of contaminants.

7.20.1.12.1 POWER FAILURE

There may be occasions when the power supply to the site or to areas within the site is interrupted. There are three basic causes: faults, overloads and scheduled interruptions to power supply to allow maintenance to supply infrastructure or plant systems. In the case of faults or overloads, electrical protection equipment operates to switch off supply to limit any damage and prevent further problems. Power failure can cause the failure of building internal and external lighting, air conditioning and air extraction systems, odour collection systems, water and effluent collection and transfer systems, and production machinery. Failure of these systems can result in potential or actual impact to human health, property damage or impacts to the environment.

Faults are mainly caused by accidents or weather conditions, and therefore have an increased likelihood of occurrence during storms, severe rain, extreme winds or hail.

Overloads occur when the demand for electricity exceeds the capacity of the distribution system to supply it. Faults and overloads can also occur inside particular buildings and subsystems.

Emergency Action:

- Contact maintenance to determine the cause of failure;
- Instruct employees to remain still and calm;
- Secure knives and equipment after eyesight adjusts to emergency lighting;
- Assess situation and evacuate if necessary.

7.20.1.12.2 WATER LEAKS OR FLOODING



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Floods caused by domestic or industrial water or waste water reticulation or collection systems do not normally endanger people but can cause extensive property damage and may cause or threaten environmental harm (requiring **immediate notification**). Floods caused by extreme weather present risks to human health and safety and may require evacuation.

Safety and environmental issues to consider:

- What is in the water? Has it mixed with chemicals, product, human effluent, process water or other substances? Is there a requirement for immediate notification of the incident?
- Where will the water drain or flow to? Is there a risk of release of contaminants to the environment? Is there a requirement for immediate notification of the incident?
- What is floating in the water that you cannot see?
- How deep is the water? You might not be able to see the large hole or basement stairs covered in water. Access pit lids may float off in flooded water.
- Is the water charged with electricity? For floods inside buildings, this is especially dangerous with most power points and power boards close to the floor.

Emergency Action:

- Notify maintenance;
- Turn off water at source if possible;
- If possible, isolate local electrical sources at the switchboard;
- If available and considered useful, local spill kits or bags of ice could be used to restrict the flow of water;
- Contain or control spill by closing doors, using temporary bunding, and blocking off storm water drains as required. Action will depend on nature of flood water;
- Mobilisation of earthmoving equipment located on site or nearby may assist where fill is available to contain the water.

Consider evacuation:

- Partial evacuation of affected area or building evacuation;
- Don't move people from safety to danger. Flood waters are unsafe and evacuees should not walk through water.

7.20.1.12.3 UNCONTROLLED HAZARDOUS MATERIAL REACTIONS

Hazardous substances are materials that may have the potential to cause harm to human health or the environment. These substances may be solids, liquids or gases, and may be pure substances or mixtures of a number of different substance. When used, opened, consumed or spilt, these substances may generate vapours, fumes, dusts and mists.

Refer to appendix 2 Chemical and Potential Pollutant Summary

Emergency Services (NSW Fire and Rescue) should be notified for any emergency involving uncontrolled hazardous material reactions. Immediate notification procedures should be followed for any circumstances which threaten or cause environmental harm.

Onsite this may include:

- Reactions between acids and alkalis;
- Violent reaction between ammonia and water;
- Uncontrolled spread of fire involving polystyrene insulating panel;

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- Violent depressurisation of compressed ammonia; and
- Violent depressurization of compressed CO₂.

7.20.1.12.4 GAS LEAK (FLAMMABLE OR TOXIC)**Ammonia**

The properties of ammonia gas are that it is lighter than air and will dissipate into the atmosphere in the unlikely event of a leak outside. If the leak is within the building the situation needs more care.

General Information:

- Time Weighted Average (TWA) for ammonia is 25 ppm. TWA is the exposure level, of the average airborne concentration that a person can safely work in, over an eight- hour working day, for a five-day week over an entire working life.
- Ammonia reacts violently with water. DO NOT attempt to hose or wash away.
- Do not disturb any liquid ammonia that may have pooled. Non disturbance of the ammonia will also limit the potential for soil and surface water pollution.
- Maintenance personnel specifically trained in ammonia and refrigeration are best equipped to deal with this type of emergency.
- Ammonia has zero global warming potential.

The purpose of the ammonia gas detection system is give employees early warning of a potential ammonia incident. The system comprises ammonia detection monitors that are located in the refrigeration engine room, ceiling spaces and throughout plant production spaces. There are several visual warning devices located at the main entrances to the plant. They are located at:

- Boning room boot wash entrance
- The kill floor/offal boot wash entrance
- Plate freezer control room entrance
- Old load out entrance
- Engine room.

Where a significant liquid or gaseous ammonia leak occurs which cannot be isolated and managed by site personnel, immediate notification of a pollution incident is to be carried out including notification of NSW Fire and Rescue (agency responsible for Hazardous Materials incident response in NSW). Depending on the concentration level of ammonia gas in the air, the warning system will activate as follows:

Light Colour	Ammonia Concentration Level	Action Required
GREEN	System operational	Nil
GREEN (flashing)	System Fault	Nil
ORANGE (flashing)	10 ppm	Caution
RED (flashing)	25 ppm	Contact maintenance for further information. Remain at stations for further instructions.
ORANGE & RED (flashing)	50 ppm	Contact maintenance for further information. Remain at stations for further instructions.

Emergency Action:

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- Notify maintenance and safety departments immediately;
- Rescue any person in immediate danger if safe to do so. Use of self-contained breathing apparatus is only appropriate for trained persons working in pairs;
- Isolate leak and repair if possible. This should only be attempted by trained and competent persons in refrigeration;
- Once the leak is repaired escaped ammonia in liquid or gaseous form can be dealt with by ventilating the area with fresh air by use of fans, evacuating the ammonia using exhaust fans or by applying dry ice snow or carbon dioxide vapour to the area to neutralise the ammonia. CAUTION – always monitor oxygen levels in areas where carbon dioxide has been used to treat the ammonia leak. Monitoring should be undertaken using the portable gas detector.
- Continue to treat the area with CO₂ and do not allow re-entry of people to the area until the ammonia level drops and remains below 25 ppm & the oxygen level is 19.5% to 21%. Again monitoring for CO₂ should be undertaken using the portable gas detector.

Consider evacuation:

- Determine concentration of ammonia in working parts of the plant using a monitor.
- Partial evacuation of affected area may be required if levels greater than 25 ppm.
- Assess emergency evacuation paths prior to moving people. For example, load out should evacuate through the boning room in case of an issue in the plate freezer.
- Do not re-enter area until advised by the Chief or Deputy Warden, site Emergency Team member or Warden that it is safe to do so.

Natural Gas

The properties of natural gas are that it is lighter than air and will dissipate into the atmosphere in the unlikely event of a leak outside. If the leak is within the building the situation is more serious.

At room temperature and standard pressure, methane is a colourless, odourless gas. The familiar smell of natural gas is a safety measure achieved by addition of an odorant. Natural gas is flammable only over a narrow range of concentrations (5–15%) in air. If you can smell gas do not smoke, induce a spark, light flames, or use a mobile phone in the vicinity. Whilst environmental impacts are limited from a release, there is a high risk of injury if the gas is ignited.

Emergency Action:

- Notify maintenance immediately;
- Rescue any person in immediate danger if safe to do so. Use of self-contained breathing apparatus is only appropriate for trained persons working in pairs;
- Turn off gas at source if possible. Isolation valves are located behind the boiler house and at the meter set near pond 4;
- If flammable vapours are released do not operate any electrical switches. Where fitted, activate emergency shut-off or isolate possible ignition sources at switchboard. Do not introduce other ignition sources to the area of the leak e.g. vehicles.

Consider evacuation:

- Partial evacuation of the affected area may be required. Do not re-enter area until advised by the Chief or Deputy Warden, site Emergency Team member or Warden that it is safe to do so.

Biogas (from the Covered Anaerobic Lagoon or CAL)

Biogas is a mix of methane, carbon dioxide and other gases with a strong, pungent odour at low concentrations imparted by hydrogen sulphide or 'rotten egg' gas. Biogas is produced by microbes in the CAL and collects under the CAL cover

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before being burnt through a biogas flare. The CAL cover is made from HDPE which has excellent chemical resistance and strength but is susceptible to puncture or tear and heat damage. The likelihood of a biogas leak from the CAL increases with the level of activity adjacent to or on the pond covers, in times of high wind, in lightning storms, with mechanical failure conditions on the biogas flare, and with increasing age of the cover material and/or time since installation.

Emergency Action:

- Notify maintenance and safety, and follow the procedure for immediate notification if material environmental harm is threatened or caused;
- Caution should be taken not to use radios or mobile phones in the affected area where there is a risk of an explosive air/biogas mixture;
- Rescue any person in immediate danger if safe to do so. Use of self-contained breathing apparatus is only appropriate for trained persons working in pairs;
- Take actions required to isolate or remove ignition sources around area of leak. This might include isolation of power supply to waste water equipment and lighting and setting up an exclusion zone for personnel and vehicles;
- Start flare on high rate burn if safe to do so as indicated by gas monitoring;
- Open all inspection pipes on CAL cover and drain water from emergency vent. This will allow biogas to dissipate across a number of points and help prevent accumulation around the leak point;
- Shut off raw process water feed to the CAL. At the Tamworth site this requires that red stream and paunch effluent is sent to the uncovered anaerobic lagoon by operating isolation valves at the inlet to the uncovered anaerobic lagoon. This will serve to slow the rate of biogas production by cutting off food source for microbes;
- Isolate leak and repair if possible. This should only be attempted by trained and competent persons.
- Contact neighbouring property owners of the leak, likely odour impacts which may be associated with the escape of gas and actions taken to address the leak;
- Continue to monitor the air for hydrogen sulphide and methane, being aware that lack of odour does not mean the gas is no longer present.

Consider Evacuation:

Determine concentration of methane and hydrogen sulphide at the waste water treatment plant using a gas monitor. Evacuation of affected area may be required. The Chief Warden may also make a decision to communicate to near neighbours and community receptors. Assess emergency evacuation paths relative to the area of highest concentration of gas prior to initiating evacuation. Do not re-enter area until advised by an emergency team member or other emergency professional that it is safe to do so.

Carbon Dioxide

Carbon dioxide, compressed CO₂, is inert, non flammable and non toxic at normal temperature and pressure. However, by diluting the oxygen concentration in air below the level necessary to support life, it can act as an asphyxiate. CO₂ is used on site to make dry ice for product storage and for carcass injection for boning operations. CO₂ is stored on site in a bulk tank outside the refrigeration engine room. The likelihood of a CO₂ leak increases during times of site storage refills which is carried out by bulk road tanker.

General Information:

- Time Weighted Average (TWA) for carbon dioxide is 5,000 ppm. TWA is the exposure level, of the average airborne concentration that a person can safely work in, over an eight- hour working day, for a five-day week over an entire working life;
- Carbon dioxide is heavier than air and will accumulate in low points;



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- Carbon dioxide is non-flammable but containers may rupture when heated;
- Colourless with a sharp odour.

Emergency Action:

- Notify maintenance and safety immediately;
- Rescue any person in immediate danger if safe to do so;
- Rescuers should not enter an oxygen deficient atmosphere without using self-contained full face positive pressure breathing apparatus. Self contained breathing apparatus is only appropriate for trained persons working in pairs;
- Isolate leak and repair if possible. This should only be attempted by trained and competent persons;
- Allow gas to dissipate to atmosphere;
- In the case of fire, cool tank with water from a protected location. If unable to keep tank cool, evacuate the area.

7.20.1.12.5 EXPLOSIONS

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage. Leak of flammable material, including ammonia, natural gas or biogas, would increase the likelihood of an explosion on site.

Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Emergency Action:

- Evacuate the building as quickly and calmly as possible;
- Rescue any person in immediate danger if safe to do so. Use of self-contained breathing apparatus is only appropriate for trained persons working in pairs;
- Render first
- Contact site First Aid and Emergency Services on 000 if people have been injured.
- If there is a fire, stay low to the floor and exit the building as quickly as possible
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to the designated assembly areas.
- Be on the alert for any burning chemicals, ruptured gas or water lines or spilt/uncontaminated hazardous substances which have the potential to cause pollution. If any of these events are observed, follow the procedure for immediate notification.
- Keep roadways and walkways clear for emergency vehicles and crews.

7.20.1.12.6 STORM OR STORM DAMAGE

Natural hazards, which affect communities most often, and cause the most damage, are severe storms. They can occur at any time but are more numerous in spring and summer. Severe storms may be land gales (continuous winds of 62 km/h or more) or thunderstorms with damaging winds, intense rain, large hail or even tornadoes.

Don't leave loose objects lying around, they could become missiles. Listen for storm warnings on radio and television. They will warn of what's coming, usually with enough time to prepare for the storm's arrival. Stay inside or keep under

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cover if outside (not a tree) and avoid using telephones during violent electrical storms.

Be alert during the storm:

- Stay inside and shelter clear of windows
- Listen to a portable radio for storm updates
- If outdoors, find emergency shelter

Remain vigilant after the storm:

- Check buildings, drains, pump and pipe networks for damage.
- Keep listening to the local radio station for official warnings/advice.
- Beware of fallen power lines, damaged buildings, trees and flooded drains.
- Check trees near buildings for damage and stability.

7.20.1.12.7 EARTHQUAKE

Over a period of time, stresses build beneath the Earth's surface. From time to time, stress is released resulting in the sudden and sometimes disastrous shaking, which is called an earthquake. There is no warning as to when an earthquake could occur and it could last for seconds and larger earthquakes can cause considerable damage.

Fortunately, large earthquakes are not a common occurrence in NSW but they do happen and have occasionally caused damage. We cannot be complacent because seismologists have indicated there is a future potential for damaging earthquakes throughout Australia.

During the Earthquake

- If indoors, stay there (clear of falling debris outside). Keep clear of windows, ductwork, outer walls and overhead fittings. Shelter under and hold a door frame, table, bench etc. Huddle near a pillar or internal wall.
- In crowded areas, do not rush for doors. Move clear of overhead fittings and loose equipment.
- If outside, keep well clear of buildings, overhead structures, walls, gantries, power lines, trees, etc.
- If in a vehicle, stop in an open area until shaking stops. Beware of 'downed' power lines and road damage.

After the Earthquake

Watch for hazards and tend injuries as follows:

- Turn off electricity, gas, steam and water. Do not light matches until checks for gas or fuel leaks have been completed.
- Check for injuries. Apply first aid. Do not move the seriously injured unless in immediate danger.
- Check for broken water, sewerage or electrical mains.
- Do not use telephone immediately (to avoid congestion) unless there is a serious injury or fire etc.
- Check for cracks/damage, in roof, walls, gantries etc.
- Evacuate if badly damaged. Be prepared for aftershocks.
- Listen to local radio and heed warnings and advice on damage and service disruptions.
- Do not go sightseeing or enter damaged buildings.
- Stay calm and help others if possible.

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7.20.1.12.8 UNPLANNED RELEASES, LEAKS OR SPILLS

This can refer to:

- Discharges to air [including odour](#);
- Discharges onto soil;
- Discharges to storm water drains, gutters, creeks, channels and dams;
- Contaminated storm water as a result of another emergency such as fire, storm or flood;
- Overflow or rupture or waste water pits or ponds.
- Any chemicals listed in appendix 2 Chemical and Potential Pollutant Summary

[Any unplanned leak or spill that threatens or causes material environmental harm should be immediately reported following the immediate notification procedure.](#)

Immediate notification: with reference to incidents threatening or causing material environmental harm, immediate notification (without delay) must occur. Notification must include all agencies below (in listed order) within one hour after the event occurring:

Environmental Protection Agency:

Phone Environmental Hotline: 131555

Phone EPA Regional Office Armidale: (02) 67737000

NSW Ministry of Health (Hunter New England Health)

Phone Public Health Unit Tamworth Office: (02) 67678660

NSW Work Cover:

Phone Hotline 13 10 50

Phone Tamworth Office: (02) 67672500

TRC:

Phone (02) 6767 5555 or 1300733625

Email: trc@tamworth.nsw.gov.au**Fire and Rescue NSW:**

Phone Emergency Services: 1300729579

7.20.1.12.8.a CONTAINMENT AND CLEAN UP

Proper task procedures must be followed when handling chemicals. Always read the labels attached to the chemical container and know what you are dealing with before handling or using the chemical. The site chemical register and copies of MSDSs are available on site servers or in hard copy at security.

Knowledgeable and experienced personnel should only do the clean-up of a chemical spill. Spill kits with instructions, absorbents, reactants, and protective equipment are available to clean up minor spills. A minor chemical spill is one that laboratory/maintenance/safety staff is capable of handling safely without the assistance of emergency personnel. All other chemical spills are considered major.

In the event of a chemical spill or hazardous material release which poses a serious danger to personnel:

7.20.1.12.8.b

[In the event of an offensive odour release as the result of failure of plant or process, or in the event of a complaint being received, immediate notification procedures should be followed.](#)

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Immediate Actions:

- Clear the area
- Check for any persons involved
- Isolate the spill (if safe to do so) and limit the potential for further environmental impact
- Stop the source of the release (if safe to do so)
- Contact the area supervisor, Safety Officer and Environmental Supervisor
- The primary concern is to protect health and safety. No action should be taken during an emergency response that directly or indirectly violates this principle.
- The secondary concern is the protection of the environment.

Considerations for Containment:

- Utilise spill kits
- Utilise the front end loader to dig a containment trench
- Prevent discharge from entering storm water drains, gutters, creeks, channels and dams.

The Containment Pond at the bottom of the site can be pumped down using a portable 6 inch diesel pump kept on site in the open skin shed. This pump is with a number of lengths of lay flat hose. Water is returned to the waste water system via the BNR/Biolac basin.

Considerations for Evacuation for Unplanned Releases, Leaks or Spills

- Uncontrolled open flame
- Uncontrolled compressed gas release
- Any situation which poses imminent threat to human health or safety
- Elimination of potential sources of ignition should only be done if it can be accomplished without personal risk.

High Risk Spills

- Contact the emergency services by calling 0-000 and explain the situation and follow the procedure for immediate notification, where environmental harm is threatened.
- Contact the site Maintenance Department;
- Follow any advice or information provided by the Emergency Response Team.

Low Risk Spills

- Have at least two trained workers to handle the spill;
- Use the proper protective equipment;
- Ensure fire protection is available for flammable spills;
- Control the source;
- Contain free liquids by damming, absorbing if appropriate;
- Place all spill residues in an appropriate container;

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- Decontaminate the affected area using an appropriate material;
- Decontaminate the salvage equipment;
- Analyse the area to ensure proper decontamination has taken place;
- Examine walkways, floors, stairs equipment etc. for other hazards or damage.

Debriefing

- All personnel involved in the spill response should be debriefed after the spill has been resolved. This should include a review of the events for any written reports which are required to be submitted following the incident.
- All spill control supplies should be restocked.
- All damaged or used equipment should be repaired or refilled.
- When the area is deemed clear, it can be re-opened for operations.

7.20.1.12.8.b REPORTING REQUIREMENTS FOR UNPLANNED SPILLS AND RELEASES

All leaks, spills or unauthorised releases must be immediately verbally reported to the Environmental Supervisor or the Plant Manager, whether or not the spill, leak or release stayed on site or went off site.

The Environmental Supervisor or Plant Manager will consult with the General Manager as to whether the incident is reportable to the EPA. In deciding whether it is reportable, they will consider whether the incident:

- Involves actual or potential material harm to the health or safety of human beings or the environment that is not trivial, or
- Results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000.

Noise and odour incidents are not reportable. Where potential or actual environmental harm is caused or threatened, the incident or event must be immediately reported using the procedure for **immediate notification**.

Immediate notification: with reference to incidents threatening or causing material environmental harm, immediate notification (without delay) must occur. Notification must include all agencies below (in listed order) within one hour after the event occurring:

Environmental Protection Agency:

Phone Environmental Hotline: 131555

Phone EPA Regional Office Armidale: (02) 67737000

NSW Ministry of Health (Hunter New England Health)

Phone Public Health Unit Tamworth Office: (02) 67678660

NSW Work Cover:

Phone Hotline 13 10 50

Phone Tamworth Office: (02) 67672500

TRC:

Phone (02) 6767 5555 or 1300733625

Email: trc@tamworth.nsw.gov.au**Fire and Rescue NSW:**

Phone Emergency Services: 1300729579



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7.20.1.12.9 VEHICLE ACCIDENT

Road safety is the responsibility of not only drivers, but cyclists, pedestrians and all other road users.

- Slow down and be aware of pedestrian movement around the plant and pedestrian areas - never assume a pedestrian has seen you.
- Never assume that a driver has seen you and will stop for you. Before crossing the road, think about whether the approaching driver can see you.
- At night wear something light in colour or wear reflective clothing
- The chance of an accident increases with increasing driver fatigue (late and night, end of working week), during darkness or with the onset of inclement weather.

Emergency Action in case of Vehicle Accident:

- Contact emergency services on 0-000, as required.
- Assist any injured people, until arrival of Ambulance Paramedics. Ambulance should be directed to best available access point or, if the person has been moved to the first aid office, to the designated parking bay at the front of the Human Resources building.
- Prevent unauthorised persons from causing congestion at the accident scene.
- Assist and liaise with authorities at scene.
- Move the vehicle from the roadway and secure if possible. Be alert of hazards such as other traffic and potential fuel leaks.
- At scene of accident seek full details of any other vehicle(s) including registration numbers, names and address of both drivers and/or owners.
- Remain at scene until completely clear of people, animals, vehicle and debris.
- Admission of liability must not be made if Teys Australia employees are involved.
- Report all damage immediately to the Safety Department.
- In the case of damage to hire car complete corporate reporting form available from Melbourne and consult with finance team regarding insurance.

7.20.1.12.10 STRUCTURAL DAMAGE

During construction works, renovations, and general maintenance or through accidents, buildings and infrastructure may be damaged. In some cases the damage may be substantial and occupants may find themselves in a similar situation to those who have experienced an earthquake. In other cases it may be caused by severe storm damage or an explosion.

In minor situations the building may need to be inspected by engineers and maintenance staff to ensure it is safe to continue working in or around it.

Emergency Action:

- Watch for hazards
- Contact Maintenance and safety Department. Explain what has happened.
- Turn off electricity, gas, water and steam if required. Do not light matches until checks for gas, steam or fuel leaks have been completed.
- Check for injuries. Apply first aid. Do not move the seriously injured unless in immediate danger.
- Check for broken water, sewerage or electrical mains.
- Check for cracks/damage, in roof, walls, gantries etc.
- Evacuate if badly damaged.

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- Stay calm and help others if possible.

7.20.1.12.11 PERSONAL THREAT

Personal threat encompasses a number of areas all of which will display numerous variables and characteristics:

- Confrontation with an armed person
- Confrontation with an unarmed person
- Armed Hold-Up
- Assault / Physical Injury
- Threatening the life of others or oneself
- Hostage / Kidnap scenarios

Due to the inherent nature of personal threat type emergencies, i.e. dealing with people, it is always difficult to expect or plan for certain outcomes. It is the volatility of human nature and emotion that ultimately dictates the way in which this type of emergency will play out. This also limits the extent to which these circumstances can be predicted.

To cater for these characteristics, personal threat emergency procedures must be clear and concise and allow for built in improvisation and flexibility when the situation requires. Common-sense and clear thinking are paramount considerations and such factors must always be considered when following the guidelines during this type of response. It is imperative to remember that the welfare and safety of all could be seriously breached during such an incident. Do not act in such a manner that may exacerbate the threat or cause it become a catalyst for life threatening outcomes. Be responsible and understanding whilst never compromising the safety to yourself and the others around you.

Any employee witnessing a personal threat situation should always alert the nearest supervisor.

Emergency Action:

- Try to remain calm.
- Alert a supervisor.
- Be firm but polite with the person and let them know that their behaviour is not acceptable.
- If the behaviour of the person is such that outside intervention is required, contact or arrange to have contacted Security and the Police.
- You should not feel obliged to rectify the situation on your own.
- Abusive phone calls: hang up the phone and notify your supervisor.

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7.20.1.13 BOMB OR SUBSTANCE THREAT

The procedures have been developed on the assumption that all threats will be treated as genuine until investigation proves otherwise.

The aim of these procedures is twofold:

- To take all practical steps to safeguard life,
- To ensure that unnecessary actions are not taken which may put at employees at risk.

Although in most instances the threat made will be a hoax, usually by telephone, there is always the very real possibility that it may not be. Hoax calls are generally made by a person who remains anonymous and is making such calls for personal gain and satisfaction knowing that such calls can cause major disruption and inconvenience.

The person who notifies of a real threat will generally provide much more detail, possibly including identification to ensure that the threat is taken seriously.

Procedures listed in this section are general rules but because of the potential harm to the plant and its occupants, all threats must be taken very seriously and the procedures strictly adhered to.

Built into such procedures will be the minimisation of media publicity, as this type of exposure to such threats tends to increase their frequency.

Bomb threats may be in one of the following forms:

- Written threat
- Telephone threat
- Doubtful or Suspect Article

7.20.1.13.1 WRITTEN BOMB OR SUBSTANCE THREATS

If a bomb threat is received in writing it should be kept including any envelope or container. Once a message is recognised as a bomb threat further unnecessary handling should be avoided. Every possible effort should be made to retain evidence for possible fingerprints, handwriting or typing, paper and postmarks. Such evidence should be protected by placing it in an envelope, preferably plastic.

Immediately report the bomb threat to Security and also to your supervisor. Do NOT activate the fire alarm or emergency evacuation system unless instructed to by the Police.

Such threats will undergo a basic validation criterion in order to rank their potentiality and the Police will be in the best position to judge this. As a general rule of thumb, the more detail contained in the threat wording combined with a willingness to mention names and reasons will be deemed to be a more "genuine" threat than one that provides only the slightest of details.

7.20.1.13.2 DOUBTFUL OR SUSPICIOUS ARTICLES

Carefully analyse the item for a combination of any of the factors listed below. Ensure you do not touch or move the item at any time.

Suspicious Article:

- Is it hidden?
- Is it obviously suspicious?
- Is it typical of your work area?
- Has there been unauthorised access?
- Has there been a perimeter breach?

Hazardous or Suspicious Mail:

- Excessive securing material?

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- Excessive weight?
- Protruding wires or foil?
- Lopsided or unevenly weighted?
- Oily stains or visible powder and crystals?
- Stiff or rigid envelope?
- Is the package or mail expected?
- Visual distractions on the packaging?
- Excessive postage?
- Proper names and titles not used?
- Address handwritten or poorly typed?
- Restrictive markings e.g.: "Confidential"?
- Common words miss-spelt?
- External or foreign mail?
- Lacks sender address?

Emergency Action:

A suspicious letter or parcel that has not been opened:

- DO NOT open it, or shake it.
- Place the parcel/letter into a plastic bag and seal it. Place this bag into another plastic bag and seal it.
- Stay in your immediate environment and prevent others from entering the area.
- DO turn off any personal fans in the immediate area.
- DO tell you immediate supervisor.
- DO wash your hands if you are able to access facilities in your immediate area.
- DO NOT touch your face with your hands or any part of your body that has open wounds.

A suspicious letter or parcel that has been opened and contains suspicious powder:

- DO cover the object without touching or disturbing it further by upending your garbage bin and placing it over the top.
- If any material has spilt from the item, DO NOT attempt to clean it up.
- DO NOT brush powder off your clothing or off any other surface.
- DO turn off any personal fans in the immediate area.
- Stay in your immediate environment and prevent others from entering the area.
- Ensure that co-workers in the same room also stay put.
- DO wash your hands if you are able to access facilities in your immediate area.
- DO NOT touch your face with your hands or any part of your body that has open wounds.
- DO call for help. Contact your supervisor.



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A mail item may contain an explosive device:

- DO NOT touch it, or move it.
- Contact your supervisor.
- Evacuate the area if the device indicates it may detonate soon, otherwise, stay nearby behind a solid barrier and prevent others from entering the area.
- Wait for Police to arrive to tell them where the device is.

7.20.1.13.3 PHONE THREATS

Reception, Security, or anyone answering outside calls, on receiving a bomb threat should observe the following:

- Remain calm.
- Keep the caller on the line as long as possible - **DO NOT HANG UP AT ALL - EVEN AFTER THE CALLER HAS HUNG UP. THE POLICE MAY BE ABLE TO TRACE THE OPEN LINE.**
- Use the bomb threat check-list provided.
- Obtain as much detail as possible about the bomb and its location.
- Listen carefully for any background noises, speech mannerisms, accents, etc. that might give a clue to the age, sex and location of the caller.
- Do not discuss the caller with other occupants.
- Immediately after the bomb threat, contact the Chef Warden and the Manager who shall notify the Police.
- Complete the bomb threat report form and hand the bomb threat check-list and report form to the Chef Warden or, in absence, the Police on their arrival.

Phone Threat Check-list refer to TAMW 7.00.2 Phone Threat Check list

7.20.1.13.4 EVALUATING THE THREAT

Such threats will undergo a basic validation criterion in order to rank their potentiality and the Police will be in the best position to judge this. As a general rule of thumb, the more detail contained in the threat language combined with a willingness to mention names and reasons will be deemed to be a more "genuine" threat than one that provides only the slightest of details.

Following the receipt of the threat, if time permits, the management of the company and the Police must consider the threat and other relevant factors before making a decision to carry out one of the following options.

- Immediate evacuation;
- Partial evacuation and search;
- Search the area and if required, evacuation
- Disregard the threat.

7.20.1.13.5 CONDUCTING A SEARCH

Area Wardens could be asked to search a designated area. The following information is provided for general guidance of Wardens:

- The Chef Warden will brief the Area Wardens.
- Keep your internal phone manned at all times.
- Begin the search in those areas that are accessible to the public, i.e., waiting rooms, meeting rooms, reception area, rest rooms, canteen, tearooms, etc., then search within remaining areas.

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- Search assembly areas.

Remember you are looking for something that doesn't belong where it is and does not fit into the surroundings. If you find anything that arouses your suspicion:

DO NOT TOUCH IT! DO NOT MOVE IT!

Warning: Hand held radio transceivers and mobile phones should not be used during a bomb emergency as under certain conditions radio waves can fire an electrically detonated or radio activated bomb.

Report any suspicious object immediately to the Chef Warden / Police and immediately evacuate personnel from the floor.

7.20.1.13.6 EVACUATION DUE TO BOMB THREAT

If a floor evacuation or general evacuation is ordered the procedures are similar to an evacuation for a fire:

- Direct staff, contractors, and visitors to the nearest exit and guide them to the assembly area, away from the building.
- Conduct a final check of the floor to ascertain all areas are clear.
- Advise the Chef Warden the floor has been evacuated. Ensure doors are left open if possible and occupants do not re-enter the building.
- Proceed to the nominated assembly area taking personal items with you and remain in charge of occupants until directed to return to the building.
- On receipt of a bomb threat notification, Floor Wardens should ascertain the location of any mobility-impaired persons on their floor. If a decision is made to evacuate the building the Chef Warden should arrange for mobility-impaired persons to be removed from the floor prior to the sounding of the Evacuation Alarm.
- Floor Wardens should be ready to appoint additional or replacement Wardens, from staff members, if insufficient Wardens are available during the emergency.

If the facility has been evacuated, do not re-enter until advised by Police if is safe to do so.

7.20.1.13.7 VEHICLE MOVEMENT DURING A BOMB THREAT EMERGENCY

The removal of vehicles from the car parks could be dangerous if the car park or the passage of vehicles is close to the reported suspicious object. If there is doubt of the safety of movement of vehicles, the car park should be closed and vehicle movement halted.

7.20.1.13.8 BOMB THREAT (AFTER HOURS)

Should a bomb threat be received outside normal working hours, the recipient should report the matter to Shift Superintendent, or Security. The Shift Superintendent or Security will inform the Police. If time permits, the Shift Superintendent or Security will contact the Plant Manager and follow the steps outlined above.

If the facility has been evacuated, do not re-enter until advised by Police if is safe to do so.

7.20.1.14 SHUT DOWN PROCEDURES

In the event of an emergency requiring shut down of utilities, persons should contact the Maintenance Department immediately.

7.20.1.14.1 WATER

Site water supply can be shut down by closing the main valve behind the welding shed. Alternately, supply can be shut



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down by closing the valve at the water supply meter located outside the north eastern site boundary, near the Containment Pond and immediately outside the stock fence line.

In the case of water shut down, water for fire fighting operations is available from the fire system tank located adjacent to the diesel fire fighting pumps.

7.20.1.14.2 ELECTRICITY

Electricity supply can be isolated to different areas of the plant at the main distribution board located next to the render building.

High voltage supply to the site transformers should be shut down by appropriate personnel from Country Energy. The contact phone number for Country Energy is located in the Section 'Emergency Contact Information' in this EAP.

7.20.1.14.3 GAS

Mains natural gas supply to the plant can be shut down by closing the main valve located on the external eastern wall of the boiler shed. In cases where this valve is not accessible the gas supply can also be shut down by closing the main supply valve at the gas mains meter, located to the east of the boiler shed.

7.20.1.14.4 STEAM

Steam supply from the boiler can be shut off at the main valve on top of the boiler tank.

Steam supply to different areas of the plant can be isolated by operating the main header valve and supply valves in the pump house adjacent to the boiler.

7.20.1.14.5 AMMONIA

The ammonia supply systems in the plant are highly complex. It is essential that in the event of an emergency, persons notify Maintenance immediately. Appropriate supply valves can be closed to isolate supply to the plant or to different sections of the plant. This should only be undertaken by persons appropriately trained and qualified in ammonia systems.

7.20.1.15 EXTERNAL EMERGENCY

Very similar to an internal emergency but located off site. An external emergency may/will impact the site in some way.

Examples of an external emergency include:

- Aircraft crash
- Truck crashing into a building
- Car accident
- Fire and smoke (car fires, other buildings, bushfire, volcano, etc.)
- Dangerous gas clouds
- Terrorism incident
- Dangerous or aggressive people
- Earthquake
- Hazardous material release from neighbouring facilities
- Efforts to demonstrate at, blockade, or deface the location

Emergency Action:

- Assess the situation
- Raise the alarm
- Explain what sort of emergency it is and how it will affect the plant



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- Follow instructions given by Emergency Controller or area supervisor

7.20.1.15.1 PROTESTORS / DEMONSTRATORS

Industrial unrest, emotional international situations or unpopular political decisions may lead to public demonstrations which could threaten the security of the plant. Management should co-ordinate the response to an incident until the arrival of the police to whom they should provide as much assistance as required.

As soon as the Chef Warden is aware of civil disorder occurring in, or in the vicinity of the building, the following action should be taken:

- Notify the Police and request assistance (dial 0-000 and ask for the Police Operator)
- Notify Plant Managers/Superintendents.
- Restrict entry to the building.
- Confine presence of demonstrators to the car park, or reception area.
- Restrict contact between demonstrators and plant employees.
- Alert other Supervisors on site
- Offices should be locked, cash, valuables and files secured.
- Windows, blinds and curtains should be closed and staff directed not to agitate the demonstrators.
- Management should promote an air of confidence and calm.

7.20.1.16 MEDICAL EMERGENCIES

The range of medical emergencies can be vast and diverse and can include heart attack and failure, airway blockage, epileptic fits or seizures, lacerations and other types of serious injury. Each type of incident will present varying conditions and behaviours.

For all medical emergencies call:

- The first aid room direct (ext 716) or
- Reception (ext 9) or
- Direct by messenger or
- Notifying First Aid on Channel 3 or
- Summon the Ambulance direct by obtaining an outside line and then dialling **000**.

Ambulance will require exact site location, nature of problem, number of persons involved, approximate age, sex of person/s, is person/s conscious and breathing, bleeding involved.

Staff should be assigned to assist, i.e., to meet ambulance and give directions, act as stretcher bearers etc.

Emergency Action:

- Move injured person away from danger **if safe to do so**.
- Administer first aid to the level of competency and training until help arrives.
- Control the environment where possible to prevent further injuries or loss, secure area and maintain calm.

All injuries must be reported to the Safety Department / First Aid.

In addition, Teys Australia is required by the Occupational Health and Safety Act to report serious injuries, and incidents with the potential for serious injury, in writing to the NSW Work Cover Authority within 48 hours. This will be undertaken by the Safety Department.



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7.20.1.17 RESUME NORMAL OPERATIONS

During and after an emergency can be a confusing and frantic time. This can present hazards when attempting to resume normal operations.

7.20.1.17.1 RETURNING TO WORK AFTER AN EMERGENCY

Actions taken during an incident or emergency are frequently different to those that occur during normal operations. It is possible that:

- Equipment was left running or switched on or was shut down incorrectly
- Hazards are present in the workspace that were not there when you left, i.e. fallen equipment, poor lighting, electrical wiring, broken glass etc.
- Utility supplies have been interrupted or shut down or may come back on unexpectedly, i.e. electricity, steam, hot water etc.

Emergency Action:

- Assess the situation
- Assume equipment and supplies were not shut down correctly, so do so when returning
- Complete a thorough inspection of the immediate area and equipment for correct operation.
- Consider having maintenance complete a full start up check prior to employees entering the area in the event of a major emergency.
- Report any concerns to your supervisor immediately.
- Do not start or operate suspect or damaged equipment.
- Follow instructions given by Chef Warden, Safety Officer or your supervisor.
- Remain calm.
- Food Safety requirements in SOP 9.1 Personal Hygiene are to be followed – i.e. if anyone sits on grass or footpaths clothing must be changed.

7.20.1.17.2 REDUCING THE EFFECTS OF EXPOSURE TO CRITICAL INCIDENTS

Traumatic incidents are often outside the usual range of experiences and are so powerful and sudden that they can overwhelm a person's ability to cope. Different people have different reactions. The degree to which they are affected, and for how long will depend on many factors. The greater the significance of the incident to a person, the more likely the person is to suffer some effects.

Common reactions are the inability to dismiss the incident during quiet times or when resting or sleeping and disturbed or restless sleep. Thoughts turn to the incident despite trying to concentrate on other things. Anger with oneself or the 'system' may tend to overwhelm a person who perceives other actions may have averted the incident. Others may become sullen or moody. Any reaction that is outside the usual behaviour of the individual should be referred, preferably by the individual, alternatively by peers or management.

Early professional assistance and counselling can assist by speeding up the usual healing and coping process most people have. Some people have limited reactions that last only a few days. Others may take weeks or even months to again feel comfortable. Healing can be significantly assisted by sharing feelings about the incident with others and by timely referral to professional support when necessary.

Suggestions:

- Alternate periods of rest with physical exercise.
- Don't drink alcohol for a few days after the critical incident.
- Reduce caffeine intake.



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- Structure your time – keep busy.
- Talk to people – let your family or friends know what is going on.
- Keep your life as normal as possible in the days following the incident.
- Eat well (regular meals).
- Don't expect memories to just go away. They will take time to dissipate.

Employee Assistance Program:

1300 361 008 (Australia wide)

7.20.1.18 ANIMAL RELATED EMERGENCY**7.20.1.18.1 ANIMALS AFFECTED BY FIRE**

In the event of a fire, if safe to do so, all gates are opened in a direction away from the fire and cattle are moved out of danger into open paddocks.

Any animals affected by the fire will be dealt with as per procedures for Emergency Slaughter animals.

7.20.1.18.2 ESCAPE OF ANIMAL(S) INTO PRODUCTION AREAS

If an animal escapes into a production area, the following steps will be taken under the direction of the On Plant Veterinary Officer (OPVO):

- All doors to ancillary areas will be closed.
- All personnel will be moved safely away from the animal and there will be no excess noise.
- The animal will be directed to the outside via open doors.
- If this is not possible, the animal will be humanely stunned with a Captive Bolt.
- Alternatively, the area will be cleared and the animal shot with a firearm.
- The animal will be transported back to the dry landing area for hoisting, bleeding etc.
- The animal will be identified as per procedures for Emergency Slaughter of animals.

7.20.1.18.3 EXOTIC OR NOTIFIABLE DISEASE

Australia is fortunate that many of the most economically devastating livestock diseases are not present in this country. The possibility of an exotic disease breaking out in Australian herds is a very real threat and it is believed that one of the first lines of defence is vigilant observation of livestock at abattoirs.

Similarly, there are a number of diseases endemic to New South Wales that have been substantially controlled. It is a requirement that, if any of these "Notifiable Diseases" are suspected action is taken to notify the relevant authorities. Effectively, the steps to be taken are the same for both categories of diseases therefore they will be included in the same procedure.

Current NSW Notifiable Diseases for cattle are:

(As declared in the NSW Stock Diseases Act 1923 No. 34)

- Anthrax
- Brucellosis (*Brucella abortus* Infection)
- Cattle Tick (Infestation By *Boophilus microplus*)
- Tick Fever (Anaplasmosis, Babesiosis)
- Enzootic Bovine Leucosis

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- Infectious Bovine Rhinopneumonitis
- Johnes Disease
- Salmonellosis
- Trichomoniasis
- Tuberculosis

Notifiable Exotic Diseases (serious diseases from Overseas):

Cattle may be affected by the following exotic diseases, this is not, however, an exhaustive list:

- Foot And Mouth Disease
- Rinderpest
- Vesicular Stomatitis
- Vesicular Exanthema
- Screw Worm Fly
- Rabies
- Haemorrhagic Septicaemia

Stockyard personnel are trained to observe stock and are able to identify abnormal conditions. It is not expected that they would be able to identify a specific endemic or exotic disease, only that they recognise unusual signs and symptoms and refer any suspicions.

Emergency Action:

- Inform Livestock supervisor of any suspicious animals
- Isolate affected animal
- Security staff at the main gate will prevent the entry of any more animals until further notice is received.
- Security staff will also prevent employees and stock from leaving the premises until further notice is received.

If it is determined that the animals may be suffering from an exotic disease, the Emergency Animal Disease Preparedness Plan (EADP) and AUSVETPLAN will be initiated by the AQIS OPVO (a copy available at the following website: http://www.animalhealthaustralia.com.au/programs/eadp/ausvetplan/ausvetplan_home.cfm).

If an endemic disease is suspected, action to be taken will be determined by the Department Of Agriculture. It is the responsibility of the OPVO to ensure that Plant Management is kept informed of any decisions.

If the OPVO is not available, either the Plant Manager or the Technical Services Manager will make the following contacts:

Local Land Services (LLS) Tamworth

Business Hours: (02) 67622900

After Hours: District Veterinarians

NSW Department of Primary Industries

(02) 67765000

7.20.1.18.4 ANIMAL HANDLING AND WELFARE

Further detail on animal welfare such as emergency kill procedures, refer to the Integrated Management System SOP 9.08 "Animal Handling and Welfare".

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7.20.1.18.5 Snake Emergency

Australia has a variety of snakes and some of which are considered potentially dangerous. The risk posed to people by these snakes depends on the venom toxicity, venom yield, fang length, temperament and bite frequency of each species. Snake identification is difficult. Colour seems an obvious feature but in many cases, colour patterns vary, particularly with very dangerous snakes, where individuals of the same species may be very different in colour and also different species can look similar. It is important to understand why and how snakes bite. Most snakes are not aggressive and do not seek confrontation with humans but may retaliate if provoked.

In the event you come across a snake in the workplace, “Don’t panic!!” and “Don’t attempt to Catch it or Kill it” When you see a snake remember it is likely it has seen you too. In the majority of cases snakes will retreat to nearby cover but on occasion will lay still in hope you will go away. Most snakes will not make a deliberate motion towards you unless provoked.

Keep a sharp eye on the snake. If you believe the snake should be identified or further assistance is required, seek assistance and take a photo of the snake, if possible. Fast moving species such as Common Tree Snakes or Eastern Brown Snakes usually head for cover if you leave the area.

Keep people well away from the snake. The more interaction the snake has the more intimidated it will become. 95% OF SNAKE BITES OCCUR WHEN PEOPLE TRY TO CATCH OR KILL SNAKES. Don’t knowingly place yourself or those around you into the high risk category. Allow a specialist (snake catcher) to solve the problem for you if you feel relocation is required.

If the snake is inside the workplace, it is paramount you keep a constant watch until your snake catcher arrives. Be aware that snakes are exceptional at exiting an area undetected, hence the need to keep a close eye if relocation if required. If you cannot manage this then a damp towel jammed under the closed door (keep hands clear) will assist to keep the snake enclosed. Remember that snakes can hide in inaccessible places even in a single room and capture cannot be guaranteed if you don’t know where the snake is.

Ways to avoid snake bites include:

- Leave snakes alone particularly if they have been provoked or if they are injured.
- Know appropriate first aid.
- Wear appropriate clothing and boots in known snake areas.
- Do not put hands or feet in or under logs, rocks, tin, hollows or crevices and watch where you are walking.
- Place stacks of tin, timber or similar materials on pallets or supports to get it off the ground.
- Keep workplaces free of food or shelter for rodents.
- Call a specialist (Snake Catcher) to handle, catch, remove a snake, Do Not attempt anything with a snake while in the workplace. (List contact details of snake catcher in external contacts, where there is an identified risk of snakes on site).

First Aid Response include:

- Keep the patient still and as calm as possible and bring transport to them.
- Maintain vital functions.
- Immediately apply a pressure immobilisation bandage (in an emergency, clothing strips could be used) over the bite site at the same pressure as for a sprain without blocking circulation.
- Apply a bandage over the top of clothing to as much of the rest of the bitten limb as possible.



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- Apply a splint to keep the limb still.
- Seek medical help immediately (for example, call 000).
- If the snake has been killed, bring it with the patient but do not waste time trying to kill it.
- Do not wash the wound.
- Do not use a tourniquet.
- Do not cut or suck the wound.
- Do not give alcohol or food to the patient.

Snake venoms are relatively slow acting but prior consumption of alcohol or drugs, health and age of the victim and allergies may complicate their effects.

7.20.1.19 EMERGENCY COMMUNICATION

The methods of communication within the site are:

- 2-Way Radio - **emergency channel is channel 1**
- Telephone
- Runners
- Mobile phones

All communication is come via the Chief Fire Warden. The Chief Fire Warden will request information from each Fire Warden, supervisor in charge at the various evacuation points. No one should use the radio unless requested to by the chief Fire Warden

The site has the following UHF FM 2-way radio system in place.

- Base Stations x 5 – GMC Electrophone TX3600
- Hand Held Sets x 47 – Kenwood TK3207
- Repeater Stations x 3 – 1 for each channel
- 12 hour minimum UPS power supply
- Closed channels x 3

Base stations are located at.

- Security
- Administration office
- First aid
- Technical Services
- Maintenance

Mobile handsets are issued to the following personnel.

- General Manager
- Plant Manager
- Maintenance personnel
- QA/QC personnel
- Site Medical Staff
- Safety Officer



Teys Australia (Tamworth) Safety Management System

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- Area Supervisors and Leading Hands



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7.20.1.19.1 DEALING WITH THE MEDIA / COMMUNITY

Each Teys location makes every effort to tell its own story through the media and to the local community or affected public promptly, accurately and as completely as possible. In an emergency situation, all information is considered confidential and is **released only by an authorised individual**.

A spokesperson is assigned to work with the media. The spokesperson or the designated backup works with business unit management, Teys GM Corporate Affairs and Innovation

Develop a clear concise statement that includes two or three key messages communicate. Those messages should underscore Teys' commitment to "doing the right thing" when something goes wrong. Keep your description of the incident simple and straightforward.

Avoid using industry jargon and stick to the facts. Try to avoid using inflammatory language, and highlight any positive actions that have been taken.

Prepare for questions. Determine how to answer the following questions that are likely to be on the minds of the media, neighbours, customers, employees and their families and other key constituents:

- What happened, where and when?
- Was anyone injured/killed? (Do not release names until family members have been contacted. Except in very general terms, do not characterise the nature or extent of the injuries or the individual's condition. Refer the media to the medical staff where the person is being treated.)
- Is there a danger to public health/safety or the environment?
- Have the appropriate authorities been notified?
- Were or are your employees or the public at risk?
- If a leak or spill is involved: What is the substance? Is it hazardous or toxic?
- When did you find out about it?
- What have you done about it?
- What was the cause?
- How much damage was done?
- Who is at fault?
- Has anything like this happened before?
- How long before you are back in business?
- When will you have more information?

NOTE: Not all questions can or should be answered immediately, and some may call for careful handling due to legal or other sensitivities.

Determine whether there is a safe spot where the media can get photos/footage; have safety/protective equipment available for any media allowed on site.

Advise employees, Tamworth Regional Council, Environment Protection Agency, neighbours or other stakeholders who are important to your business before they learn about it from the press. Keep employees informed, and remind everyone to direct all calls from the media or the public to the designated spokesperson.

Points to consider:

- Remember to include two or three key messages in every interview.
- Respect reporter's deadlines. Timeliness is critical. Respond to all inquiries as quickly and completely as possible.
- Show concern.
- Correct mistakes politely. Do not lose your temper.



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- Don't speculate. This is the cardinal rule of emergency communications. Don't speculate or guess about anything, including the cause of the incident, financial losses or the possibility of a lawsuit resulting from the accident. Don't assess blame. If you don't know something or it hasn't been verified, say so and promise to get back to the reporter when the information is available. Follow up on that promise.
- Don't respond to hypothetical questions.
- Don't lie, mislead or give the appearance of doing so.
- Don't play favourites. Treat all media fairly and consistently.
- Don't go "off the record." Assume that anything you say will appear in print or on the evening news.
- Think safety when determining media access. Access to company property should be granted on a case-by-case basis and only when it will not interfere with efforts to control or clean up the situation. Safety must be the first priority. Determine if there is a safe spot where photographers/camera crews can get photos/footage.
- Have safety / protective equipment available for any media allowed on site. An employee who is familiar with the situation and emergency communication requirements must escort any media allowed on site.
- Keep a record of all contacts with the media.

FOLLOW UP

Keep key groups informed. Once the situation is under control, think about what you need to do to get information to employees, media, customers, suppliers, public officials, neighbours, business leaders or others who may have been affected by the incident.

7.20.1.20 EMERGENCY COMMUNICATION CHECKLIST

1. Has the Emergency Controller, Work Health & Safety Officer, Plant Engineer, Maintenance Personnel and floor employees been notified as appropriate? Including **immediate notification** of actual or potential environmental harm as per the **immediate notification** procedure.
2. Have external stakeholders been notified as required?
3. Have all external reporting requirements been met including federal, state and local government legislative requirements?
4. Have all internal reporting requirements been met including notification of:
 - Business unit management
 - Corporate Environment, Health and Safety
 - Law Department
 - Public Relations
 - Insurance and finance staff
 - Food Safety/QA personnel
5. Have provisions been made for advising the following?
 - Families of employees (if appropriate)
 - Customers and suppliers
 - Neighbours
6. Have all employees been reminded to direct all inquiries from the media or general public to the designated spokesperson?
7. Have all relevant facts been gathered, noting what can as well as what cannot be verified to begin developing talking points or a public statement? Are the appropriate background materials readily available?
8. Have you made provisions for monitoring media coverage to follow up on erroneous reports?
9. Have you made provisions for follow-up information to employees, media, customers, suppliers, public officials, local residents, public officials and business leaders or others who may have been affected by the emergency? The

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following information need to be provided where available: Name and location of the facility (suburb, street, nearest cross street to relevant site entry); Number of injured persons or casualties and the nature of injuries; Type and scale of emergency including a brief description; The hazards involved, including details of substances, names and quantities; Telephone contact number for return messages; Name of person making the call; and, Any other useful information such as wind speed and direction.

10. A hard copy of the Emergency Action Plan is located at Security for reference as required.
11. Neighbour communication and updates- Neighbours are to be notified and updated on any changes under the following circumstances-
- If we have a spill or release that will directly or potentially impact on the neighbours due to weather conditions
 - Changes to site facilities and services that may impact on our neighbours at discretion of the general manager
 - In the event of an incident that may impact on neighbours directly or indirectly e.g. road closures etc
 - At the direction of emergency services

7.20.1.21 EMERGENCY CONTACT INFORMATION

During a major incident Management shall appoint a media release officer who will act as the point of contact for media and to provide media releases on behalf of the company. All contact with media should be through the media release officer only. Communications/Public Relations will compile a list of missing and injured people. They will coordinate the communication with the company (on and off-site) and outside officials.

7.20.1.21.1 EMERGENCY SERVICES

National Emergency Number	000
On most mobile phones you can dial 112 or 000 to access the Fire, Police or Ambulance services.	
Remember to dial 0 to access external line from site phones	
State Emergency Service (SES)	132 500
For storm or flood emergencies.	
Poisons Information Centre	131 126
Environmental Hotline	131 555
Fire and Rescue NSW for notification of pollution incidents	1300 729 579
Local Hospital:	0267677700
Snake Catchers:	1300131554
Gas Emergency	13 19 09
Electrical (ERM)	13 20 80

7.20.1.21.2 UTILITIES SUPPLIERS

Tamworth Regional Council	02 6755 4555
Engineering (after hours)	02 6755 4555
Environmental (after hours)	02 6755 4555
Electrical Supply – ERM	13 20 80
Natural Gas Supply – Central Ranges Pipeline	02 6761 5522
	13 19 09
TELSTRA	1800 687 829

7.20.1.21.3 GOVERNMENT AGENCIES

Work Cover	13 10 50
Regional Office – Tamworth NSW	02 6767 2500

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Environmental Protection Agency	131 555
Regional Office – Armidale NSW	02 6773 7000
NSW Ministry of Health:	02 9391 9000
Tamworth regional Council	02 6755 4555
Local Land Services (LLS) Tamworth	02 6762 2900
After Hours District Veterinarians	02 6760 9725

7.20.1.21.4 IMMEDIATE NEIGHBOURING COMPANIES / RESIDENCES

Should the emergency be of such as dimension to affect adjoining properties, the emergency controller shall notify the following:

Peel Valley Exporters	02 6764 9900
Tamworth Regional Livestock Exchange	07 3425 5050
Pioneer Road Services (Fulton Hogan)	02 67615066
Ensign Services (aust) Pty Ltd	02 67615568
Poplar Pastoral Co.	02 67607733
Land Transport	02 67607500
GrainCorp	02 67473891
Kleen Heat Gas	02 6761 5401
Private neighbours – Full manifest to be maintained at security office.	

Teys Australia**Loss Control****Corporate Environmental Team****Corporate Occupational Health, Safety****GM Corporate Affairs (corporate)**



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7.20.1.22 PLAN OF SITE

The site will maintain an Emergency Evacuation Plan including location of evacuation points, fire equipment, location of potential pollutants on the premises, location of any storm water drains on the premises and hazardous materials is located at required points throughout the site.

The site plan is included below. Refer to appendix 1

7.1.23 Training

Warden training is to occur every 12 months involving a review and discussion of the responsibilities under the EAP including pollution emergency response.

Emergency drill are conducted 4 times through out the year in accordance with the Teys Safety management System requirements and is to include scenarios that cover off on all types of events such as fire, environmental impacts, bomb threats, injuries etc.



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7.20.1.24 APPENDICES

Appendix 1 - Evacuation Site Plan (included in the document content)

SAFETY SITE REQUIREMENTS

TEYS AUSTRALIA - TAMWORTH

*** Q Fever Vaccination**

*** Induction of contractors**

*** MSDS - in security hut**

TEYS AUSTRALIA - TAMWORTH ABNS53084034695
Phoenix Street, P.O. Box 1750 Tamworth NSW 2340
Phone: (02) 6760 7400 Fax: (02) 6760 7503

Activity	Location	Frequency	Severity	Control Measures
Fire	Office	Low	Low	Fire extinguishers, fire alarm, fire exits
Fire	Warehouse	Low	Low	Fire extinguishers, fire alarm, fire exits
Fire	Workshop	Low	Low	Fire extinguishers, fire alarm, fire exits

LEGEND

- FIRE HOSE REEL
- LOCATED ON FIRST FLOOR
- FIRST AID KIT
- EXIT SIGN
- EGRESS PATH
- EMERGENCY SHOWER
- EYE WASH
- FIRE HYDRANT
- BREAK GLASS BTH
- FIRE BLANKET

EMERGENCY PROCEDURES

R - Remove yourself from danger, to a safe area. If safe to do so, advise the fire service.

A - Advise the fire service.

C - Collect all documents and other items of value.

E - Evacuate the building.

SAFETY GOGGLES MUST BE WORN

HEAD PROTECTION MUST BE WORN

RESPIRATORY PROTECTION MUST BE WORN

FOOT PROTECTION MUST BE WORN

SAFETY HARNESS MUST BE WORN

WORMALD

WORMALD EMERGENCY NUMBER: 133 166

15a Hill Street Tamworth N.S.W. 2340
Phone: (02) 67 606977

15 Callaghan Close Warabrook N.S.W. 2304
Phone: (02) 49 682861 Fax: (02) 49 677841

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Appendix 2 - Chemical and Potential Pollutant Summary next review date 1st March 2015- review date is within the environmental calendar

Chemical Name	Properties/ Description/Potential Impact to human Health	PPE	Storage Location	Maximum Quantity On-Site
Carbon Dioxide Colourless, Odourless	DG Class 2.2 Exposure standard = 5000ppm Non Flammable, Can cause asphyxiation	Safety boots, gloves and glasses, SCBA if risk of inhalation	Bulk storage tank as shown on site map MSDS attached as appendix	20t
Anhydrous Ammonia Pungent suffocating odour, colourless	DG Class 2.3 Exposure standard = 25 ppm Flammable, toxic, can be explosive at certain concentrations	Safety boots, gloves, glasses and coveralls, SCBA required when handling	Bulk storage tank as shown on site map MSDS attached as appendix	30t
Diesel Liquid at room temperature	Combustible liquid and vapour (class C1) Hazardous substance	Full suit, safety goggles, gloves and boots in the event of a spill	Stored in bunded tank at rear of site procurement warehouse (store)	1,000L
Biogas toxic, asphyxiate, pungent odour at low concentrations	Composed of H ₂ S and methane. H ₂ S extremely flammable, highly toxic gas. Methane combustible at 5-15% in air	Use boots, respiratory and chemical protection when exposed to high concentrations of gas	Contained beneath the anaerobic pond covers	Variable
Liquid FYSAL	Liquid which can cause severe irritation to skin and eyes	Safety boots, gloves and glasses.	Stored in render in 1000L IBC.	1,000L
LPG	Highly flammable gas, classified as a dangerous good	Safety boots, gloves and glasses. Wear appropriate overalls.	Stored in storage tank next to main store	2,300L
Nutrient rich process waste water	Process waste water containing salt, nutrient and other pathogens	Gloves, glasses and boots	Plastic lined holding ponds	88ML
Waste water by-products (sludge, crust)	Solids containing salt, nutrient and other pathogens	Gloves, glasses and boots	Skip bin	10t
Blood	Blood from bleeding of cattle	Gloves, glasses and boots. SCBA if in confined space	On site storage tanks	12,000L
Tallow	Oil and grease from rendering of by product	Gloves, glasses, leggings and boots	On site storage tanks	120t
Various Chemicals (small quantities)	Chemicals used in cleaning, maintenance, grounds maintenance	As per MSDS	Various, refer to site chemical register	10000 L total



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Appendix 3 - Responsible Wardens by department and shift for Tamworth Site

Name	PIRMP Role	Shift	Organisational Position
	Chief Warden	Day	General Manager
	Deputy Warden/ Communications Officer	Day	Work Health & Safety Manager
	Deputy Warden	Day	Plant Manager
	Deputy Warden	Night	General Foreman
	Deputy Warden	Container	Cleaning Supervisor
	Site Warden	Day	Work Health & Safety Officer
	Slaughter Floor/Offal Day Warden	Day	General Foreman
	Slaughter Floor/ Offal Day Warden	Day	Supervisor
	Slaughter Floor/ Offal Day Warden	Day	Supervisor
	Offal/ intestine/ tripe/ paunch	Day	Leading hand
	Stockyards Warden	Day	Leading hand
	Boning Room / Load out Day Warden	Day	General Foreman
	Boning Room / Load out Day Warden	Day	Supervisor
	Load out Day Warden	Day	Load out Manager
	Engineering Warden	Day	Site Engineer
	Water Treatment / Environmental Warden	Day	Environmental Supervisor
	Engineering Warden	Day	Engineering Supervisor
	Engineering Warden	Day	Engineering Supervisor
	Render Warden	Day	Render Supervisor
	Value Add Warden	Day	Value Add leading hand
	Administration Warden	Day	Training Officer
	Administration Warden	Day	Administration
	Boning Room / Load out Night Warden	Night	Supervisor
	Boning Room / Load out Night Warden	Night	Trainer
	Load Out Night Warden	Night	Load out Supervisor
	Site Warden	Night	Work Health & Safety Officer
	QA/QC Warden	Night	Internal Auditor
	Warden	Day	Work Health & Safety officer
	Cleaning Warden	Night	Cleaning Crew
	Cleaning Warden	Night	Cleaning Crew
	Chillers	Night/Day	Leading hand
	Chillers	Afternoon	Leading hand