

**NOTIFICATION PROTOCOL**

**Cleanaway Daniels**

**2-16 Wiblin St, Silverwater, NSW**

**EPA License No. 3245**

**Protocol for Industry Notification of Pollution Incidents**

**Effective 6 February 2012** all NSW sites licensed with the EPA are required to **immediately notify each** of the relevant authorities when material harm to the environment is caused or threatened.

All the below authorities must be notified not just the appropriate regulatory authority

1 **Call 000 if the incident presents an immediate threat to human health or property.** Fire and Rescue, the NSW Police and the NSW Ambulance are the first responders responsible for controlling and containing incidents.

2 If the incident does not require an initial combat agency, or once the 000 call has been made, notify the relevant authorities in the following order:

<b>Environment Protection Authority</b>	<b>13 15 55</b>
<b>The NSW Ministry of Health</b>	<b>(02) 9391 9000 – After hours 9515 6111 ask Public Health Officer on call</b>
<b>Safe Work NSW</b>	<b>13 10 50</b>
<b>Comcare</b>	<b>1300 366 979</b>
<b>Parramatta Council</b>	<b>1300 617 058</b>
<b>Fire and Rescue</b>	<b>000</b>
<b>Fire and Rescue without immediate Treat</b>	<b>1300 729 579</b>

**Also call CWY Spill response 1800 SPILLS (1800 774 557), if appropriate.**

In the event of a notifiable incident, the following neighbours will also be contacted by phone or in person, as appropriate under the circumstances.

<b>Business name</b>	<b>Contact Number</b>
<b>SPEL Stormwater</b>	<b>(02) 8705 0255</b>
<b>All Pumps</b>	<b>1300 255 786</b>
<b>Citilink Piling</b>	<b>(02) 9838 1802</b>
<b>Metropolitan Motorcycle Spares</b>	<b>(02) 9748 7400</b>
<b>Eurofast Pty Ltd</b>	<b>1300 271 170</b>

<b>Business name</b>	<b>Contact Number</b>
<b>Brayco Stainless Sydney</b>	<b>1800 660 424</b>
<b>Total Kitchens</b>	<b>(02) 9737 9033</b>
<b>Gema Group</b>	<b>(02) 9631 9100</b>
<b>BP / Wild Bean Café</b>	<b>(02) 9748 7304</b>
<b>HCCF Commercial Furniture</b>	<b>1300 289 789</b>
<b>Elite Cleaning Solutions</b>	<b>(02) 9737 8577</b>
<b>AV Installers</b>	<b>(02) 9166 8977</b>
<b>Chairforce Sydney</b>	<b>(02) 8015 7999</b>
<b>Other Potentially Affected Neighbours in Silverwater Industrial Estate</b>	<b>Notify Potentially affected neighbours in conjunction with Fire Brigade</b>

Impacts on the broader community are variable and depend on location, or other factors such as wind direction and velocity. In the event of a pollution incident occurring (such as a Fire) which has the potential to impact residential areas, communication methods will be used on a case by case basis and in all situations Cleanaway will liaise with Parramatta Council and Fire and Rescue to provide early warnings to directly affected residents by the mechanisms described below. Early warnings are to include details of what the imminent incident is and how those affected can prepare and respond to the incident. The notification shall provide specific information to the neighbouring properties and local community, so it can minimise the risk of harm.

In the event of a pollution incident Cleanaway, in consultation with Parramatta Council, will attempt to provide early warning directly the community by the following mechanisms as appropriate:

- Telephone calls or door knocking (where appropriate);
- Mailbox drops;
- Warning signs;
- Local media source (radio/newspapers);
- Parramatta Council webpage updates and media releases; and
- Parramatta Council website address is <https://www.cityofparramatta.nsw.gov.au/>