

**Notification Protocol**

**Cleanaway Liquid & Technical Services – Kooragang**

**Raven St, Kooragang Island NSW 2304**

**EPL – No. 6124**

**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 public authorities listed below 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, the environment 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 Pollution Incident Controller to contact the remaining authorities in the following order:

Authority	Contact number
Environment Protection Authority	131 555
The Ministry of Health Hunter New England Area Health Service	02 6767 7700 ask Public Health Officer on call
Safe Work NSW	13 10 50
Comcare	1300 366 979
Newcastle City Council	02 4974 2000
Fire and Rescue	000
Fire and Rescue without immediate threat	1300 729 579

**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.

Business name	Contact Number
Port Waratah Coal Services – Coal Export Facility	02 4907 2000
Cargill – Oilseed Processing Facility	02 4920 0100
Newcastle Coal Infrastructure Group – Coal Export Facility	02 4920 3900 (BH)
Cleanaway Industrials – Waste Management Facility	02 4015 6400

Origin Energy – LPG Storage & Distribution Terminal	02 4033 7802 0417 492 009
BOC Australia - CO2 Plant	02 4907 1100
Port Hunter Commodities – Bulk Storage Facility	02 4920 1577
Boral Cement – Manufacturer & Supplier of Cement Products	02 4920 1455
Ausgrid Sub-Transmission Substation 417	13 13 88
Mountain Industries – Bulk Storage Warehouse	0419 719 711 or 0438 281 988
Wengfu Industries – Fertilizer Bulk Storage Facility	1300 936 438

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 Newcastle 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 Newcastle Council, will attempt to provide early warning to 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);
- Newcastle Council webpage updates and media releases; and
- Newcastle Council website address is: <https://www.newcastle.nsw.gov.au/Home>