

Notification Protocol

Cleanaway Operations, Tamworth
31, Gunnedah Road, Tamworth
EPA Site Licence Number 10804

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:

Environment Protection Authority	131 555
The NSW Ministry of Health	(02) 9391 9000
Tamworth Public Health Unit	(02) 6764 8000
Safe Work NSW	13 10 50
Tamworth Regional Council	(02) 6767 5555
Fire and Rescue	000
Fire and Rescue without immediate threat	1300 729 579
Comcare	1300 366 979

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
BP Petrol station	(02) 6762 7477
Powderworks Northwest Pty Ltd	(02) 6762 3520 0416 264 971
Body Guard Window Tinting	(02) 6765 4848
Kings Smash Repairs	(02) 6765 6742
Jenson Instrument Technologies	(02) 6762 2566

Business name	Contact Number
Hooks Storage	(02) 6765 5246
A1 Windscreens	(02) 6766 6588
Other Potentially Affected Neighbours	Notify Potentially affected neighbours in conjunction with Fire Brigade notification system

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 Tamworth Regional 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 Tamworth Regional Council, will attempt to provide early warning to directly the community by the following mechanisms as appropriate:

- Telephone calls or door knocking (where appropriate);
- Mail box drops;
- Warning signs;
- Local media source (radio/newspapers);
- Tamworth Regional Council webpage updates and media releases; and
- Tamworth Regional Council website address is <http://www.tamworth.nsw.gov.au>