

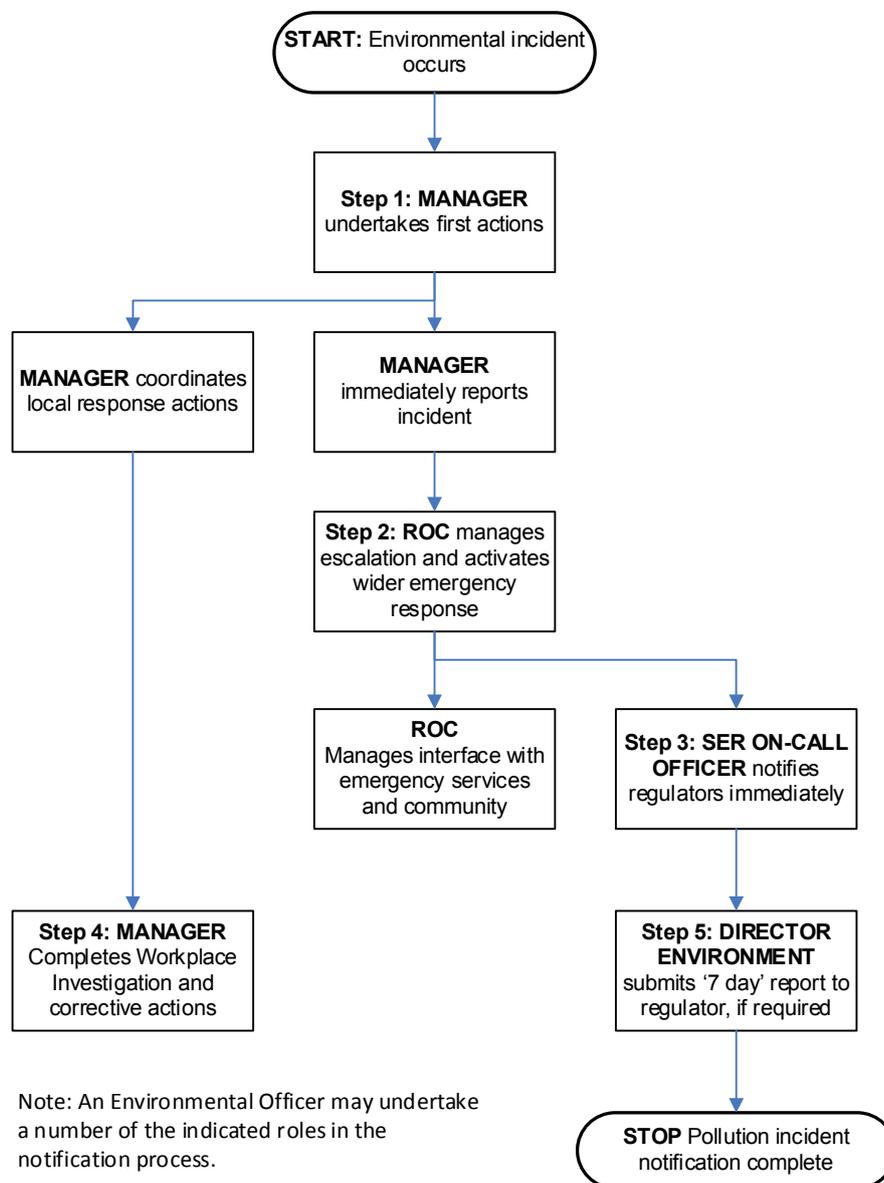
NOTIFY POLLUTION INCIDENTS

Purpose and Scope

This work instruction outlines the process for reporting pollution incidents that occur on premises managed by Sydney Trains or during activities managed by Sydney Trains.

This work instruction forms part of the Sydney Trains Pollution Incident Response Management Plan and is publicly available on the Sydney Trains website in accordance with Protection of the Environment Operations (General) Regulation 2009 (NSW) clause 98(D).

Procedure



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Figure 1 Pollution incident notification process and records**Step 1: Undertake first actions**

On identifying a pollution incident, staff must:

- **IMMEDIATELY** report the incident to their Manager
- Assess the risk to human health, the environment, assets and operations
- If local threats have been identified:
 - Control threats, if safe to do so
 - Exclude all non-essential personnel from affected areas
 - Get help if you need it, including calling **(0) 000**, if required

Managers must:

- Call the Rail Operations Centre (ROC) **IMMEDIATELY** on **(02) 9739 1743** if:
 - External emergency services needed (e.g. Fire + Rescue NSW)
 - Incident could affect train operations
- Otherwise report the incident **IMMEDIATELY** to the Incident and Injury Hotline on **1800 772 7792** or enter the information via the **SHEM application**
- Report incident to Unit Manager
- Manage the incident response until relieved

Step 2: Escalation

Pollution incidents reported to the Incident and Injury Hotline will be directed to the ROC immediately after being logged. The ROC may also become aware of pollution incidents directly or through the consideration of the environmental impacts of a network incident (e.g. a derailment).

If contacted the ROC must:

- Log incident (if call was not transferred from the Incident and Injury Hotline)
- Reference SMS-17-FM-4395 *Safety and Environment On-call Officer Incident Notification Checklist* to determine whether the SER On-call Officer needs to be contacted to undertake NSW Environment Protection Authority (EPA) Notification

Text and e-mail summaries of pollution incidents are distributed to the relevant senior managers and subject matter experts.

The ROC also decides whether the Sydney Trains Incident Management Framework should be activated, and if the call was not referred to them by the Incident & Injury Hotline Operator records the incident details.

Sydney Trains will notify owners and occupiers of adjacent premises when they could be affected by an incident as part of an Incident Management Framework response. The Communications Coordinator identifies the appropriate communication tools considering the severity of the incident, the number and location of people affected, and the sensitivity of the environment

Step 3: Notify regulators immediately (if required)

The SER On-Call Officer must **immediately** assess each pollution incident using [EMS-11-FM-0181 Pollution Incident Record](#). If the incident:

- is a notifiable pollution incident, **immediately** notify **all** regulators shown in Table 3
- may affect occupiers of neighbouring premises, **immediately** notify emergency services who will notify people outside the premises if required.

The SER On-Call Officer should email the completed *Pollution Incident Record* to [Environment Division](#) within 24 hours of the incident, regardless of whether or not the incident is notified to regulators.

If the SER On-Call Officer becomes aware of relevant information that has not been notified to regulators, they must **immediately** notify regulators of the new information. The SER On-Call Officer should update the *Pollution Incident Record* and email the updated report to [Environment Division](#) within 24 hours of the incident.

Note



If an environmental officer is involved in the incident they may undertake **Step 1: First Actions** and/or **Step 3: Notify regulators immediately (if required)**

Step 4: Complete Workplace Investigation

The Line Manager (or delegate) must complete a Workplace Investigation for each pollution incident.

Step 5: Notify regulators in writing (if required)

If the pollution incident was notified to regulators, the Director Environment (or delegate) must provide written notification to the NSW Environment Protection Agency within seven days of the incident occurring. The written notification should indicate whether the notification is made under the Protection of the Environment Operations (General) Regulation 2009 (NSW) clause 101 or under a Sydney Trains environment protection licence.

Table 3 Regulator contact details

Regulator	Contact details
NSW Environment Protection Authority (EPA)	131 555
Local council	See Table 4
Local public health unit	1300 066 055 (to connect your local public health unit). If the incident is located outside the caller's local public health unit area refer to Table 5 for local public health unit contact details.
SafeWork NSW	131 050
Fire & Rescue NSW	1300 729 579

Table 4 Council contact details

Sydney Metropolitan Councils (all)			
Bayside Council	1300 581 299	Lane Cove Municipal Council	02 9911 3555
Blacktown City Council	02 9839 6000	Liverpool City Council	1300 362 170
Blue Mountains City Council	02 4780 5000	Mosman Municipal Council	02 9978 4000
Burwood Council	02 9911 9911	North Sydney Council	02 9936 8100
Camden Council	02 4654 7777	Northern Beaches Council	1300 434 434
Campbelltown City Council	02 4645 4000	City of Parramatta Council	1300 617 058
City of Canada Bay City Council	02 9911 6555	Penrith City Council	02 4732 7777
Canterbury-Bankstown Council	02 9707 9000	Randwick City Council	1300 722 542
Cumberland Council	02 8757 9000	Council of the City of Ryde	02 9952 8222
Fairfield City Council	02 9725 0222	Strathfield Municipal Council	02 9748 9999
Georges River Council	02 9330 6400	Sutherland Shire Council	02 9710 0333
Hawkesbury City Council	02 4560 4444	Council of the City of Sydney	02 9265 9333
The Hills Shire Council	02 9843 0555	Waverley Council	02 9083 8000
The Council of the Shire of Hornsby	02 9847 6666	Willoughby City Council	02 9777 1000
The Council of the Municipality of Hunters Hill	02 9879 9400	Wollondilly Shire Council	02 4677 1100
Inner West Council	02 9392 5000	Woollahra Municipal Council	02 9391 7000
Ku-ring-gai Council	02 9424 0000		
NSW Non-Metropolitan Councils (selected only)			
Central Coast Council	02 4350 5555	Newcastle City Council	02 4974 2000
The Council of the Municipality of Kiama	02 4232 0444	Shellharbour City Council	02 4221 6111
Lake Macquarie City Council	02 4921 0333	Shoalhaven City Council	02 4429 3111
City of Lithgow Council	02 6354 9999	Wollongong City Council	02 4227 7111

Reference: "All NSW Council Details" LGDGPALL_42.xls retrieved Jan 2020 <http://www.olg.nsw.gov.au/local-government-directory>

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Table 5 Public Health Unit contact details

Post code	Public Health Unit Details	Post code	Public Health Unit Details
2004-2009	Camperdown PHU (Sydney LHD) PO Box 374 Camperdown 1450 Phone: (02) 9515 9420	2250-2252	Gosford PHU (Central Coast LHD) PO Box 361, Gosford 2250 Phone: (02) 4320 9730
2012-2017		2256-2263	
2037-2050		2264-2267 2278-2338 2415 2420-2430	Newcastle PHU (Hunter/New England LHD) Locked Bag 10, Wallsend, 2287 Phone: (02) 4924 6477
2129-2140			
2191-2196			
2203-2204			
2206		2500-2502 2505-2508 2515-2522 2525-2530 2533-2535 2538-2541 2890-2891	Wollongong PHU (Illawarra Shoalhaven LHD) Locked Mail Bag 9, Wollongong NSW 2500 Phone: (02) 4221 6700
2208			
2000-2002			
2010-2011			
2018-2036			
2052			
2205			
2207			
2209-2210			
2216-2234	2745 2747-2751 2753-2760 2773-2786 2845-2847	Penrith PHU (Nepean Blue Mountains LHD) PO Box 63, Penrith, NSW 2751 Phone: (02) 4734 2022	
2055-2114			
2119-2122			
2126			
2158-2159	2162-2190 2197-2200 2211-2214 2555-2578 2752	Liverpool PHU (South Western Sydney LHD) PO Box 38 Liverpool 1871 Phone: (02) 8778 0855	
2115-2118			
2123-2125			
2127-2128			
2141-2157			
2160-2161			
2761-2770			

Reference: "Public Health Unit – Referral List at March 2017" reviewed Jan 2020 <http://www.health.nsw.gov.au>

Accountabilities

Staff (employees and contractor)

Pollution incident was reported immediately to their supervisor and appropriate first response actions were undertaken

Line Manager (or delegate)

Report the pollution incident to the ROC, Safety and Incident Hotline and/or the SHEM application as appropriate
 Complete Workplace Investigation

ROC	Records incident details (if not completed previously, initiates the Incident Response Framework (if required) and then immediately transfers pollution incident details to the SER On-Call Officer
SER On-call Officer	Completes the <i>Pollution Incident Record</i> . Considers and immediately reports notifiable pollution incidents to regulators. Distributes internally the <i>Pollution Incident Record</i> within 24 hours (whether notifiable or not)
Environment Professional	May undertake the Employee or SER On-call Officer role if involved with the incident
Director Environment (or delegate)	Provides written '7-day' report on notifiable pollution incidents to the regulator within 7 days

Terms and Definitions

Pollution incident	Means: A leak, spill or other circumstances as a result of which water, air or land pollution has occurred, is occurring or is likely to occur. It Includes but not limited to spills, leaks and releases of: <ul style="list-style-type: none"> ○ Fuels, gases, chemicals, sewage, hazardous substances and dangerous goods ○ Dirty stormwater/runoff, visible dust, smoke and fumes ○ Non-hazardous materials e.g. wheat, sugar Does not include emissions of noise only
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Note: Definitions of "water pollution", "air pollution" and "land pollution" can be found in the *Protection of the Environment Operations Act 1997* (NSW) Dictionary.

Notifiable pollution incident	Means an incident that is: <ol style="list-style-type: none"> 1. A pollution incident; and 2. Occurs either: <ol style="list-style-type: none"> a. on premises managed by Sydney Trains; or b. during an activity managed by Sydney Trains; and 3. Causes or threatens either:
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- a. material harm to people or the environment (refer to Table 2 for guidance); or
- b. material costs (costs exceeding \$10,000)

Document control

Document custodian: Environment Specialist, SER

Document approver: Director Environment, SER

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Version history

Version	Effective Date	Author	Change notes
2.0	20/02/2019	B Knight	Reformat
2.1	14/01/2020	B Knight	RMC changed to ROC