

Environmental Incident Procedure

Procedure Number: EMF-EM-PR-0001 Environmental Incident Procedure

Effective Date: 19/07/2021

Review Date: 19/07/2023

1 Who is this document for?

All Ongoing / Temporary/ Seconded/Casual staff of TfNSW	YES
Transport Service Senior Managers and Executives	YES
Labour Hire, Consultants and Professional Service Contractors	YES
Delivery Partners / Contractors	YES

2 Purpose and Scope

2.1 Purpose

The purpose of this document (Procedure) is to set out the procedure to be followed if, during an activity being carried out by or on behalf of TfNSW, there is:

- a report-only event
- a non-compliance
- regulatory action received
- an environmental incident.

The Procedure sets out the steps for the:

- identification,
- classification and
- reporting

of report-only events, non-compliances, regulatory action and environmental incidents.

2.2 Scope

The Procedure sets out internal only reporting processes for environmental events and the additional process for 'notifiable events', which are environmental incidents that must be reported externally (see section 3.3).

The Procedure is applicable to all TfNSW activities where report-only events, non-compliances, regulatory action and environmental incidents may occur. The requirements of the Procedure must be communicated to all TfNSW employees and contractors (e.g. during inductions) who undertake those activities.

This includes (but is not limited to):

- Activities undertaken by contractors on behalf of TfNSW
- Temporary activities, such as preliminary investigations (e.g. geotechnical and environmental surveys)
- Construction and maintenance of TfNSW assets
- Activities at TfNSW properties and facilities (including TAHE)
- Maritime vessels operated by TfNSW.

The procedure does NOT cover report-only events, non-compliances, regulatory action and environmental incidents relating to:

- Operating agencies embedded within TfNSW, such as Sydney Metro. At the time of release of the Procedure, there was a Corporate Functions Review underway, which sought to incorporate Sydney Trains and NSW TrainLink into TfNSW. The single operating model may involve the future amalgamation of environmental incident procedures. Regardless, it is noted that all agencies provide their incident data to Environment and Sustainability (E&S) Branch for the purposes of cluster reporting;
- Operational road and traffic activities of the general public (e.g. vehicle accidents, fires caused by discarded cigarette butts);
- Boating accidents (except those involving TfNSW Maritime vessels);
- Dumping of materials by members of the public on TfNSW managed land (except where hazardous materials are unexpectedly found during construction or maintenance activities);
- Marine oil and chemical spills covered by the National Plan for Maritime Environmental Emergencies (Australian Maritime Safety Authority, 2014).

The Procedure does not provide guidance on management responses or corrective actions required following environmental incidents and non-compliances, which are site specific and should be addressed by those with responsibility for the activity that caused the incident or non-compliance.

However, TfNSW E&S Branch is available to provide advice on appropriate responses and corrective actions in relation to individual incidents or non-compliances.

3 Requirements

3.1 Environmental incidents, report-only events, non-compliances and regulatory action

This Procedure is applicable to a range of environmental incidents, report-only events, non-compliances and regulatory action that may occur during activities undertaken by, or on behalf of, TfNSW. Each of these events and their reporting requirements are described in the following sections.

Personnel using this Procedure should consider the definitions of each of these events when reporting. Definitions are provided in Section 6.

Note that a set of circumstances may be both a non-compliance and an environmental incident. An environmental incident could also result in regulatory action.

3.1.1 Environmental incidents

Environmental incidents are defined in section 6. Reporting requirements are detailed in section 3.2.

The person responsible for operational management of the site/activity that caused the incident should assume responsibility for reporting in accordance with this Procedure, together with coordinating the response to the incident, including directing actions as necessary.

The TfNSW Environment Manager will classify reported incidents for the purposes of internal environmental performance reporting and analysis of environmental incident trends (as outlined in Figure 3.2.1).

Environmental incident classifications are described in Table 3.1.1, below. The classification system is aligned to the consequence levels (C6 – C1) from the [TfNSW Enterprise Risk Management Standard](#) and considers the key risk areas of:

- Environment

- Reputation and Integrity
- Regulations and Compliance.

The appropriate consequence level for each of the three key risk areas will be recorded for each incident, but only the highest recorded consequence level will be used as the incident classification for reporting purposes.

Note that not all criteria described for each consequence level in Table 3.1.1 need to be met in order to assign an incident classification – the most appropriate criteria should be considered when determining the consequence level for each key risk area for each incident.

Table 3.1.1: Environmental Incident Classification

Key risk area	Incident Category					
	C6 Insignificant	C5 Minor	C4 Moderate	C3 Major	C2 Severe	C1 Catastrophic
Environment	No appreciable changes to environment.	Change from existing conditions that can be rectified immediately (< 1 day) with available resources.	Short-term (< 1 year) and/or well-contained environmental impact. Minor remedial actions probably required.	Short to medium term (between 1 and <5 years) environmental impact. Considerable remedial actions probably required.	Medium-term (>5 years) environmental impact. Extensive remedial actions probably required.	Long-term (>10 years) large-scale environmental impact. Extensive and ongoing remedial actions probably required.
Reputation and integrity	Single negative article in local media. Limited social media commentary. Goodwill, confidence and trust retained. Confined to the Branch. Local council may want to discuss.	Series of negative articles in local media (District / electorate based adverse media). Some social media commentary. Confidence remains - minor loss of goodwill. Confined to Branch but requiring notification to Division. Council requires written explanation. Recoverable with little effort or cost. Some continuing scrutiny/attention.	Extended local media coverage with some broader Regional media coverage. Extended negative social media coverage. Confidence and trust of stakeholders dented (recoverable at modest cost within existing budget and resources). Division formal response needed to State Government/Regulator.	State media coverage, short term negative national media coverage. Widespread social media coverage Confidence/trust impaired. Project/activity credibility under question. TfNSW and/or Ministers Department requires update.	Sustained negative State media coverage. Regular 'talk-back' programs questioning credibility and capability. Confidence and trust are severely damaged. Widespread negative social media coverage. Regular updates demanded by Minister. Stakeholders withdraw their support recoverable at considerable cost, time and staff effort.	Sustained, high profile media attention at National level. Material change in the public perception of the Agency. Extensive negative social media coverage Confidence and trust non-existing. Government forced to reverse decision. Stakeholders are actively campaigning against the organisation.

Table 3.1.1: Environmental Incident Classification

Key risk area	Incident Category					
	C6 Insignificant	C5 Minor	C4 Moderate	C3 Major	C2 Severe	C1 Catastrophic
Regulations and compliance	<p>Low-level/Technical non-compliance with legal and/or regulatory requirement or duty by individuals or TfNSW- not reportable.</p> <p>Minor non-compliance to a low impact contract clause – little or no interest by either party to pursue or rectify.</p>	<p>Non-compliance with whole or significant aspects of Government policy not reportable but requiring internal activity to put in place.</p> <p>Formal investigation and/or formal notification to regulator.</p> <p>Minor breach of contract by either party rectified through local management discussion.</p>	<p>Non-compliance with key Government policy - reportable and/or explanation required – need to put in place as soon as possible.</p> <p>Non-compliance – key obligation.</p> <p>Formal notification to regulator.</p> <p>Agency on notice.</p> <p>Breach of contract by either party rectified at Branch level management discussion.</p> <p>Small fine and no disruption to services.</p>	<p>Technical non-compliance with a minor Government Policy - not reportable.</p> <p>Low level non-compliance.</p> <p>Technical non-conformance.</p> <p>Minor non-compliance to a low impact contract clause – little or no interest by either party to pursue or rectify.</p> <p>Substantial fine and no disruption to services.</p>	<p>Non-compliance with high profile, outward facing Government policy or Ministerial decree - immediately reportable to Government body (e.g. Treasury) and action to put in place required immediately (high priority).</p> <p>Continuous breach resulting in prohibition notices.</p> <p>Breach of significant, key aspects of contract by either party leading to lodgement (threat) to sue and recompense at severe financial levels</p> <p>Cessation of contract may occur.</p> <p>Large fines as a result of non-compliance.</p> <p>Licence or accreditation restricted or conditional affecting ability to operate.</p>	<p>Non-compliance with high profile Government policy or Ministerial decree - immediately reportable to Ministerial level requiring actions to put in place immediately (high priority) and progress to be reported to the Minister on an agreed and appropriate schedule.</p> <p>Litigation and potentially imprisonment.</p> <p>Loss of Operating licenses.</p> <p>Continued breach cannot be tolerated.</p> <p>Major contract breach by either party leading to significant litigation and financial costs</p> <p>Total breakdown and cessation of contract.</p> <p>Criminal prosecution as a result of non-compliance.</p>

3.1.2 Significant environmental incidents

Significant Incidents are environmental incidents that are serious in nature and have significant consequences warranting escalation to TfNSW senior management.

An environmental incident is to be defined and treated by the TfNSW Environment Manager as a potential Significant Incident if it meets one or both of the following:

- the severity of the incident is likely to be classified as C3, C2, or C1 in accordance with Section 3.1.1
- the history of the project, past performance and/or previous regulatory interest, indicate the project is likely to be the subject of a penalty notice or prosecution

Potential Significant Incidents are escalated by TfNSW to the Executive Director Environment and Sustainability, who will determine whether the incident is deemed to be a Significant Incident and require further escalation to the Secretary and other senior management, to ensure they are aware of the incident and can implement or authorise any required responses.

The Significant Incident escalation process is detailed in Appendix A and Figure 3.2.1.

3.1.3 Report-only events

Report-only events are defined in section 6. Reporting requirements are detailed in section 3.2. Examples of report-only events include:

- Environmental incidents caused by weather events that are beyond the design capacity of environmental controls and/or mitigation measures in accordance with project specific requirements;
- Environmental incidents caused by persons or entities not associated with an activity being undertaken by TfNSW;
- Pre-existing conditions not associated with an activity being undertaken by TfNSW;
- Unexpected finds that are managed in accordance with relevant procedures / guidelines.

Despite these events being outside the scope of control of an activity, it is likely that a management response will be required to address them. As such, it is important that they are still reported (see section 3.2) to understand any resulting environmental impacts, inform trend analysis and any future activities in that location and allow any required management responses to be developed.

Report-only events can be considered to be unavoidable and so not reflecting the performance of a site, and will not be included in performance reporting. However, the response to a report-only event should be taken into account when considering site performance, as a deficient or inappropriate management response could result in a non-compliance and/or an environmental incident.

Where a report-only event relates to an unexpected find and the same issue can then reasonably be expected to be found at the same location in future, additional finds from that location need not be reported.

3.1.4 Non-compliances

Non-compliance is defined in section 6. Reporting requirements are detailed in section 3.2.

A non-compliance could also be an environmental incident.

3.1.5 Regulatory action

Regulatory action is defined in section 6. Reporting requirements are detailed in section 3.2.

Regulatory action includes, but is not limited to:

- Prosecutions
- Penalty notices
- Clean up notices
- Prevention notices
- Official cautions
- Formal warnings
- EPA show cause notifications.

Copies of any regulatory action issued by an environmental regulator must be provided as part of the reporting that is undertaken in accordance with section 3.2.

3.2 Reporting process

3.2.1 Standard reporting process

The standard reporting process for all environmental incidents, significant environmental incidents, report-only events, non-compliances and regulatory action is detailed in Figure 3.2.1.

Where the reporting process requires submission of a written report to TfNSW, the person making the report must use the following formats and meet the information requirements detailed within each:

- Road based and maritime projects: Environmental Event Reporting Form (624/400)
- Rail based projects: INX reporting system

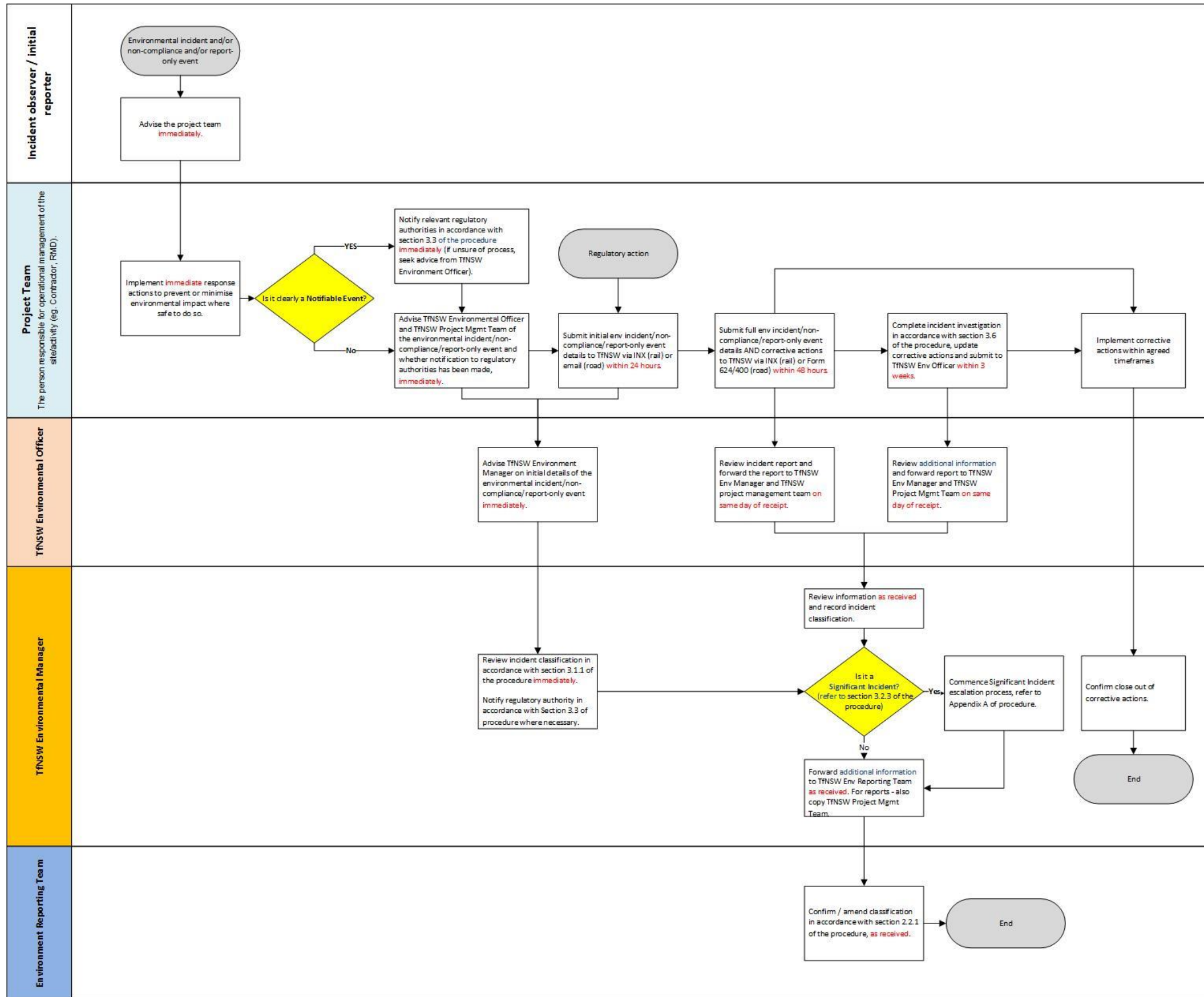
Information included in reporting must be factual and accurate.

For the initial 24-hour email notification for road projects, the following information must be provided:

- Date of event
- Project / site name
- Type of event that has occurred (ie- environmental incident, incident and non-compliance, non-compliance, report-only or regulatory action)
- Description of the event
- Quantity / volume
- Immediate response actions that were implemented
- Notification/s undertaken.

In the case that regulatory action is received relating to a previously reported environmental incident, non-compliance or report-only event, reference to the relevant event must be made in the report for the regulatory action.

Figure 3.2.1: Reporting process



3.2.2 Other internal notifications

When reporting in accordance with Figure 3.2.1, TfNSW project management teams should also undertake the following internal notifications as appropriate:

- Corporate Communications / Media for any environmental incidents, report-only events, non-compliances and regulatory action that have potential for negative community or media attention;
- Legal Branch, for any environmental incidents, report-only events, non-compliances and regulatory action that could result in a (further, in the case of the latter) regulatory response against TfNSW. In these instances, limit written commentary on the incident by all staff, including emails;
- Safety Branch for any incidents that involve actual or potential risks to the health and safety of workers or the general public.

3.3 Notifiable events

A notifiable event is any environmental incident, report-only event or non-compliance (see section 3.1, above) that triggers a specific statutory requirement to notify an authority.

The key notification requirements are described below. Note each statutory requirement to notify may specify a particular person who is responsible to make the notification as well as the timing of when this must occur. The details of any notification conducted must be included in the reporting that is undertaken in accordance with section 3.2.

3.3.1 Material Harm pollution incidents

Under Part 5.7 of the POEO Act, there is a duty to immediately notify (i.e. promptly and without delay) each relevant authority (see section 3.3.2) of a pollution incident where material harm to the environment is caused or threatened.

The POEO Act states that a pollution incident should be considered Material Harm if:

“(i) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or

(ii) it results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000”

Material Harm only relates to pollution incidents. Other environmental incidents, such as conservation, heritage and planning breaches, are not included in the definition of a pollution incident.

3.3.2 Notification of Material Harm pollution incidents

The relevant authorities that must be notified for a Material Harm pollution incident are listed in tables 3.3.2a and 3.3.2b below. It is important to note the order of notification and phone numbers to use can vary depending on the nature of the pollution incident, as detailed in the two tables.

All of the authorities listed (whether considered relevant or not) **must** be contacted for each Material Harm pollution incident to satisfy POEO Act requirements. Serious penalties apply to both individuals and corporations for failing to notify Material Harm pollution incidents:

- Maximum penalty for individuals - \$500,000
- Maximum penalty for corporations - \$2,000,000.

Table 3.3.2a: Authorities to notify for Material Harm pollution incidents that present an immediate threat to human health or property

Order	Authority	Contact number
1	Fire and Rescue NSW	000
2	NSW EPA environment line	131 555
3	Ministry of Health (via the local Public Health Unit)*	Contact 1300 066 055 to be directed to the local Public Health Unit, or visit the NSW Health Website
4	SafeWork NSW	131 050
5	The Appropriate Regulatory Authority*, being either: <ul style="list-style-type: none"> Local council Western Lands Commissioner for the Western Division (except any part of the Western Division within the area of a local council). 	Local council - contact Office of Local Government on 4428 4100, or visit the Office of Local Government website Western Lands Commissioner – phone 6883 5400

Table 3.3.2b: Authorities to notify for Material Harm pollution incidents that do **NOT present an immediate threat to human health or property**

Order	Authority	Contact number
1	NSW EPA environment line	131 555
2	The Appropriate Regulatory Authority*, being either: <ul style="list-style-type: none"> Local council Western Lands Commissioner for the Western Division (except any part of the Western Division within the area of a local council). 	Local council - contact Office of Local Government on 4428 4100, or visit the Office of Local Government website Western Lands Commissioner – phone 6883 5400
3	Ministry of Health (via the local Public Health Unit)*	Contact 1300 066 055 to be directed to the local Public Health Unit, or visit the NSW Health Website
4	SafeWork NSW	131 050
5	Fire and Rescue NSW	1300 729 579

* The appropriate contact for the Appropriate Regulatory Authority and Public Health Unit will vary according to the geographic location of the activity. These contact numbers should be found in advance and stored for immediate access (e.g. in a project's Construction Environmental Management Plan and/or on site notice boards) should a pollution incident need to be notified.

When notifying authorities, do not speculate on the origin, causes or outcomes of a pollution incident. Rather, state very simply and concisely the following only:

- The time, date, nature, duration and location of the incident

- b) The location of the place where pollution is occurring or is likely to occur, the nature, the estimated quantity or volume and the concentration of any pollutants involved, if known
- c) The circumstances in which the incident occurred (including the cause of the incident, if known)
- d) The action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution, if known.

If further information becomes known after the initial notification, that information must immediately be notified to all authorities in accordance with Section 150 of the POEO Act. The verbal notification must be followed by written notification to each relevant authority within seven days of the date on which the incident occurred, setting out the above information.

3.3.3 Summary of other regulatory agency notification requirements

A summary of the other key statutory notification requirements that could arise from TfNSW environmental incidents, report-only events and non-compliances is provided in Table 3.3.3.

Table 3.3.3: Regulatory agency notification requirements

Event type	Legislation	Part / section	Agency	Notification requirement
Discover Aboriginal object	<i>National Parks and Wildlife Act 1974</i>	Section 89A	Heritage NSW	Notify the Secretary of the Department of Planning, Industry and Environment in writing using the form approved by the Secretary (if any) within a reasonable time after becoming aware
Discover Aboriginal remains	<i>Commonwealth Aboriginal and Torres Strait Islander Heritage Protection Act 1984</i>	Section 20	Commonwealth Department of Agriculture, Water and the Environment	Notify the Commonwealth Minister in writing as soon as practicable after becoming aware, giving particulars of the remains and their location
Discover non-Aboriginal relic	<i>Heritage Act 1977</i>	Section 146	Heritage NSW	Notify the Heritage Council in writing within a reasonable time after becoming aware
Fires	<i>Rural Fires Act 1997</i>	Section 64	NSW Rural Fire Services	Notify an appropriate fire officer of the inability to extinguish any fire burning during a bush fire danger period applicable to the land.
Land contamination	<i>Contaminated Land Management Act, 1997</i>	Section 60(1)	EPA	Notify EPA in writing as soon as practicable after becoming aware of the contamination, where required as prescribed in the EPA ‘Guidelines on the Duty to Report Contamination under the Contaminated Land Management Act 1997’
Non-compliance	Various	N/A	Various	Requirements to notify the relevant regulatory authority when a non-compliance has occurred (eg- with a Condition of Approval issued under Division 5.2 of the EP&A Act)
Pollution incident (material harm)	<i>Protection of the Environment Operations Act, 1997</i>	Part 5.7	EPA	See section 3.3.2
Pollution incident in water supply catchment area	Various	N/A	N/A	Notify the relevant water supply authority if an environmental incident has the potential for unapproved impacts on a drinking water supply

3.4 Requests for written reports from regulatory authorities

If TfNSW receives a request from an environment regulatory authority for a written report regarding an environmental incident, report-only event or non-compliance, the relevant Environment Manager must be immediately contacted for advice. No further correspondence (including email) about the event should be distributed either internally or externally until advice is received. E&S will then coordinate with Legal Branch to:

- assist in the investigation of the environmental incident, report-only event or non-compliance
- provide legal advice to the project
- co-ordinate the preparation of the written response to the regulatory authority.

3.5 Corrective actions

A key aspect of the TfNSW Environment and Sustainability Policy that is addressed through this procedure is being accountable for addressing and minimising the environmental impacts of TfNSW activities. This can be achieved by developing appropriate corrective actions and implementing them within a timely manner following an environmental incident, with the aim of avoiding a repeat of that incident.

There are a variety of scenarios in which an environmental event may occur on a TfNSW project. It is important that corrective actions are:

- specific to the incident that has occurred
- meaningfully address the root cause(s) of the incident
- designed to prevent incident reoccurrence.

Corrective actions could include (but are not limited to) the following:

- physical works to install, augment or rectify controls or a site issue
- testing and/or monitoring
- review and improvement of construction methods or work practices
- review and update of management plans, procedures or other tools
- communication, training and awareness initiatives for workers.

In most cases it will not be sufficient to simply notify workers of correct systems / procedures (e.g. via toolbox talk). A review should be undertaken by the project team following an incident or non-compliance to determine why the systems / procedures failed (or alternatively a formal investigation, when required by section 3.6), and necessary changes made to ensure they do not fail in future. Site staff should then be made aware of the changes and trained as necessary.

Immediate/short-term corrective actions including timeframes for completion must be clearly described in incident/non-compliance reporting. Updates about longer-term corrective actions including timeframes for completion can be provided to the TfNSW Environment Officer and TfNSW Project Management Team post submission of the incident/non-compliance report.

3.6 Investigations

Serious environmental incidents and non-compliances must be investigated to identify the causes, with the purpose of preventing a recurrence. A root cause analysis investigation must be completed by the project team for all environmental incidents with a classification of C1, C2 or C3, or any other environmental incidents or non-compliances as determined by TfNSW.

The scope of the investigation will be determined by the TfNSW Environment Officer or Environment Manager. The project team must provide TfNSW with a final investigation report

within three weeks of the environmental incident or non-compliance being identified. The report must include the minimum information described in Table 3.6 (below).

Table 3.6: Investigations	
Element	Description
Sequence of events	The sequence of events that led to the incident or non-compliance
Findings	Given the sequence of events, what are the key findings of the investigation (i.e. what are the main causes of the incident or non-compliance).
Management methods	A record of the management methods to be changed and/or implemented to avoid the incident or non-compliance reoccurring.
Key learnings	Describe the key learnings from the investigation into the incident or non-compliance. Detail which learnings may be relevant to other transport projects.

4 Accountabilities

Table 4 details the key accountabilities for implementing this Procedure.

Table 4: Key accountabilities	
Requirement	Detail
Environment Director	Oversee compliance with the procedure and make the final determination on the classification of all environmental incidents, report-only events and non-compliances
Environment reporting team	Recording of all environmental incidents, report-only events, non-compliances and regulatory action, confirm / amend the classification of environmental incidents, report-only events and non-compliances in accordance with section 3.1 and monitor compliance with the Procedure
Executive Director Environment and Sustainability	Make determinations on whether an environmental incident will be considered a Significant Incident (see section 3.1.2). Assume the role of Information Distributor when a Significant Incident has occurred (see Appendix A).
Observer of environmental incident, report-only event, non-compliance or regulatory action	Immediately report in accordance with Figure 3.2.1
Person/s responsible for environmental incident, report-only event, non-compliance or regulatory action	Report and respond in accordance with Figure 3.2.1
Project Managers	Provide appropriate resources to respond to an environmental incident, report-only event, non-compliance or regulatory action in accordance with this Procedure

Table 4: Key accountabilities

Requirement	Detail
TfNSW Environment Manager	Report environmental incidents, report-only events, non-compliances or regulatory action in accordance with Figure 3.2.1, assign initial classification in accordance with section 3.1.1, monitor corrective actions, and actively promote compliance with this procedure at a program level. Assume the role of Information Controller when a Significant Incident has occurred (see Appendix A).
TfNSW Environment Officer	Report environmental incidents, report-only events, non-compliances or regulatory action in accordance with Figure 3.2.1, monitor corrective actions and actively promote compliance with this procedure at a project level

5 Related policy, systems and documents

The following documents and systems are available on agency intranets and the internet:

- Environmental Event Report Form (for use by road and maritime sites and projects)
- INX system (for use by rail and light rail sites and projects)
- Environment and Sustainability Policy
- Unexpected finds procedures – refer to relevant guideline/procedure

6 Definitions and acronyms

All terminology in this Procedure is taken to mean the generally accepted or dictionary definition with the exception of the following terms which have a specifically defined meaning:

- **Significant incident** – an environmental incident that is likely to receive a classification of C3, C2 or C1, OR the history of the project, past performance and/or previous regulatory interest, indicate the project is likely to receive a penalty notice or be subject to prosecution, and therefore requires escalation to the Secretary and other TfNSW senior management
- **DPIE** – Department of Planning, Industry and Environment
- **Environment Director** – consists of Associate Director Environmental Management; Director Environment Motorways; Director Environment Regions; Director Environment Sydney
- **Environment Manager** – consists of Environment Manager or Senior Manager Environment from Environment and Sustainability Branch
- **Environment Officer** – consists of Environment Officer and Environment and Planning Manager from Environment and Sustainability Branch
- **Environment Reporting team** – consists of those in Environment and Sustainability Branch responsible for administering and maintaining the EnvOps mailbox and INX reporting system (for environment entries)
- **Environmental event** – a report-only event, non-compliance, regulatory action or environmental incident
- **Environmental incident** - An environmental incident is an event or set of circumstances, as a consequence of which pollution (air, water, noise, or land) or an adverse environmental impact has occurred, is occurring, or is likely to occur. Adverse environmental impact includes contamination, harm to flora and fauna (either individual

species or communities), damage to heritage items and adverse community impacts. An unexpected find that is not managed in accordance with relevant procedures / guidelines is also considered an environmental incident

- **EPA** - NSW Environment Protection Authority
- **EPL** – Environment Protection Licence (issued by EPA)
- **E&S** – (Safety, Environment and Regulation) Environment and Sustainability Branch
- **Investigation** – The process by which the cause(s) of an environmental incident is examined and identified.
- **INX reporting system** – the online system used to record and track environmental incidents, report-only events, non-compliances and regulatory action relating to rail projects and premises.
- **Non-compliance** - a failure to comply with any condition of approval, environmental assessment safeguard / mitigation measure, licence condition, permit or any other statutory approval relevant to the activity and/or area where the activity occurs;
- **Notifiable event** - Any environmental incident, report-only event or non-compliance that triggers a specific statutory requirement to notify a regulatory authority.
- **POEO Act** - Protection of the Environment Operations Act 1997
- **Pollution** – Pollution (including air pollution, water pollution, noise pollution and land pollution) as defined in the dictionary to the POEO Act.
- **Pollution incident** – Has the same meaning as defined in the dictionary to the POEO Act.
- **Regulatory action** - any formal regulatory response from an environmental regulator including but not limited to penalty notices, clean-up notices, prevention notices, official cautions, show cause notices and formal warnings.
- **Report-only event** - An environmental incident or unexpected find resulting from circumstances outside the scope of controls and of an activity.
- **RMS** – Roads and Maritime Services
- **TfNSW** – Transport for NSW (excludes the operating agencies: Sydney Trains; Sydney Metro; State Transit Authority; NSW TrainLink)
- **Transport Cluster** – all TfNSW divisions and operating agencies (includes the operating agencies: Sydney Trains; Sydney Metro; State Transit Authority; NSW TrainLink)
- **Unexpected find** – An unexpected discovery such as a heritage item, threatened species, contamination, asbestos or hazardous substance.
- **WHS** – Work Health and Safety

7 Document control

7.1 Superseded documents

This Procedure replaces the following documents:

- Roads and Maritime Services Environmental Incident Classification and Reporting Procedure (RMS 17.374)
- Transport for NSW Environmental Incident Classification and Reporting (PR-105)

7.2 Document history

Date & Procedure No	Document owner	Approved by	Amendment notes
19/07/2021 EMF-13/PR-0001	Environment Manager Performance Improvement	Executive Director Environment and Sustainability	N/A

7.3 Feedback and help

For advice on using this Procedure please contact:

Environment Manager Performance Improvement

Email: envops@rms.nsw.gov.au

Phone: (02) 8849 2586.

Appendix A: Significant Incident escalation process

A1 Confirmation of a Significant Incident

Where an Environment Manager believes that a Significant Incident has occurred (see section 3.1.2 and Figure 3.2.1), they must immediately phone the relevant Environment Director. The Environment Director will consult with the Executive Director Environment and Sustainability, who will determine whether the incident will be considered a Significant Incident. Once a Significant Incident has been determined, the escalation process will commence in accordance with sections A2 and A3, below.

A2 Significant Incident information management

Following determination of a Significant Incident (see section A1, above), it is essential that there is fast, consistent and accurate reporting of information to the TfNSW senior management. As such, clear roles and responsibilities must be established in two key areas, as described in Table A2.

Table A2: Roles and responsibilities during a Significant Incident

Role	Who	Responsibilities
Information Controller	Environment Manager (or relevant Environment Officer in their absence)	<ul style="list-style-type: none"> Liaise between the on-site TfNSW project management team and the Information Distributor (below) Be the single point of contact to provide information and updates about the status of the Significant Incident to the Information Distributor
Information Distributor	Executive Director Environment and Sustainability (or relevant Environment Director in their absence)	<ul style="list-style-type: none"> Identify the relevant members of the Executive and other senior management that will form the distribution group to be informed about the Significant Incident (see Table A3) Consolidate information from the Information Controller, and distribute it to the distribution group Provide key ongoing updates to the distribution group as it becomes available Respond to enquiries from the distribution group, ensuring all members of the distribution group are copied into every response

A3 Parties to be notified

As described in Table A2, the Information Distributor must identify relevant TfNSW senior management from delivery and client divisions that will form the distribution group to be informed about the Significant Incident, including ongoing updates. Table A3 provides the key positions that must be included (at a minimum), depending on who is undertaking the activity. Depending on the type and location of the activity, there may be other areas of TfNSW that should be included in the distribution group – see section 3.2.2.

The distribution group should all be notified concurrently in a single email that a Significant Incident has occurred. The email should be sent by the Information Distributor within five minutes of making the determination of the Significant Incident.

Table A3: TfNSW distribution group to be notified during a Significant Incident		
	Greater Sydney (Client)	Regional & Outer Metropolitan (Client)
Transport exec notification	<ul style="list-style-type: none"> Secretary 	<ul style="list-style-type: none"> Secretary
SER exec notification	<ul style="list-style-type: none"> Deputy Secretary, Safety Environment and Regulation 	<ul style="list-style-type: none"> Deputy Secretary, Safety Environment and Regulation
Client exec notification	<ul style="list-style-type: none"> Deputy Secretary, Client Division Executive Director, Community and Place Relevant City Director (Harbour/River/Parkland) 	<ul style="list-style-type: none"> Deputy Secretary, Client Division Executive Director, Community and Place Relevant Regional Director
Delivery exec notification	<ul style="list-style-type: none"> Deputy Secretary, relevant Delivery Area Executive Director (or equivalent) of relevant Delivery Area (e.g. Head of Sydney Project Delivery, Head of Rail Delivery, Chief Operations Officer, Executive Director Planning and Programs) Director of relevant Delivery Area (e.g. WSPO, GSPO, Parramatta Light Rail, Rail Infrastructure Delivery, Sydney Maintenance, Easing Sydney's Congestions etc.) 	<ul style="list-style-type: none"> Deputy Secretary, relevant Delivery Area Executive Director (or equivalent) of relevant Delivery Area (e.g. Head of Regional Project Delivery, Executive Director Network and Assets) Director of relevant Delivery Area (e.g. Regional Maintenance, NPO, SaWPO)
Project Team notification	<ul style="list-style-type: none"> Project Director (or equivalent) of relevant Delivery Area Senior Project Manager Project Manager Environment Manager 	<ul style="list-style-type: none"> Project Director (or equivalent) of relevant Delivery Area Senior Project Manager Project Manager Environment Manager