

# **EMERGENCY PROCEDURES MANUAL**

32-36 Frank Street  
Wetherill Park,  
NSW 2164

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## 1.0 Introduction

The purpose of this Emergency Procedures Manual is to ensure that all potential emergency situations will be addressed with emergency procedures to respond, and the recovery from such emergencies are developed and documented as per Document 2-7-001 Emergency Management Procedure and in accordance with;

- Australian Standards AS3745-2010 “Emergency Control Organisation and Procedures for Buildings.
- Work Health & Safety Act 2011, Clause 19
- WHS Regulations 2017, Clause 43
- Protection of the Environment Operations (General) Amendment (Pollution Incident Response Management Plans) Regulations 2012.

This Emergency Procedures Manual is structured to identify the Emergency Response Team – Fire Crew (ERT) and the Plans and Procedures in place in the event of emergencies that could occur on this site.

## 1.1 Scope

This procedure applies to all Dunlop Foams NSW employee’s contractors and visitors. It applies to any emergency incident, refers to Emergency Response Risk Assessment Appendix 7, which threatens injury or illness to persons, or damage to property and covers the following types of emergencies:

- Rescue and care of injured personnel,
- Major Fire,
- Explosion,
- Gas escape, fumes or smoke,
- Hazardous Substances or Dangerous Goods Incident,
- Natural phenomenon eg bush fire, flood
- Bomb Threat or placement,
- Hold up,
- Security breach,
- Building Evacuation.

## 1.2 Instruction to Employee’s

Any employee who notices a fire or emergency situation will.

A) Advise the nearest Co-worker to activate the alarm and then attempt to extinguish the fire with a portable fire extinguisher (if safe to do so).

b) Activate the emergency alarm.

The person activating the alarm (located at main entrances to all buildings, a large red mushroom button) will remain next to the exit doors until response team arrives. The person should advise the response team of the location of the fire / emergencies then move directly to the evacuation point.

### 1.3 Instruction to Emergency Response Team (ERT) – Fire Crew

On hearing the emergency alarm, the ERT-Fire Crew will assemble at the main entry area of the conversion building. The person who activated the fire alarm should advise the response team of the location of the fire / emergencies then move directly to the evacuation point. Alternatively, the reporting officer or a member of the Fire Crew - (ERT) will check the alarm panel to determine the activation point. When the (ERT) Fire Crew is assembled they will then proceed to the activation point and relieve the person who activated the alarm, who should move directly to the evacuation point.

An incident or potential incident should be reported to the Emergency Services immediately if there is an immediate risk to life or property. Where necessary, in such cases, evacuation procedures should be activated as a priority. If the incident does not appear to require the immediate despatch of Emergency Services, the Chief Warden or designated person should be notified immediately and given the full details of the situation including the exact location of the incident and the type of incident. The Chief Warden or designated person will assess the seriousness of the situation.

## Section 2: Personnel

**2.0 Chief Warden** – Identified by a Fluorescent Orange Vest with a Chief Warden Emergency Response Sign on the back of the vest.

In the event of an emergency, the appointed Chief Warden will assume responsibility and take full control of the Emergency Response Team. He is empowered to overrule normal management authority and to take all reasonable steps to preserve life and property.

The Chief Warden will assume responsibility for:

- Assessment and coordination of responses to the emergency incident, although other employees may be required to assist with specific actions
- Ensure the functions of the Emergency Response Procedure are implemented.
- Documenting events (or appoint a designated person) as they unfold for submission to the General/State/Site Manager an evaluation by the OHSE Committee after the incident with the completion of the Incident & Hazard Reporting and Investigation Procedure

The Chief Warden will lead the Emergency Response Team - ERT, and proceed to extinguish the fire. If not considered safe the Chief Warden and the Emergency Response Team will proceed to the assembly point, isolating the main electricity supply, glue lines and closing fire doors if Safe to Do So.

**2.1 Deputy Chief Warden** - Identified by a Fluorescent Orange Vest with a Deputy Chief Warden Fire Crew Emergency Response Sign on the back of the vest.

The Deputy Chief Warden will generally assist the Chief Warden where required and assume the responsibility of the Chief Warden in his/her absence.

## **2.2 Emergency Response Team Communications/Reporting Officer – Traffic Controller.**

Identified by a Fluorescent Orange Vest with a Traffic Controller Emergency Response Sign on the back of the vest

The Communications/Reporting Officer, having collected the daily attendance rosters from the Area Wardens, will note the Emergency Response Team -Fire Crew members present and the location of the fire.

The Communication/Reporting Officers will proceed to the assembly point and check with Managers and Supervisors that all employees, contractors and visitors are present. The Reporting/Communications Officer will report to the Chief Warden if all personnel are accounted for and if any one is not accounted for and then return to the assembly point.

The ERT - Fire Crew Communication/Reporting Officer will also be responsible for checking that the sprinkler valves are open and that the fire pumps are running which are located in the Pump House.

## **2.3 Administration Communications/Reporting officer - Traffic Controller - Identified by a Fluorescent Orange Vest with a Traffic Controller Emergency Response Sign on the back of the vest.**

In the event of an emergency the nominated person/s will when the alarm is sounded, announce evacuation over the P.A system. They will contact the Fire Brigade and Emergency services as required and then proceed to control traffic at the entrance of the site.

## **2.4 Emergency Response Team (ERT) - Fire Crew**

Identified by a Fluorescent Orange Vest with a Fire crew, Emergency Response Sign on the back of the vest

In the event of an emergency the Emergency Response Team-Fire Crew will take directions from the Chief Warden, in his/her absence Emergency Response Team - Fire Crew will take directions from the Deputy Chief Warden.

## **2.5 First aid officers - Identified by a Fluorescent Green Vest with a First Aider and cross on the back of the vest**

On hearing the evacuation siren all nominated First Aid Officers will stop what they are doing, turn off their machine, (IF SAFE TO DO SO). Collect the First Aid Kit and then proceed in an orderly manner via the nearest exit to the evacuation point, make sure their name is marked off the employee list and inform their supervisor that they will be proceeding if safe, to give aid to any injured person/s.

## **2.6 Area Wardens**

Area Wardens are required to ensure that all personnel move to the assembly area in a swift and orderly manner. They will conduct a roll call and advise the Communications/Reporting Officers if all personnel are accounted for.

## 2.7 Drivers with vehicles

On hearing the evacuation siren, all contracted drivers with vehicles on site will stop what they are doing,

Inspect their vehicle for any abnormality. (IF SAFE TO DO SO)

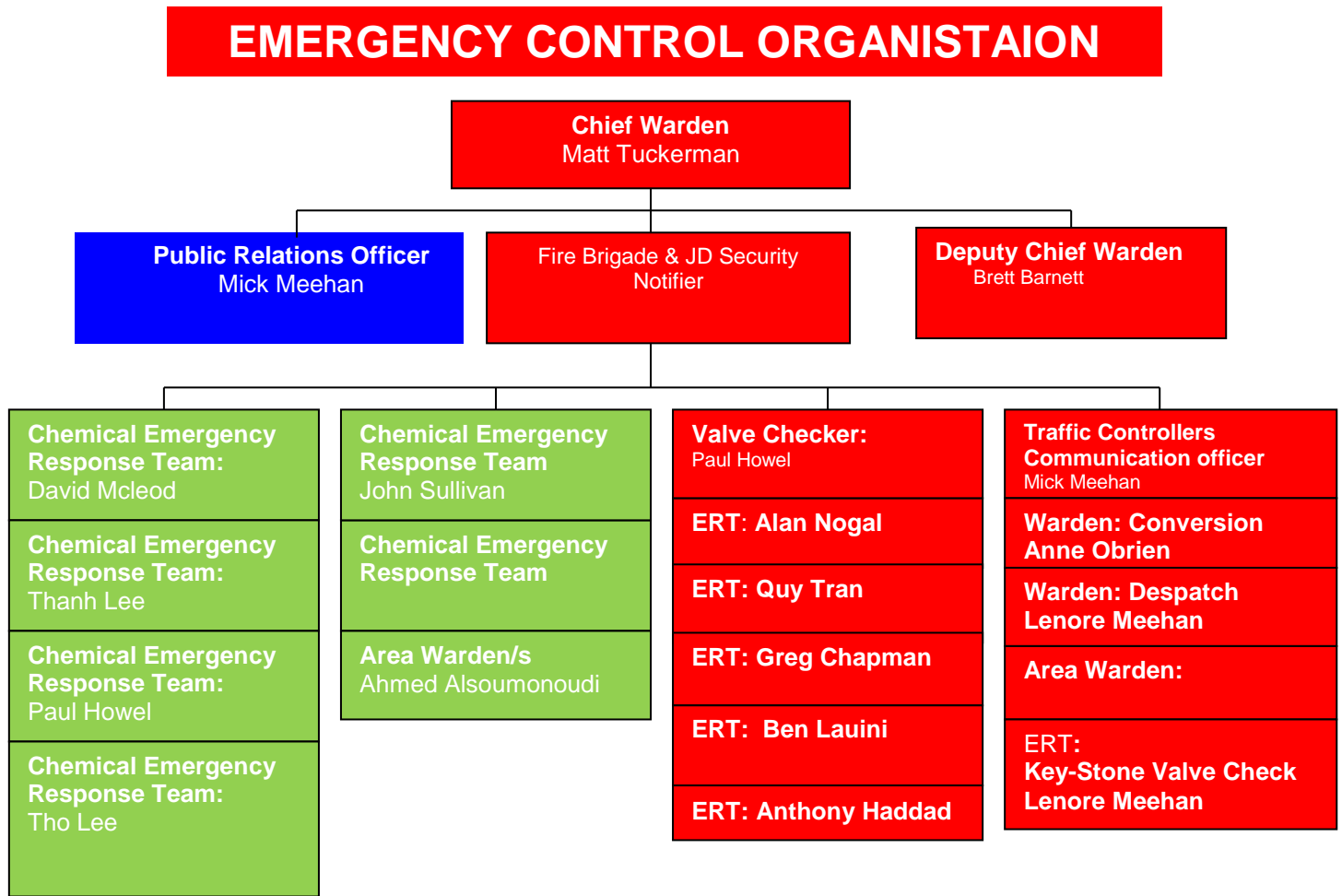
Investigate the immediate area and proceed in an orderly manner via the nearest exit to the evacuation point nominated for their department.

All contracted drivers shall remain at their evacuation point until their supervisor has been advised that it is safe to return to work.

Under no circumstances are vehicles to exit the site once the evacuation siren has started, without the approval of the Chief Warden/ Deputy Chief Warden.

All vehicular exit/entry is prohibited to/from the site during an emergency except for: Emergency Service Vehicles.

## 2.8 Emergency Control Organisation





## **Section 3: Responsibility**

### **3.0 Chief Warden**

The Chief Warden (or nominee) will:

1. Assess and assume control of the emergency situation, ensuring appropriate Emergency Response Procedure is implemented.
2. Direct and control all communications with the Emergency Services.
3. Coordinate the activities of all personnel within the site Emergency Control Organisation and make further directions as required by the situation.
4. Arrange vehicle controls and directions for Emergency Vehicle/s.
5. Give the all clear to the site when the emergency is over.
6. Initiate preliminary investigation and protect the evidence at the scene
7. As appropriate during and/or following the emergency, the Chief warden or his nominee will ensure the following are completed:
  - Documentation of events (or designated person) as they unfold for submission to the State Operations Manager and evaluation by the WHS Committee after the incident.
  - Assist with the completion of the Incident Report via SafetyMax, in accordance with the TCG 2-9-001 Incident & Hazard Reporting and Investigation Procedure.
  - Informed the following of the situation (refer to a category 3 incident notification in TCG 2-9-001 Incident & Hazard Reporting and Investigation Procedure):
    - The Comfort Group Safety Manager
    - Site Manager
    - WHS Committee
8. Co-ordinate drills to ensure competence of site and emergency personnel in all emergency procedures.
9. Complete all other duties assigned to "Fire Warden"

### **3.1 Deputy Chief Warden**

The Deputy Chief Warden will:

- Provide assistance to the Chief Warden as required, and perform the Chief Wardens duties in his/her absence.

### **3.2 Area Wardens**

The Area Warden will;

1. Communicate with Chief Warden and advise nature of emergency in their area.
2. Follow instructions issued by the Chief.
3. Collect evacuation checklist, complete and report any issues to Chief Warden via the ERT –Fire Crew communications officer.
4. Ensure that all new personnel are advised of locations of fire equipment, emergency exits and evacuation point.
5. Carry out regular check of all fire and safety equipment installed in their area.

### 3.3 Emergency Response Team (ERT) - Fire Crew

The Fire Crew -Emergency Response Team (ERT) will:

1. Attend to all emergencies to ensure the safety and welfare of site personnel.
2. Maintain knowledge of emergency plans and evacuation procedures.
3. Maintain knowledge of Fire protection system.
4. Carry out inspections and audits on Fire control equipment and procedures.
5. Participate in drills carried out as per schedule including the completion of documentation.
6. Attend to all chemical emergencies to ensure the safety and welfare of site personnel.
7. Maintain knowledge of Fire Protection System.

### 3.4 First Aid Officer

The First Aid Officer(s) will:

1. Provide confidential first aid to Employees, Contractors and Visitors.
2. Inform relevant department Managers and Supervisors of all injuries/incidents.
3. Maintain appropriate treatment records.

### 3.5 Public Relations

Public Relations will:

Compose and release appropriate information relating to the incident where required.

### 3.6 Receptionist or Nominated Person

Reception will complete the following under the direction of the Chief Warden or nominated person:

Contact emergency services and neighbouring properties and provide appropriate information.

### 3.7 Actions of the nominated Communications Officer

Who is calling?	Dunlop Foams
What address?	32 Frank St, Wetherill Park
Nearest cross street?	Walter Street
What is it?	Fire, Chemical Spill, etc.
What type of emergency is it?	Spillage-Type of Chemical involved. UN # and HAZCHEM code. Fire-What building it is in or Location
How much is involved?	Whole building or Chemical drum/tanker etc.
Is it being contained?	Yes/No. Can the fire/spill spread.
Action being taken?	Portable Extinguishers, Sprinklers, Response team activated?
Is there anyone injured?	Yes/No
Type of injury. If known.	

**4.0 Fire Alarm System Operation**

Activation of fire alarm push red mushroom type button

**Panel Display**

To locate which button has been pushed?

1. PRESS MENU
2. ENTER CODE #####
3. ENTER NUMBER 3
4. PRESS ENTER

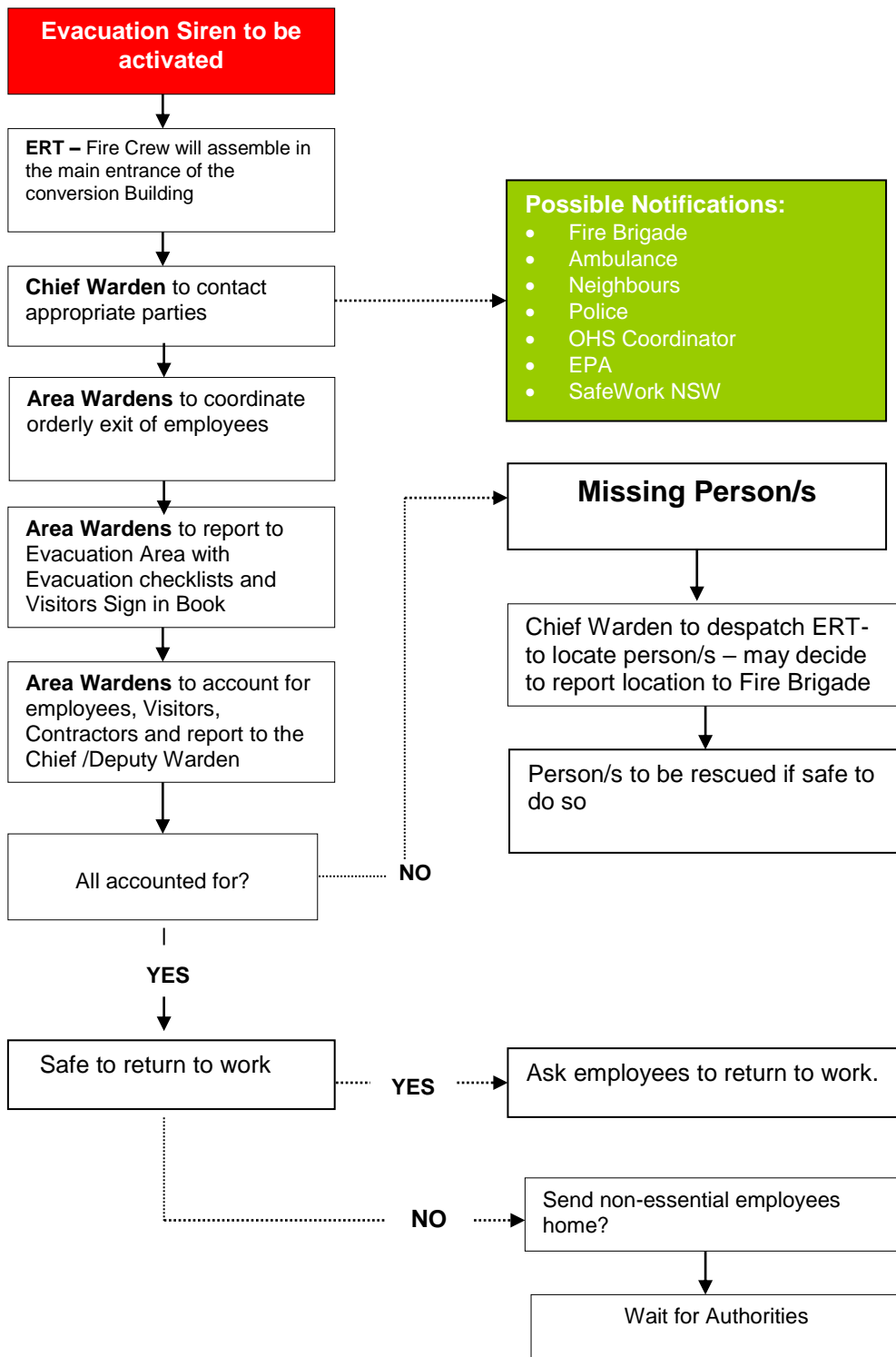
To deactivate the fire alarm and reset the system

**Panel Display**

1. ENTER CODE #####
2. PRESS OFF
3. SELECT AREA NO. 5
4. PRESS ENTER

If you experience difficulties with Activating or Deactivating the Fire Alarm contact  
**JD Security P: 02 9725 1566**

## 4.1 Evacuation Procedure



## 4.2 Waste water Pollution Control Systems – Key Stone Valves

### Waste Water Pollution Strategy

Dunlop Foams has designed the Facility at 32 Frank Street, Wetherill Park with the following wastewater pollution strategy.

In order to contain any spill, the facility is equipped with two-stage pollution retention,

- Each of the major chemicals storage areas including the Tank Farm Rooms, the Drum Store, is fully bunded. The Flammable liquid store has its own pit area.
- Foam Plant building is bunded around all Unloading area.

All wastewater on the Site is released to Sydney Water stormwater drainage through two points. Discharge points, are controlled by a keystone valves.

### Stormwater Isolation Valve Operation

The Site has two discharge points for storm-water. The outlet to the Sydney Water stormwater system is closed by means of 600mm-diameter Keystone butterfly valves.

### Key Stone Valve 1

Located on drain closest to West Side of Dunlop Foams near the Pump House - side of driveway

The valve has a black motor housing and a yellow hand wheel that opens and closes it.

To open/close the valve - The Operating Switch is located on the Bund wall nearest to the TDI unloading area (at the side of Foamplant building.1). If this switch fails to operate you may manually close the valve with the yellow hand wheel.

To ensure that it is closed fully check the position of the butterfly,  
In the event of an incident, close the valve and notify the operations manager or the Chief Warden.

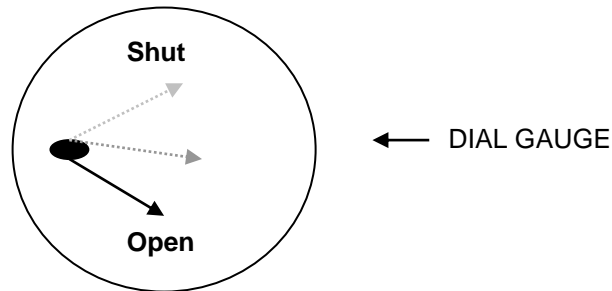


## Key Stone Valve 2

Located in the drain at the back yard near the West Side Boundary Fence

The operating Switch is located on the outside of the power box in the Vita Store next to the office.

The dial gauge is located on the actual keystone valve located in the actual drain, the arrow will point to open if the key stone valve is in the open mode or the arrow will point to shut if the Key Stone valve is shut.



In the event of an incident, close the valve and notify the Operations Manager or the Chief Warden.

### Opening the Stormwater Keystone valves

Do not open the valves unless the contents of the pit and stormwater drains have been tested and confirmed as being free of any contaminants.

This stormwater discharges directly into Sydney Stormwater System

Heavy Fines apply for discharging pollution into the environment to both the company and the individual

**Unless the valves are re-opened the site will flood.**

All Environmental Incidents, inclusive of damaged controls implemented to control environmental hazards shall be reported immediately to the Environmental Protection Authority (EPA) . CONTACT NUMBER: 131 555

## 4.3 Security System

### SECURITY ALARM SYSTEM

The security alarm system monitors the entry and exit of all external doors of all buildings. The alarm signal is transmitted to J.D Security who will phone to establish what the event/s are, unless JD Security are given the correct Voice Code when they phone they will despatch a patrol if the alarm is activated.

#### Deactivating the Alarm on Entry

1. When entering a building check the Remote Arming Station (RAS), to check if the alarm is on.
2. Red LED's indicate the zones that are active;

Area Numbers	Department Areas
0	All areas
1	Admin / Sales Office
2	Foam Plant/Hot Block Store
3	Cold Block Store
4	Conversion
5	Fire Alarm
8	Administration Door Bell

3. To turn off the zone or zones that are required to be accessed;
4. Key in your PIN number, press "OFF" Button / Key
5. Key in area number, Press ENTER.

Red Led Light should go out for that area this will indicate that the alarm has been deactivated.

#### Reactivating the Alarm

1. Key in your Pin Number, press "ON" Button / Key
2. Key in the area number or numbers that require to be activated, Press ENTER.  
If all doors are secured the alarm will be activated and the Red LED Light will be lit.
3. If any doors are not secure, the system will not activate and display;  
Unsealed inputs
4. Press NEXT to scroll through the unsecured doors. Each door is numbered on the SECURITY INPUT CODES Site plan.
5. Check each of the unsecured doors, ensure they are closed and secure.
6. Repeat arming process until area zones are active.
7. Exit the building within 30 seconds.

Note; due to the motion sensors, stand still when arming the system

If you experience difficulties with Activating or Deactivating the Fire Alarm contact  
**JD Security Phone Number: 9725 1566**

#### 4.4 Fire Protection Disablement

The fire protection system must not be disabled at any time except under the following circumstances;

- A. In the event of an emergency situation, following the extinguishment of a fire, only the Fire Brigade may turn off the fire system.
- B. In the event of a rupture of any section of the underground or overhead pipe work.
- C. In the event of a sprinkler head being damaged or leaking.
- D. When a registered fire protection contractor is modifying the system or part of the system.
- E. When a registered specialist fire protection contractor is performing routine maintenance on the system.

Prior to any person turning off any of the fire protection system valves the following steps must be undertaken;

In an emergency situation (items A - C).

1. Identify the problem.
2. Check that the situation is safe.
3. Contact the Responsible Officer (RO) / Chief Warden or the Operations Manager

The RO/Chief Warden or Operations Manager will then;

- Close the sprinkler shut valve at the installation point closest to the breach.
- Fit valve closed tag to the valve.
- Notify the Fire Brigade if they have not already arrived.
- Notify the Operations Manager / Emergency Coordinator.
- Notify Maintenance, suspend all Hot Work Permits.
- Notify Plant Management. Fire crew –ERT to stand-by if necessary.

In other situations, where maintenance is occurring, the following steps must be undertaken:

1. Determine extent of the works required.
2. Duration - Location etc
3. Sign in contractors at reception, Contractor Manager shall be inducted as per the sites Contractor Management Process.
4. Inform contractor of the Site rules (hot work, smoking, etc.), Issue Contractor Induction Guide to contractors.
5. Inform Chief Coordinator.
6. Notify Risk Managers and Insurers with Fire Protection Impairment Procedure Sheet Part A.
7. Notify fire brigade if the entire alarm system is shut down.
8. Notify Maintenance, suspend any Hot Work Permits in the area
9. Notify Plant Management. ERT- Fire crew to stand-by if necessary.
10. Close installation or hydrant valves only when the above has been completed.
11. Fit valve closed tag to the valve.
12. Environmental impact, notify the Environmental Protection Authority (EPA)
13. Monitor the situation during the isolation period.



## **When the work has been completed;**

1. Check that all valves are open fully
2. Valve locks are replaced.
3. Fire alarm is reactivated.
4. Fire brigade is notified.
5. Notify Risk Managers and Insurers with Fire Protection Impairment Procedure Sheet Part B.

## **4.5 Fire Pump House Operation**

### Normal Operating Conditions

The pump-house contains the fire pumps and the control systems for the fire pumps.

The fire system mains and sprinkler pipe work is maintained at pressure. If the pressure in the system drops below the preset threshold the fire pumps start in order to boost the pressure. The system comprises of three pumps, an electric jacking pump to maintain pressure and two main fire fighting diesel pumps. The jacking pump will maintain the pressure during small fluctuations; it cuts in around 850kPa, and then turns off as the pressure is achieved. The main diesel's will cut in as the pressure drops to around 700kPa, once started they need to be turned off manually.

In normal circumstances the following conditions may be observed in the pump-house:

1. Main diesel pumps not running.
2. All pressure gauges are reading above 850kPa, (typically 800 to 1000kPa).
3. All valves are locked in position.

On each of the pumps console;

1. Start and Control charge green lights are on.
2. No red lights are on.
3. Start and Control voltmeters are reading around 14V
4. Start and Control amphotometers are reading around 0 to 1A

If the main fire pumps have started and are running, there has been a drop in pressure. This may be an air pocket in the main, a leak or rupture in the pipe, or a device has been activated by fire.

Check the site, and double check to determine the cause before turning off the pumps.

To stop the main fire pumps

Pull the stop cable located on the bottom of the panel.

Pumps will stop unless the pressure in the system is below the threshold.

**To stop the pumps and keep from restarting;** (You must do this for both pumps)

1. Push toggle switch to the right on the control panel
2. Pull the stop cable located on the bottom of the control panel.

Fit red tag in accordance with fire protection disablement procedure to fire pumps and advises all relevant personnel.

## To Start Fire Pumps

Fire pumps will start automatically when the pressure drops.

Starting the pumps manually is - Not Recommended

- If the pumps have failed to start,
- Check pressure gauges for mains pressure.
- Jacking pump may be maintaining the pressure.
- Hose reels are connected to the Domestic Water.

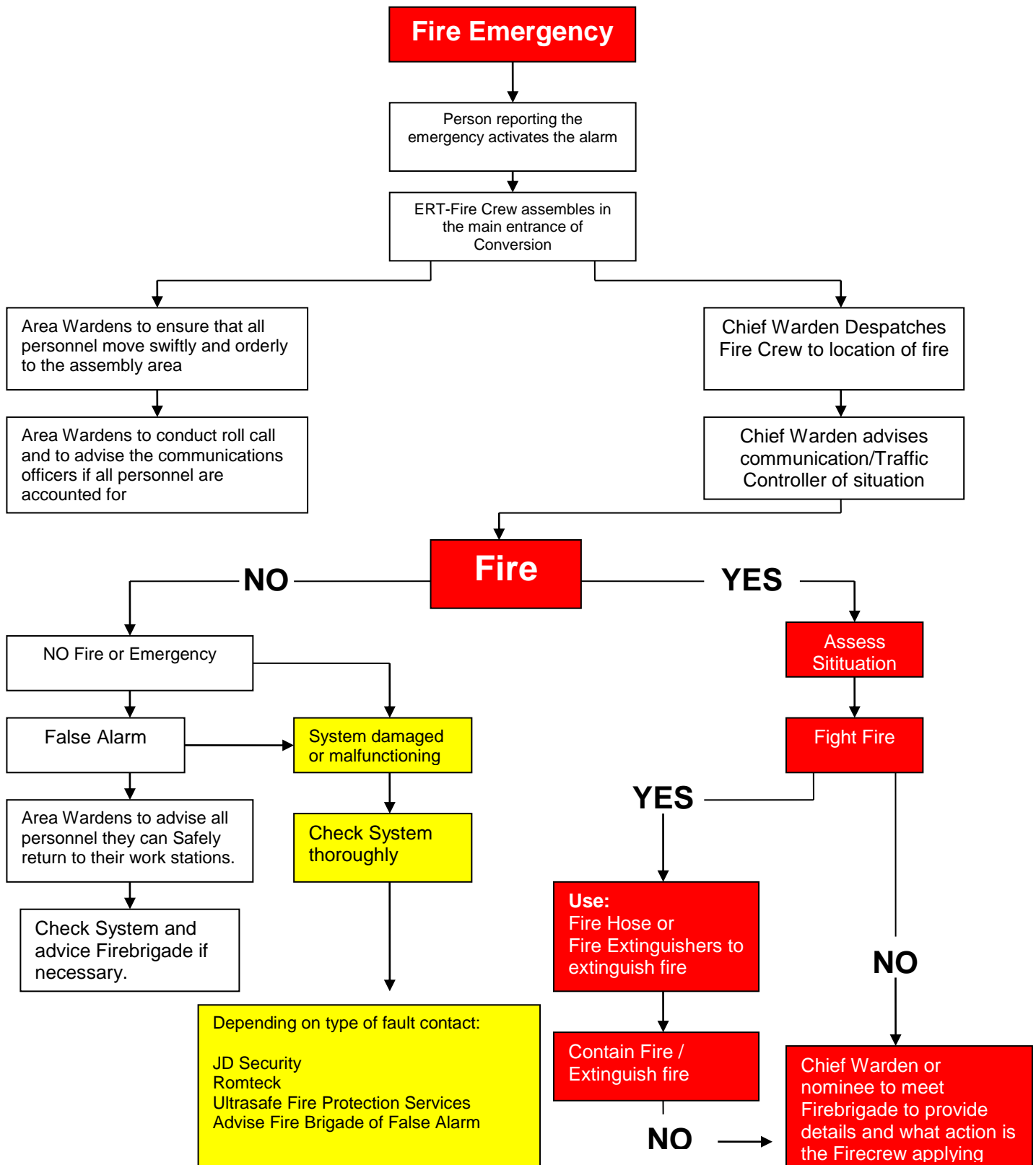
Check pump console.

- Fail to start red lamp
- Start or console fail red lamps

If lamps are operational, pumps can be started manually by pressing manual pump start, located on the bottom of the control panel.

## Section 5 Emergency Procedures

### 5.0 Fire Emergency



## 5.1 LPG Fires

LPG is a liquefied-compressed gas. It is kept in liquid form using pressure. If the pressure is released from the container such as when a Boiling Liquid Expanding Vapour Explosion (BLEVE) occurs, all of the liquid turns into a gas instantly

This makes LPG very dangerous when a leak or fire occurs, especially if there is flame impingement on the container. Because the materials are already above their boiling points, flame impingement, radiant heat transfer, or increases in ambient temperature, can cause the materials to boil faster.

Faster boiling causes an increase in pressure within the container. Even though the containers are specially designed to withstand pressure and have relief valves provided to release excess pressure, there are limits to the pressure they can tolerate. If the pressure build-up in the container exceeds the ability of the tank to hold the pressure or the relief valve to relieve the pressure, the container will fail. Flame impingement on the vapour space of the tank will cause the metal to weaken and fail causing a BLEVE.

When dealing with emergencies involving pressure containers and flammable gases, great caution should be taken. If a BLEVE is going to occur, it's just a matter of time. There usually is no way of knowing how long the flame impingement has been going on prior to the fire department arrival. There is no way to know exactly when the BLEVE will occur. If the only threat to life is that of the emergency responders, then there is little reason to risk the lives of the responders needlessly.

Precautions should be taken to ensure personnel safety when fighting fires involving flammable gases. Flammable gas fires should not be extinguished until the source of the gas has been shut off. The vapour density of LPG is 1.5m making it heavier than air. The vapours will tend to hug the ground and seek low places like basements and confined spaces. As such, it is much safer to have the gas on fire and know where it is than to have the gas leaking and going where it wants to. Small LPG fires can be safely extinguished using dry chemical type extinguishers.

## 5.2 Chemical Standard Spill Orders

- Rescue any person in immediate danger only if safe to do so.
- Close doors.
- Call the Fire Brigade Refer to Appendix 1 Emergency Information.
- Call the Environmental Protection Authority Refer to Appendix 1 Emergency Information.
- Isolate any valves - only if safe to do so and if you have assistance.
- Do Not Evacuate unless evacuation alarm sounds or you are instructed to by the ERT-Fire Crew
- Neighbours to be contacted if deemed necessary by the Chief Warden of ERT-Fire Crew.

## 5.3 Hazardous Substances Response Procedure

### Chemical Spillage

Due to the nature of our business, many different types of chemicals are held on Site. Each chemical or compound has a designated storage location and should not be stored outside its locations due to the potential for dangerous reactions between the different chemicals.

Specific knowledge of the chemicals is required in order to, safely handle the spillage.

For all chemical spills the following actions must be undertaken immediately;

1. Notify Plant Manager or Supervisor; get them to assess the situation and to contact the Chief Warden who will assemble the Emergency Response Team if necessary. Chief Warden to determine if Evacuation will be required.
2. Close storm water shut off valve, located on drain closest to west side of Dunlop Foams (Pump House side of driveway) To open/close the valve - The Operating Switch is located on the Bund wall nearest the TDI unloading area (at the side of the Foam Plant building.1). If this switch fails to operate you may manually close the valve with the yellow hand wheel. The valve has a black motor housing and a yellow hand wheel that opens and closes it.
3. The Emergency Equipment is to be made available at the scene of the incident.

### Minor Chemical Spillage

1. Determine nature of chemical(s) consult specialist advice or the Chief Warden /Emergency Response Team (ERT).
2. Chief Warden/Emergency Response Team (ERT) to determine if the following actions are appropriate;
3. Sound alert alarm.
4. Evacuation of Site.
5. Notification of Fire Brigade and EPA
6. Wearing of protective clothing by clean-up personnel.
7. Apply absorbent material around spill.
8. Block storm water drains if the spill is in danger of entering the storm water system.
9. Apply absorbent and decontaminant to remainder of the spill. Consult specialist advice.
10. Shovel solid waste in to bins for registered disposal.
11. Remove all residues; do not wash down the storm water drain.
12. Close storm water shut off valve, located on drain closest to west side of Dunlop Foams (Pump House side of driveway) To open/close the valve - The Operating Switch is located on the Bund wall nearest the TDI unloading area (at the side of building.1). If this switch fails to operate, you may manually close the valve with the yellow hand wheel. The valve has a black motor housing and a yellow hand wheel that opens and closes it.

## Major Chemical Spillage.

1. Determine nature of chemical(s), consult specialist and advise Chief Warden and the Emergency Response Team (ERT).
2. Chief Warden to determine if the following actions are appropriate;
  - Sound alert alarm.
  - Evacuation of the Site.
  - Notification of Fire Brigade, State Emergency Services and EPA
  - Isolation of power to the Site
  - Wearing of protective clothing by clean-up personnel.
  - Notification of adjoining neighbours.
  - Atmospheric vapour concentration monitoring.
3. In case of a major chemical spill, appropriate actions will need to be assessed at the time to best manage the incident.

The consequences of a major chemical spill on Site may include;

- Toxic fume release to the atmosphere in the case of TDI and Methylene Chloride.
  - Poisonous liquid escapes into the environment.
  - Pollution of ground water and soils.
  - Fire and associated toxic fumes.
4. Consult Appendix 1. Emergency Information for emergency phone numbers, contact personnel and after hours' phone numbers
  5. The majority of the chemicals held on site will fall into one of the following categories:

### **CATEGORY 1 - Isocyanate**

Toluene Di-Isocyanate, Chemical Mixtures containing Toluene Di-Isocyanate

### **CATEGORY 2 - Flammables**

Flammables, Adhesives, Solvents, Petrol

### **CATEGORY 3 – Corrosives**

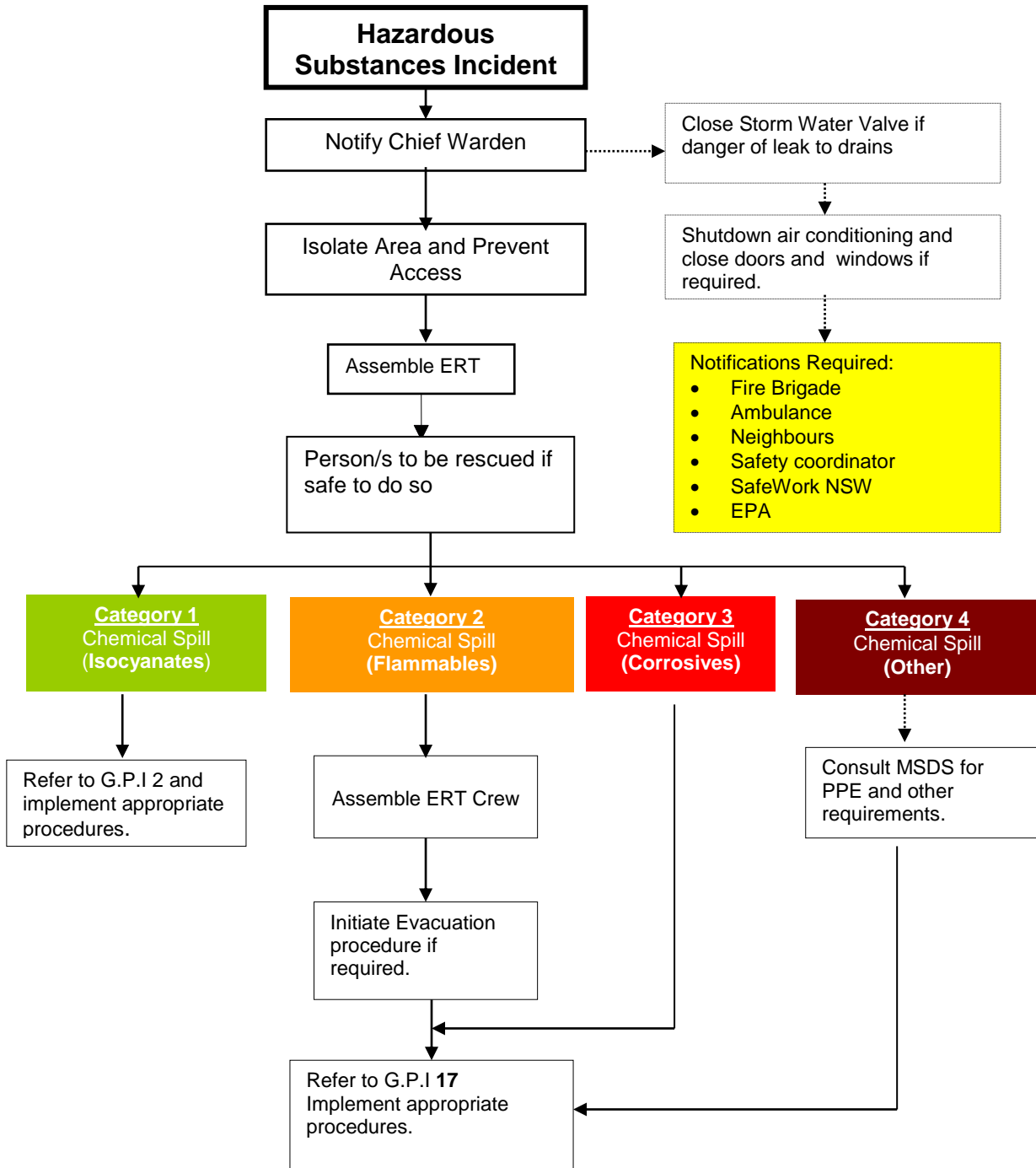
Methylene Chloride, Amine Catalyst

### **CATEGORY 4 – Other**

Polyols, Tin Catalyst, Pigments, Silicone Surfactants, Flame Retardants

**All Chemical Spill Incidents shall be reported immediately to the Environmental Protection Authority NSW Phone: 131 555**

## Hazardous Substance Response Procedure



**All Chemical Spill Incidents shall be reported immediately to the Environmental Protection Authority NSW Phone: 131 555**

## 5.4 Flood / Storm

### Flood

Hazards identified as per risk assessment

Storm Water Contamination: Emergency Response is to turn on Water Key Stone Valves.

Electrical Hazard from water in buildings: Energized lines in water or flooded buildings can create a large area of electrified water. Water-soaked ground increases the area of risk near downed lines or other electrified structures.

Emergency Response: Evacuate area/s turn off electrical mains, call for Fire Brigade.

### Storm

In the event of Falling Branches, falling parts of building the State Emergency Services are to be called to evaluated conditions. Evaluation is to be made by the ERT if Evacuation is required of area or site.

## 5.5 Poison

In the event of a poison incident due to Food, Water, Chemicals, Medication or other form of poison. Emergency Response is to immediately call the ambulance and establish the form of poison consumed or in contact with. Refer to SDS where possible.

## Section 6: Bomb Threats

All bomb threats are to be taken seriously; a bomb treat may be a prank, or a warning of an impending bomb attack

### 6.1 Threats

Bomb threats may be in one of the following forms:

#### a) Written Threat

If a bomb threat is received in writing, it should be kept, including any envelope or container. Once a message is recognised as a bomb threat, further unnecessary handling should be avoided. Every possible effort has to be made to retain evidence such as possible fingerprints, handwriting or typewriting, paper and postmarks. Placing the evidence in an envelope (preferably a plastic envelope) should protect such evidence.

#### b) Telephone Threat

An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigation.

The person receiving the bomb threat by telephone should NOT HANG UP and, as soon as possible, complete the information required by the bomb threat checklist. The bomb threat check list shall be held by telephonists and other persons who regularly accept incoming telephone calls.

1. Refer to bomb threat checklist.
2. The reason for not hanging up is to assist in call tracing.



## **6.2 Suspect object**

A suspect object is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances.

## **6.3 Evaluation**

Following an analysis of information received, the chief warden, or in his absence, the deputy chief warden should categorise the bomb threats, which may be either specific or non-specific as follows:

### **6.4 Specific threat**

The caller will provide more detailed information, which could include statements describing the device, why it was placed, its location, the time of activation and other details. Although less common, the specific threat is the more credible.

### **6.5 Non-specific threats**

An individual may make a simple statement to the effect that a device has been placed. Generally, very little, if any, additional detail is conveyed before the caller terminates the conversation.

The non-specific threat is the more common, but neither threat can be immediately discredited without investigation. In other words, every threat has to be treated as genuine until proven otherwise. Evaluation involves assessing one of four possible alternatives—

1. Take no further action;
2. Search without evacuation;
3. Evacuate and search; or
4. Evacuate (without search).

Each of these options will have advantages and disadvantages related to safety, speed of search, thoroughness, productivity and morale, and have to be assessed against the potential risk.

### **6.6 Notification**

Upon receipt of a threat or discovery of a suspect object, the Police should be advised immediately.

### **6.7 Search**

The most appropriate personnel to carry out a search, in any given area, are the Area Wardens/ Manager/Supervisors of the department, or workplace because they have the knowledge of 'what belongs' or 'what does not belong' in a location at any given time.

The aim of the search is to identify any object that is not normally found in an area or location, for example,

- (a) A suspiciously labelled object;
- (b) An object similar to that described in the threat;
- (c) An object of unusual size, shape and sound; or
- (d) The presence of pieces of tape, wire, string or explosive wrappings, or other unfamiliar materials.

On locating a suspect object, search personnel should not touch, cover or move it. The location should be conspicuously marked. After ensuring there is no other suspect objects in the vicinity, the area should be evacuated and isolated. Search of other areas should continue to ensure that there are no other suspect objects.

General priorities for searching should follow the following sequence:

1. Outside areas including evacuation assembly areas.
2. Building entrances and exits and, particularly, paths people will use to evacuate.
3. Public areas within buildings.

NOTE: In most buildings, public areas that are accessible for the placement of an 'object'.

Also they usually provide a means of exit, which evacuees have to pass through, or be in proximity to, during an evacuation.

### **6.8 Evacuation Options**

If the decision to evacuate is made, persons should be requested to remove all personal belongings, e.g. handbags, briefcases, shopping or carry bags, when evacuating. This will facilitate the identification of suspect objects.

### 6.9 Bomb Threat Check List

**Place this card under your telephone**

#### **BOMB THREAT CHECKLIST QUESTIONS TO ASK**

1. When is the Bomb going to explode?
2. Where did you put the Bomb?
3. When did you put it there?
4. What does the Bomb look like?
5. What kind of Bomb is it?
6. What will make the Bomb explode?
7. Did you place the bomb?
8. Why did you place the Bomb?
9. What is your name?
10. Where are you?
11. What is your address?

#### **EXACT WORDING OF THREAT**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### **ACTION**

Report call immediately to Chief Warden.

\_\_\_\_\_

**REMEMBER KEEP CALM –  
DON'T HANG UP**

#### **BOMB THREAT REPORT**

##### **CALLER'S VOICE**

Accent (specify): \_\_\_\_\_  
Any impediment: \_\_\_\_\_  
Voice (loud, soft, etc): \_\_\_\_\_  
Speech (fast, slow, etc): \_\_\_\_\_  
Diction (clear, muffled): \_\_\_\_\_  
Manner (calm, emotion, etc): \_\_\_\_\_  
Did you recognise the voice? \_\_\_\_\_  
If so, who do you think it was? \_\_\_\_\_  
Was the caller familiar with the area? \_\_\_\_\_

##### **THREAT LANGUAGE**

Well spoken: \_\_\_\_\_  
Incoherent: \_\_\_\_\_  
Irrational: \_\_\_\_\_  
Taped: \_\_\_\_\_  
Message read by caller: \_\_\_\_\_  
Abusive: \_\_\_\_\_  
Other: \_\_\_\_\_

##### **BACKGROUND NOISES**

Street noises: \_\_\_\_\_ House noises \_\_\_\_\_  
Aircraft: \_\_\_\_\_  
Voices: \_\_\_\_\_ Local call: \_\_\_\_\_  
Music: \_\_\_\_\_ Long Distance: \_\_\_\_\_  
Machinery: \_\_\_\_\_ STD \_\_\_\_\_  
Other: \_\_\_\_\_

##### **OTHER**

Sex of caller: \_\_\_\_\_  
Estimated age: \_\_\_\_\_

##### **CALL TAKEN**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_\_

Duration of Call: \_\_\_\_\_  
Number called: \_\_\_\_\_

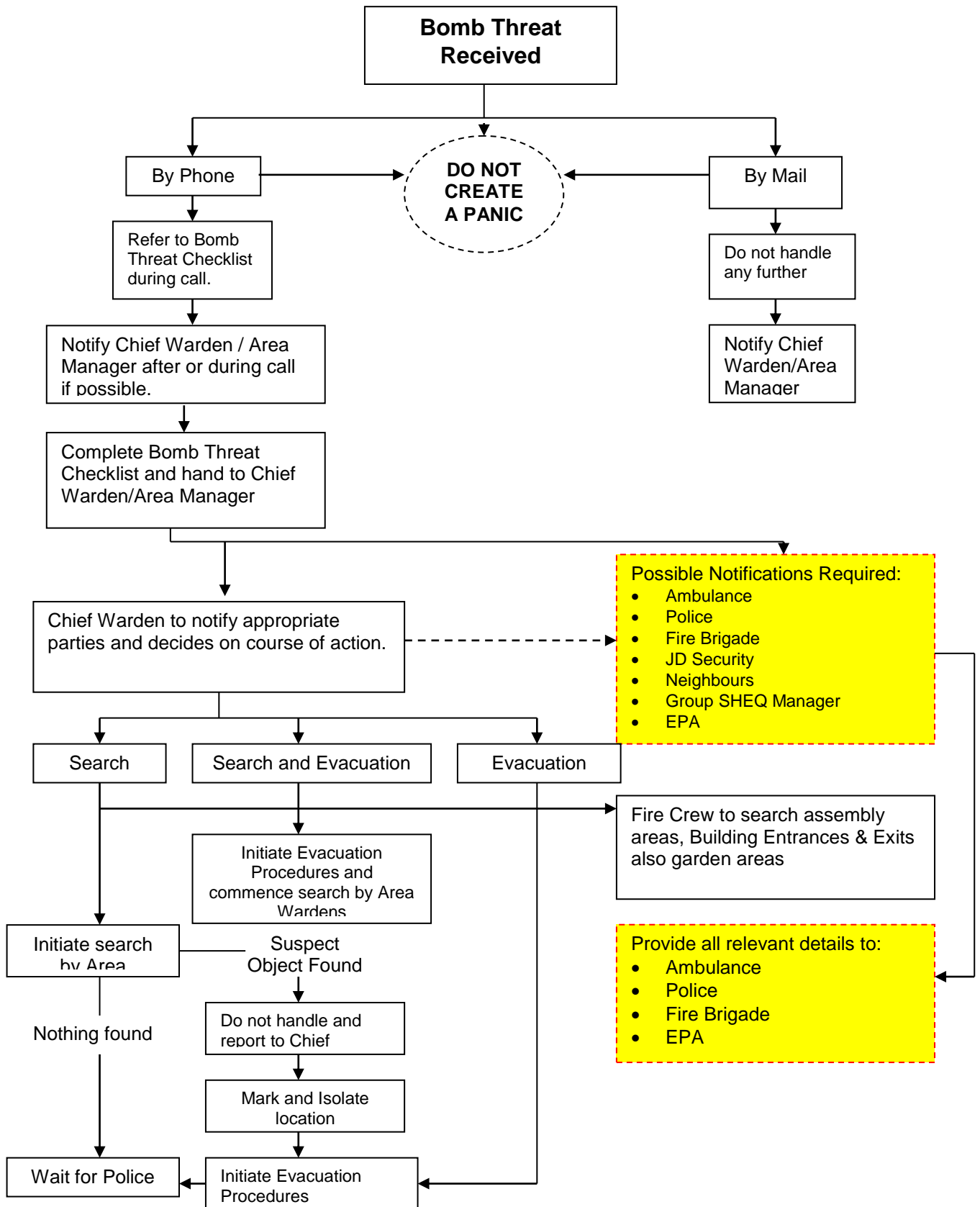
##### **RECIPIENT**

Name (print): \_\_\_\_\_  
Department: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Signature: \_\_\_\_\_

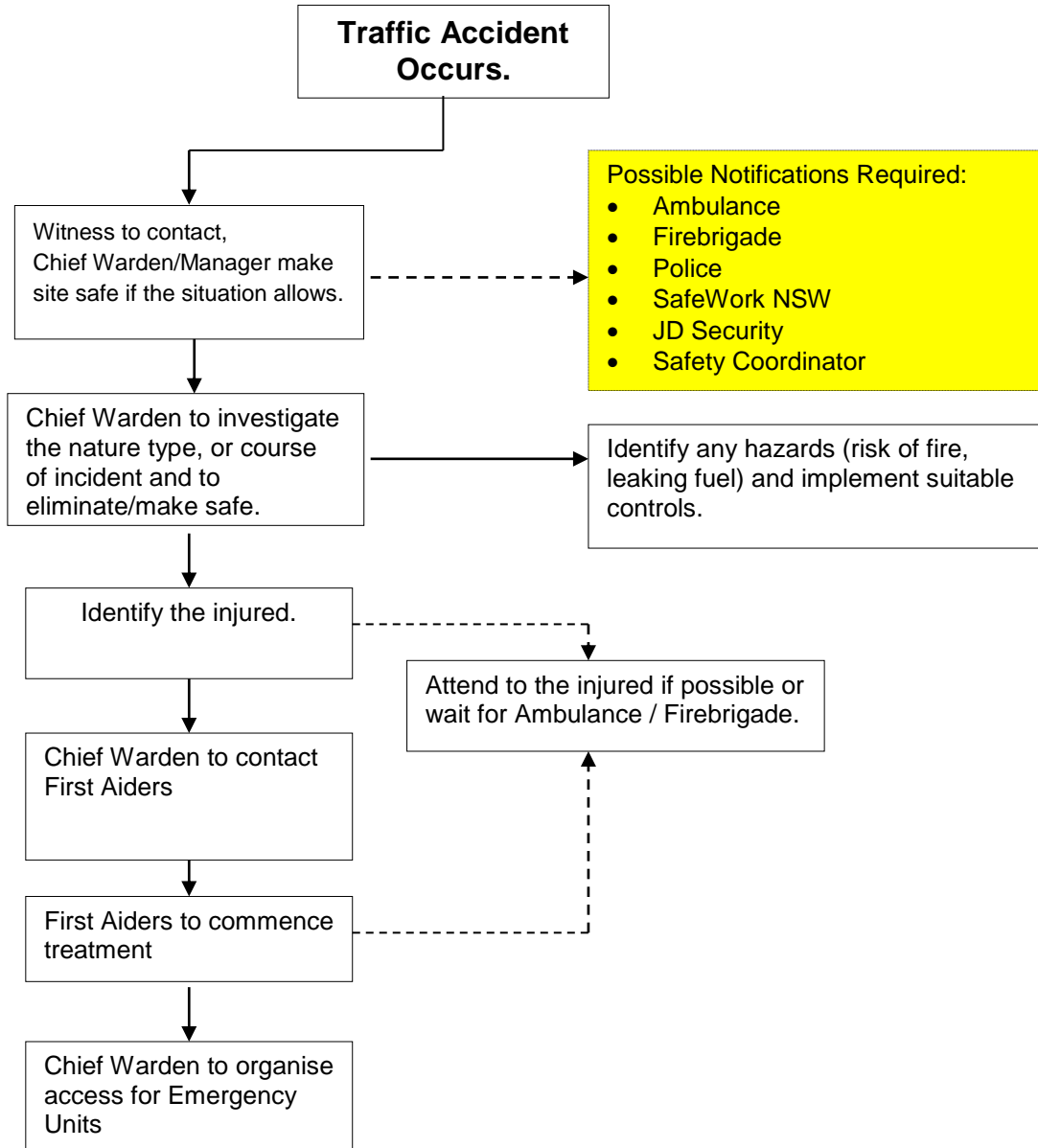
**Hand completed card to Chief Warden**

## 6.10 Bomb Threat Procedure

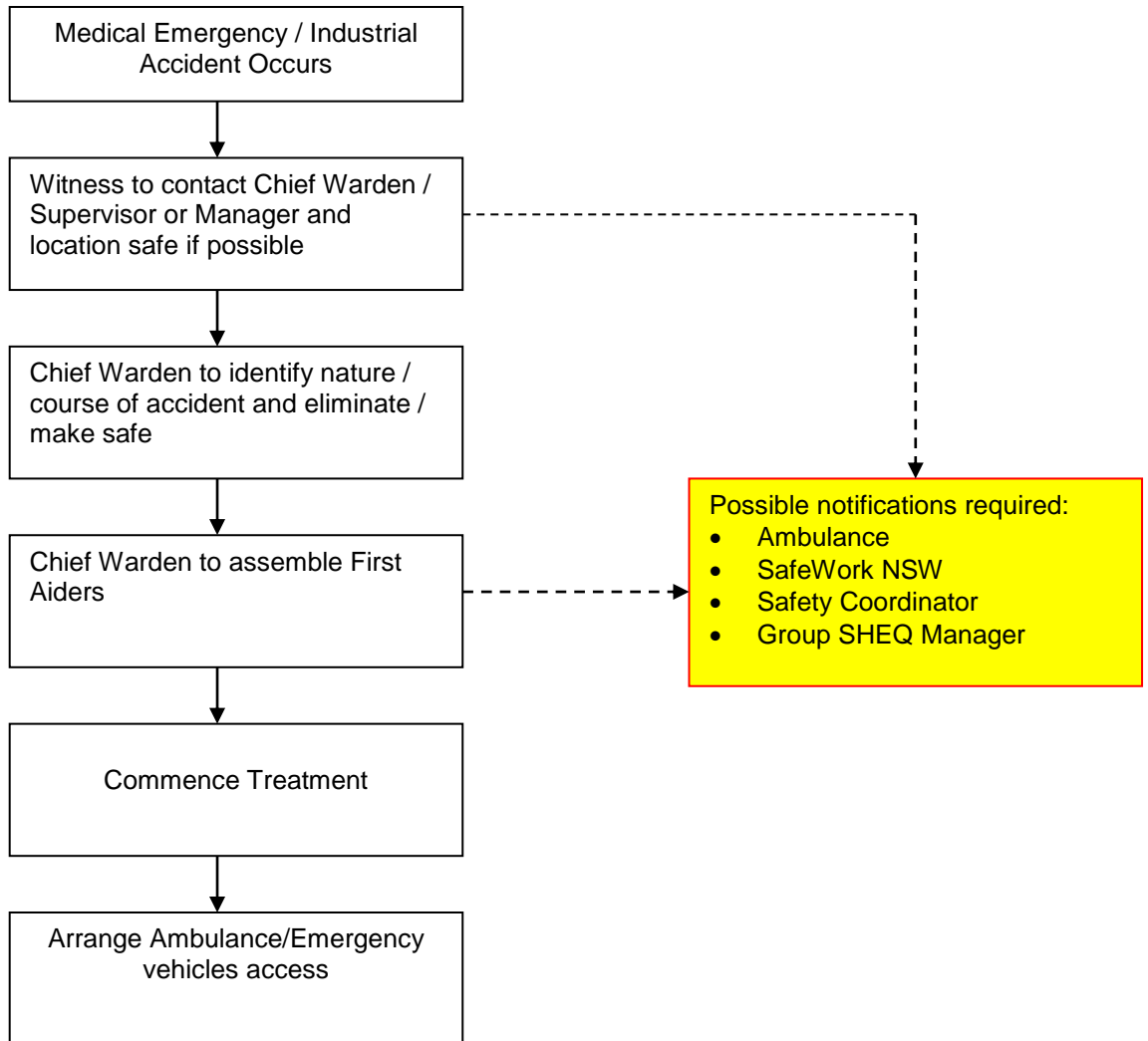
# BOMB THREAT PROCEDURE



**7.1 Traffic Accident Response Procedure**



## 7.2 Industrial Accident / Medical Emergency Response Procedure



### 7.3 Emergency Training and Emergency Exercises

New employees will receive relevant instructions in relation to site emergency plans and response procedures as part of their induction training.

All personnel assigned emergency management or response roles will be provided with appropriate training to enable them to carry out their duties safely and effectively.

Refresher training will be conducted Bi Monthly or in the case of identified specialist activities

Self-Contained Breathing Apparatus training will be conducted annually

Annual emergency exercise to test the effectiveness of the site emergency response procedures will include a debriefing arranged by the Chief Warden, to evaluate the effectiveness of the exercise and to implement corrective actions where outcomes have been unsatisfactory

<b>Schedule</b>	<b>Training Description</b>
<b>Bi Monthly</b>	Emergency Response Team Training
<b>Bi Monthly</b>	Chemical Emergency Response Team Training
<b>Annual</b>	Self-Contained Breathing Apparatus
<b>Annual</b>	Fire Awareness Training
<b>Annual</b>	Chemical Training

## **Section: 8 Building Invasions**

In the event of a building invasion/armed, armed holdup or the presence of a disgruntled employee it is essential to remain calm and do not attempt to argue or try to engage the intruders into a fight or resistance in demands. It is essential to make contact with the Police as soon as it is safe to do so EMERGENCY PHONE No. 000

## **Section 9: Associated Documents**

- TCG 2-9-001 Incident & Hazard Reporting and Investigation Procedure.
- GSPI 4 T.D.I. and Other Isocyanate Spills
- Appendix 1: Emergency Information
- Appendix 2: Evacuation Plan
- GSPI 4 Chemical Emergency Equipment
- Emergency Response Task Assessment
- GSPI 9 Basic Clean Up Procedure for Chemical Spills/Leaks.
- Map showing the locality of the site.



# EMERGENCY INFORMATION

Appendix 1

SITE DETAILS	
Address:	<b>Dunlop Foams 32 Frank Street Wetherill Park NSW 2164</b>
Phone:	02 9609 6177 - Switch Board
Fax:	02 9725 4264 - Administration
Location:	Nearest Cross Street: Walter Street.

IMMEDIATE NEIGHBOURS IN FRANK STREET				
BUSINESS NAME	DIRECTION	ADDRESS	PHONE No	CONTACT
Vacant Land	Next door East-West	Frank Street, Wetherill Park	NA	NA
Cleanaway/Resource Co	North	Frank Street, Wetherill Park	1300 667 787 1800 774 557	
Border Express	Across street	Frank Street Wetherill Park	9732 7300	Reception

EMERGENCY PHONE NUMBERS			
Service Provider	Service Type	Contact Number	After Hours Number
Fire:	Emergency	000	000
Fire:	Wetherill Park, Fire Brigade	02 9609 2343	02 9609 2343
Environmental	Environmental Protection Authority	131 555	131 555
Police:	Emergency	000	000
Ambulance:	Emergency	000	000
Poisons Information:	Emergency Information	131126	131126
JD Security	500 Victoria St, Wetherill Park NSW 2164	02 9725 1566	400 647 532
Ultrasafe Fire Protection Services	Fire Equipment Services	02 604 9383	0419 400 909
Ultrasafe Fire Protection Services	Fire Equipment Services	02 604 9383	0434 400 909
Computer Systems	The Comfort Group IT Services	1800 601 058	1800 601 058
Michael Meehan	State Operations Manager	0413 025 259	0413 025 259
Matt Tuckerman	Chief Warden	Page	
Peter Vincent	Vincent Developments - Landlord	02 9999 1775	0418 232 538
Mark Vincent	Vincent Developments - Landlord	02 9999 1775	0417 232 537
Integral Energy	Electricity Supply	131 003	131 003
Sydney Water	Water Supply	13 20 90	13 20 90
Telstra	Phone System - The Comfort Group IT Services	1800 601 058	1800 601 058

**EMERGENCY PERSONNEL**

Name	Title	Contact Number	After Hours Number
Anne Obrien	Conversion Manager	0417 775 016	0410 001 168
David McLeod	Foam Plant Supervisor		02 9740 5573
Michael Guyer	Anything Electrical NSW PTY LTD	0412 461 276	0412 461 276
Craig Gray	Ultrasafe Fire Protection Services	02 604 9383	0419 400 909
Dragon	Ultrasafe Fire Protection Services	02 604 9383	0434 400 909
Dale Berry	Group Safety Manager	0414 025 594	0414 025 594
Lexi Wooderson	Head of People and Culture	03 9449 6617	0400 064 002

**MEDICAL SERVICES**

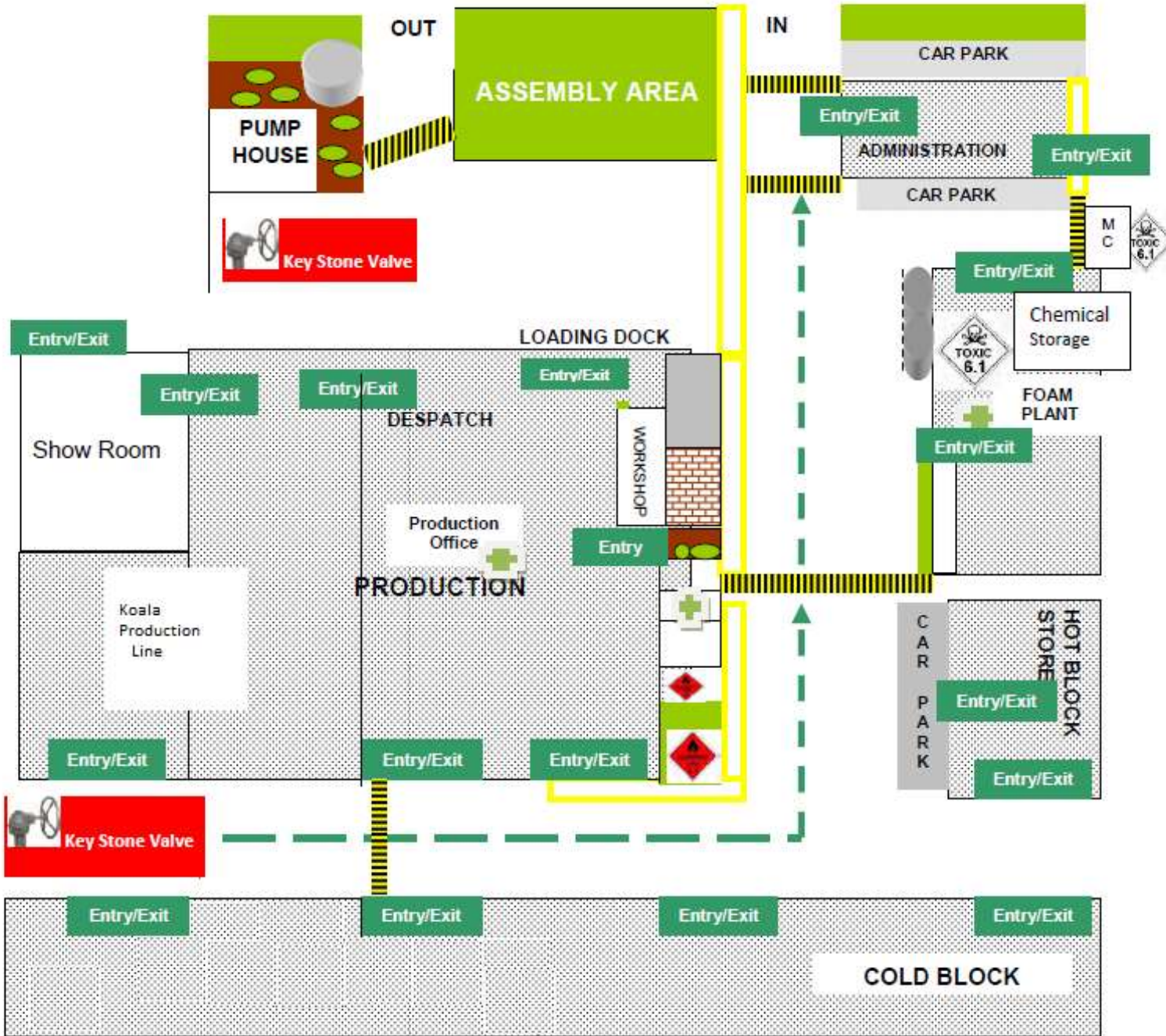
Ambulance	Emergency	000	000
Fairfield Hospital	Cnr, Polding Street & Prairevale Rd NSW	EMERGENCY	02 9616 8111
Sonic HealthPlus. 8.00am - 4.30pm	Dr. David Allen 702 Woodville Rd, Old Guildford, NSW 2160	02 9897 7699	02 9897 7699
Mayne Health 8.30am-5.30pm	Stocklands Mall 561 Polding St Wetherill Park NSW	02 8788 5788	02 8788 5789
Ascentor Danny Brna	Workers Compensation Consultant & Return to Work Specialist	1300 674 700	0404 053 654
Lexi Wooderson	Head of People and Culture	0411 380 740	0411 380 740

**SHARED FACILITIES**

BUSINESS NAME	Contact Name	Contact Number	After Hours Number
Chemi Call Pty Ltd	Ji Hao Lou (Operations Manger)	1300 415 524	0414 436 188

Section 10: Critical Incident Recovery Plan

FRANK STREET



## 9.1 Support Plan A

### MAJOR DISRUPTION TO FOAM SUPPLIES

In the event of a major disruption of foam supplies, foam, where possible, should be sourced from:

<b>Dunlop Foams Qld</b>	<b>07 3345 3644</b>
<b>Dunlop Foams VIC</b>	<b>03 9215 2020</b>
<b>Dunlop Foams WA</b>	<b>08 9417 9611</b>
<b>Joyce NSW</b>	<b>02 9821 8755</b>

All Dunlop branches listed should be able to provide buns, peel, sheets, mattress, etc. while only buns and specialty foams should be sourced from outside the company.

A major disruption to foam supply would mean temporary supply needing to be transported to the site. Preferred transport companies for supplies of stock are:

#### Refer to STATE OPERATIONS MANAGER

Transport needs would range between 6 and 14 semi trailers per day depending on the length and severity of the supply disruption.

As an alternative to this, vacuum packed buns sent via rail freight from Queensland and Melbourne may also provide a viable solution to bulk transfers.

As a disruption to the foam supply may also mean a disruption to chemical holdings, the preferred suppliers of chemicals for the site are:

<b>BASF Australia Ltd</b>	<b>03 9212 1500</b>
<b>Dow Chemicals (AUS) Ltd</b>	<b>1800 780 074</b>
<b>Shell Chemicals</b>	<b>1300 66 99 88</b>
<b>International Sales &amp; Marketing Pty Ltd</b>	<b>02 9580 2400</b>

## 9.2 Support Plan B

### MAJOR DISRUPTION TO CONVERSION PLANT AND EQUIPMENT

Upon major disruption to the conversion facility and specifically loss of machinery, the first option will be to immediately rebuild any conversion machines in local storage from all available spare parts. Should the engineering department be unable to undertake this in a minimal time frame, outside engineers are to be sourced by the engineering department to aid in the repair of machinery.

Should conversion machinery be unable to be repaired or the inability to replace the machines exists, contact with other Dunlop Foams locations needs to occur with requests for spare conversion machinery. Contact details are:

<b>Dunlop Foams Qld</b>	<b>07 3345 3644</b>
<b>Dunlop Foams VIC</b>	<b>03 9215 2020</b>
<b>Dunlop Foams WA</b>	<b>08 9417 9611</b>
<b>Dunlop Foams S.A.</b>	<b>08 8343 7555</b>

A loss of the conversion building would require a search for a lease of local or vacant building(s) capable of the capacity required for everyday operations. Commercial real estate contacts for this area are:

<b>Vincent Developments</b>	
<b>Peter Vincent</b>	<b>0418 232 538</b>

<b>Vincent Developments</b>	
<b>Mark Vincent</b>	<b>0417 232 537</b>

<b>Ray White - Wetherill Park</b>	
<b>Office</b>	<b>02 9609 7099</b>

In order to replace supplies/services the following suppliers would need to be contacted:

#### **Document Control & Computer System**

Is maintained electronically on server and are backed up with the system, recovery and equipment may need to be replaced. **Service Desk 1800 601 058**

### 9.3 Support Plan C

#### LOSS OF COLD STORE AND STOCK

A loss of the cold block store would mean loss of stock and therefore a major disruption of foam supply. In this case plan A should be referred to.

As with the loss of the conversion facilities, local buildings would be required to be leased until the return of the cold block store. Contacts for this area are:

#### Vincent Developments – Landlord

Peter Vincent: P: 02 9999 1775 M: 0418 232 538

Mark Vincent: P: 02 9999 1775 M: 0417 232 537

Should there be no vacant buildings close to the site the possibility of renting a temporary marquee would be investigated although the availability of these in the required size is unknown.

#### Which Plan to Utilise

Scenario	Probable Support Plan
Foam Plant destroyed	A
Conversion Plant destroyed	A + B
Bulk Store destroyed	A + C
Chemical Suppliers cease supply	A
Site contaminated by Chemical Spill	A with cleanup

#### Staffing Levels

The major disruption / loss of any facility on site may impact on staffing requirements. Any major disruption should see excess staff first offered their available annual leave before decisions on required staff are made. Staff may also be offered roles outside their normal duties to aid in the recovery from the incident.

Should the disruption be long and recovery take time, consideration needs to be given to the appropriate staff required for the short term with alternative arrangements being considered for staff not required in the short term. A serious loss to the conversion facility may require some staff to be relocated to other Dunlop Foams sites to guarantee production of orders continues for local customers.

## 9.4 Responsibilities for Recovery

All duties and responsibilities are for critical incident recovery only and do not in any way diminish the normal duties and responsibilities of each position.

### State Operations Manager

Following the occurrence of a critical incident, it is the role of the state manager to:

- Ensure that appropriate strategies are put in place.
- Facilitate the acquisition and appropriate application of material, staff and financial resources necessary to ensure an effective response.
- Contribute to the resolution of community and political problems, which emerge during the recovery process.
- Ensure the maximum employee involvement in the recovery process through avenues such as the safety committee.
- Ensure that both immediate and long-term employee and corporate needs are met in the recovery process.
- Ensure continuing emergency management awareness and promote as much planning as is feasible.

In order to undertake the above-mentioned functions, the state manager deeds to perform a number of specified duties. These include, but are not limited to:

- Coordinate the rebuilding and or replacement of necessary equipment or processes.
- Contact The Comfort Group IT for replacement of computers and recovery of data.
- Help the Sales Manager liase with customers to ensure continued support and reassurance of supply.
- Organise and report contingency planning to both Dunlop Foams Head Office as well as The Comfort Group Head Office.
- Ensure an incident investigation is completed via SafetyMax and recommended actions undertaken and completed.
- Liase with authorities such as the SafeWork NSW, Environment Protection Agency, Fairfield City Council and Centerlink in relation to issues such as workplace incidents, environmental issues and possible lay offs (permanent and temporary).
- Conduct daily update meetings with all designated staff and weekly assessment meetings to determine progress in recovery.
- Retain overall responsibility and accountability for the recovery of the site from the incident.
- Ensure all information is disseminated through the state manager's office to ensure effective communication.
- Communicate with the media in relation to matters concerning the incident and recovery.
- Source the replacement of communications equipment.
- Ensure all Health and Safety requirements are still met.

## **State Operations Manager**

In the event of a critical incident occurring, the operation manager has the following tasks as required in relation to the incident:

- Organise temporary premises for affected area.
- Organise rebuilding of damaged / destroyed buildings in connection with the engineering department.
- Source stock from listed organisations.
- Source machinery from listed organisations.
- Arrange replacement of adhesives from listed sources.
- Make staffing decisions in relation to numbers, shifts, and critical people.
- Ensure all activities still conform to Health and Safety requirements.
- Produce reports on recovery from conversion point of view to aid in the communication of progress.
- Ensure the integrity of surviving chemicals is not compromised.
- Ensure that any chemicals, which may have been spilt, are cleaned up in accordance with the correct legislative guidelines.
- Liase with the emergency services for a guide on the best way to minimise contamination of both our site and that of surrounding businesses.
- Liase with Dunlop Foams Head Office for technical information in relation to all aspects of production including plans for rebuilding.
- Oversee rebuilding / repair of all foam production facilities and components.
- Ensure all activities still conform to Health and Safety requirements.
- Produce reports on recovery from the foam plant point of view to aid in the communication of progress.

## **Engineering Department**

In the event of a critical incident occurring, the engineering department has the following tasks as required in relation to the incident:

- Where possible, repair all damage to site.
- Organise the reconnection of all services – phone, electricity, sewerage, gas (where applicable)
- Where possible, repair damage to machinery.
- Oversee contractors brought onto site to aid recovery.
- Produce reports on recovery from an engineering point of view to aid in the communication of progress.
- Ensure all activities still conform to Health and Safety requirements.



## **Occupational Health Safety & Environment Committee Members Workplace Health, Safety Quality & Environment Coordinator**

In the event of a critical incident occurring, the OHSE team has the following tasks as required in relation to the incident:

- Ensure that all Health, Safety & Environment requirements are being met.
- Conduct risk assessments throughout the recovery process to ensure no new hazards will be introduced to the workplace.
- Provide guidance in recovery methods that will improve the Health, Safety & Environment of the workplace.

### **Safety Advisor or Equivalent**

Assist the State Operations Manager in liaising with authorities such as SafeWork NSW, Environmental Protection Authorities.

### **9.5 After the event**

Following a critical incident, consideration needs to be given to debriefing and counselling of employees as well as a continued flow of information to the relevant people.

All debriefing and counselling is to be organised by the State Operations Manager. Should the state manager wish to assign this task to other responsible people, the state manager will still be responsible for ensuring that this task is undertaken.

A critical event is often traumatic to those involved and therefore counselling is recommended. This can be organised through:

Lexi Wooderson	Head of People & Culture	03 9449 6617	0400 064 002
Tina Armstrong	Manager of People and Culture	08 9414 0704	0409 313 827

## Section: 11 Associated Documents

TCG 2-9-001 Incident & Hazard Reporting and Investigation Procedure.
GSPI 4: T.D.I. and Other Isocyanate Spills Appendix 1: Neutralising Mixtures Appendix 2: Chemical Emergency Equipment List
GSPI 4 Chemical Emergency Equipment
GSPI 9: Basic Clean Up Procedure for Chemical Spills/Leaks.