

4 AUTHORITY NOTIFICATION PROTOCOLS

Notification to the Relevant Authorities shall only be made by the Downer Environmental Manager or Downer SEQ Manager.

The Authorities must be notified in the order as listed in Table 2 below.

Table 2

Table 2: External Contact Numbers			
Relevant Authority	Name	24 Hour Contact No.	Other Business Hours Phone No.
Emergency Services*	Fire and Rescue NSW NSW Police NSW Ambulance Service	000*	
<p>*Only ring 000 if the incident presents an immediate threat to human health or property and response by an emergency services agency is warranted. If the incident does not require an initial combat agency, or once the 000 call has been made, notify as listed below</p>			
EPA	Environment Line	131 555	N/A
Ministry of Health	Central Coast Local Health District – Gosford Office	02 4320 2111 (Gosford Hospital) - ask for Public Health Nurse on call	02 4320 2111
WorkCover	Information Line	13 10 50	N/A
Gosford City Council	24-hour Phone Service	(02) 4325 8222	(02) 4325 8222
Fire & Rescue NSW	Operational Communications	1300 729 5791	1300 729 579

1. Although the EPA's Incident Notification Protocol identifies 000 as the contact number for Fire and Rescue NSW, Downer EDI Works has been advised that 000 must only be used for emergency calls which present an immediate threat to human health or property.

Relevant Information required to be given to the Relevant Authorities when making a notification is specified in Section 150 of the POEO Act 1997 as follows:

- (c) the time, date, nature, duration and location of the incident
- (d) the location of the place where pollution is occurring or is likely to occur
- (e) the nature, the estimated quantity or volume and the concentration of any pollutants involved
- (f) the circumstances in which the incident occurred (including the cause of the incident (if known))
- (g) the action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution
- (h) other information prescribed by the regulations.

The Downer Environmental Manager or Downer SEQ Manager is required to report the information as known at the time of the notification. If the information required by (c), (d) or (e) above is not known at the time of initial notification but becomes known afterwards it must be reported to each authority immediately after it becomes known.

5 COMMUNICAITON NOTIFICAITON PROTOCOLS

The Downer Community Liaison Team lead by the Downer Community Liaison Manager coordinates all community and stakeholder communications and interactions for the GPL Project. The community liaison and notification protocols prescribed within the Community Liaison Plan are to be adhered to by all contractors working under the EPL 20269, and include measures such as:

- Publication of incident-related information on Project website.
- Approval and distribution of letter-box drops.
- Individual briefings of affected residents.

Mechanisms for early warnings and ongoing regular updates to the community for pollution incidents that have caused or are threatening material to the environment may include:

- doorknock of residents, businesses and others (e.g. schools) potentially impacted by the incident
- phone contact/messages using the Consultation Manager System database
- distribution of advice to residents, businesses and vehicle owners, pedestrians, commuters and schools, as required
- publication of information on the Project website
- dissemination of information to local and metropolitan media
- liaison with local council and other government stakeholders
- liaison with utilities providers
- installation of temporary directional signage

In the event of a pollution incident which has the potential to impact the local community, the Downer Community Liaison Manager shall advise the TfNSW Community Engagement Manager, who shall determine, in consultation with the Downer Environment Manager, community notification required, and the mechanisms by which notification shall be made.

Notification to any residents, businesses or other premises that may be affected by the pollution incident shall include the following information:

- Details of the pollution incident and extent of impact (as known at the time)
- Safety warnings and recommendations to prevent / minimise impacts, if required
- Potential impacts on the operation of local businesses, if required.

The area and thus extent of the local community which may be affected by a pollution incident is dependent on the vector, the meteorological conditions and the type/quantity of the pollutant released. The Downer Community Liaison Manager, in consultation with the Downer Environment Manager, TfNSW and other personnel as required, shall determine the geographical extent of the public notification and details to be provided in the notification.