



4 Authority Notification Protocol

Where the pollution incident requires notification to the relevant Regulatory Authority and Other Authorities, the NSRU Alliance Environmental Manager shall notify John Holland's Operations Environment Manager NSW/ACT, TfNSW's Environmental Planning Manager, Senior Manager Environment, the EMR and Project Manager immediately.

Further advice will be sought before determining if the incident requires notification and if the incident is determined to be a pollution incident then all authorities listed in Table 4 shall be notified **immediately**.

Table – Section 4.0 Authority Notification Protocol

Relevant Authority	Name	24 Hr Contact No.	Other Business HR Phone No.
Emergency Services	Fire and Rescue NSW	000*	
*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.			
EPA	Environmental Line	131555	N/A
Ministry of Health	Sydney Zone (Camperdown Office)	02 95156111(Royal Prince Alfred Hospital)-ask for Public Health Officer on call	02 9515 9420 - ask for Public Health Officer
Work Cover	Information Line	13 10 50	N/A
City of Canada Bay Council	24-hour Phone Service	9911 6555	9911 6555
Strathfield Municipal Council	24-hour Phone Service	9748 9999	9748 9999
Emergency Services	Fire and Rescue NSW	000	

Majority of works occur within the City of Canada Bay Council LGA. Only minor Railcorp services works will occur within the Strathfield Municipal Council LGA.

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:

- a) 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
- c) the nature, the estimated quantity or volume and the concentration of any pollutants involved



- d) the circumstances in which the incident occurred (including the cause of the incident (if known))
- e) the action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution
- f) other information prescribed by the regulations.

The NSRU Environmental 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 Community Notification Protocol

The NSRU Community Manager in consultation with TfNSW Community Engagement Manager coordinates all community and stakeholder communications and interactions for the Project.

The community liaison and notification protocols prescribed within the TfNSW Standard Requirements (i.e. TSR-C1) are to be adhered to by all contractors working under the EPL 20241, and include measures such as:

- Approval and distribution of letter-box drops.
- Individual briefings of affected residents.
- Complaint Management

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 contacts within TfNSW Consultation Manager database
- distribution of advice to residents, businesses and vehicle owners, pedestrians, commuters and schools as required
- publication of information on the TfNSW/ John Holland website
- dissemination of information to local and metropolitan media via TfNSW
- 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 NSRU Community Manager shall advise the TfNSW Community Engagement Manager, who shall determine, in consultation with the NSFC Project Director, TfNSW Principal Manager Community Engagement and TfNSW Principal Manager Environment, if community notification is 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 NSRU Community Manager, in consultation with the TfNSW Senior Manager Environment and other personnel as required, shall determine the geographical extent of the public notification and details to be provided in the notification.

The NSRU Spill Response and Management Procedure including Map provided in Appendix A shows the area in the vicinity of the Project that is reasonably likely to be affected by a pollution incident.