

This Pollution Incident Response Management Plan must be prepared for all Projects based in NSW that hold an Environment Protection Licence (EPL), or for any project if directed to prepare one by the Environment Protection Authority.

1 External Notification Protocol

The following authorities must be contacted in the order below

Authority	Name	Contact	After Hours Contact
Emergency Services	Fire and Rescue NSW Police NSW Ambulance Service	000*	N/A

*** Only ring 000 if the incident presents an immediate threat to human health or property and requires Emergency Services. If the incident does not require an initial combat agency or once the 000 call has been made, notify as listed below**

EPA	Pollution Line	131 555	N/A
Ministry of Health	Public Health Unit – Parramatta ¹	02 9840 3603 or 02 98403708	
	Public Health Unit – Northern Sydney Area ²	02 9477 9400	
WorkCover	Information Line	131 050	
Hills Shire Council ¹	Customer Contact Centre	02 9843 0555	N/A
Hornsby Council ²	Customer Contact Centre	02 9847 6666	N/A
Blacktown City Council ³	Customer Contact Centre	(02) 9839 6000	
Fire and Rescue	Operational Communications	1300 729 579	

¹ This number is to be used for Bella Vista, Norwest, Showground and Castle Hill Worksites

² This number is to be used for Cherrybrook, Cheltenham and Epping Worksites.

³ This number is to be used for Rapid Transit Rail Facility, Cudgegong Road, Kellyville, Rouse Hill worksites.

- Determine the Local Government Area(s) relevant to the incident and only notify relevant Council(s).
- Although the EPA's Incident Notification Protocol identifies 000 as the contact number for Fire and Rescue NSW, NRT has been advised that the number listed here should be used for pollution incident notifications and that 000 must only be used for emergency calls.

When notifying authorities that a pollution incident has occurred, the following information must be provided:

- The time, date, nature, duration and location of the incident
- 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
- The circumstances in which the incident occurred (including the cause of the incident, if known)
- The action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution, if known.

The information required is the information known to the person notifying the incident when the notification is required to be given.

If the information required to be included in a notice of a pollution incident under items (c), (d) or (e) is not known when the initial notification is made but becomes known afterwards, that information must be notified immediately after it becomes known

2 Community Notification and Action Protocol

The NRT Community and Stakeholder Relations Manager coordinates the community and stakeholder interactions for the project in accordance with the Community Liaison Implementation Plan.

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/ NRT 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

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.