

Emergency Response Plan Guide



Involved in an incident?

Step 1: Call '000' if an emergency

Step 2: Call 1800 (The number displayed on the Emergency Information Panel)

Purpose

This document has been developed to assist personnel effectively prepare an Emergency Response Plan and manage a transport vehicle incident or emergency. This document covers when engaged to transport general freight across Australia. An Emergency Response Plan is only effective if everyone involved knows what they are expected to do in an emergency and able to do it properly, which requires regular training, mock emergency simulations and Emergency Response Plan updates

Objective: Every Emergency Response Plan should:

1. Facilitate a rapid and effective emergency response and recovery;
2. Minimise any adverse effect on people, brand, damage to property or harm to the environment in a transport emergency;
3. Provide assistance to emergency and security services; and
4. Communicate vital information to all relevant persons involved in the transport emergency (both internal personnel and external agencies) with minimal delay.

Scope: This general Emergency Response Plan document covers incidents where a specialised Transport Emergency Response Plan (TERP) has not been developed. These incidents include any on-road incidents including:

- Any vehicle accident where any person (including the driver) has sustained injuries
- Single-vehicle incidents where ANY damage/spilling of load has occurred.
- Multi-vehicle incidents where ANY damage/spilling of load has occurred.
- Minor or major vehicle breakdowns where assistance is required.
- The salvage and recovery of an incident and the assets involved.

A specialist TERP is required for the following general areas:

- Where specific freight is classed as dangerous
 - Where the freight task takes a driver to extremely remote areas.
- transports the following goods across the following routes across with depots in

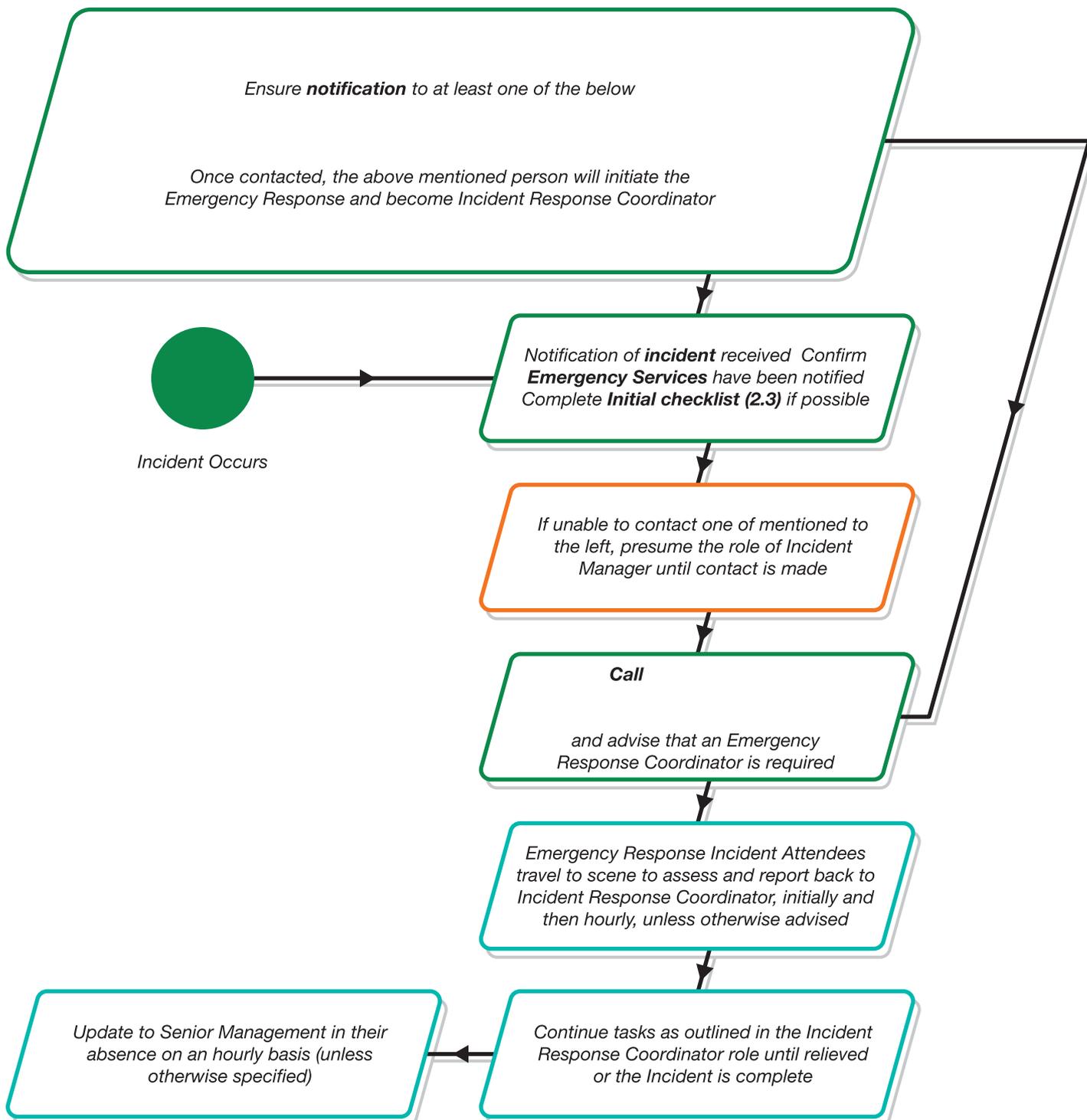
The TERP should be designed to cover transport emergencies in all of these locations.

Products Carried	Main Routes	DG Class	HAZCHEM	UN Number

General Incident Severity Categorisation

In the event of a transport incident, the following table is to be used as a resource to determine the severity and potential impact to and the relevant response required.

Category	Safety	Financial Loss	Environmental Impact	Publicity	Customer Service
Serious CAT 1	Fatality or multiple injuries or life threatening injuries Notifiable injury to State Authority Attendance of Work-Cover or other government body	Potential impact greater than	Major environmental impact, over 1 year to return to pre-incident state Regulatory Authorities involved Loss of product >	Adverse international or national attention	Major loss of service to customers
Significant CAT 2	Loss time injury Serious individual injury	Potential loss of between	Significant pollution – expected to recover to pre-incident condition within 1 year Loss of product	Local media attention	Signiant loss or impact on service
Moderate CAT 3	Medically Treated Injury	Potential loss > and ≤	Significant pollution – expected to recover to pre-incident condition within 1 year Loss of product	Minor local public and media attention	Minor impact on services
Minor CAT 4	First Aid Treatment	Minor loss <	Undetectable impact to environment	Public concern restricted to complaints	Minimal loss of service
Discreet CAT 5	No medical treatment required	Loss limited to minor repairs to equipment	Minimal to no impact on environment Any spillage able to be stopped temporarily (turning off valve, etc.)	Publicity limited to any third parties directly involved	No loss of service to customers/ suppliers
Breakdown (Major)	Vehicle on roadway and obstructing traffic, driver in potential danger	Potential for large financial loss	Towing or major repairs required and impacting traffic and other environmental factors	Public concern and attention	Significant loss or impact on service
Breakdown (Minor)	Vehicle completely off road and safe and no injury sustained	Potential for large financial loss	Repairs can be conducted on-site and 0 – no damage or impact on surrounding areas	No concerns	Minor impact/ delay on services



Remember: All actions must be documented on a copy of the Emergency Response Notes

1.0

EMERGENCY RESPONSE PLAN ACTIVATION

1.1 Roles and Responsibilities - During Incident Response

Role Name	Key Responsibilities Following Incident	Active During	Incident Lead
Driver	<ul style="list-style-type: none"> Where safe/applicable, stop any further damage/spillage Clear and secure incident scene to protect self and public <ul style="list-style-type: none"> Where dangerous goods are involved, please refer to Dangerous Goods TERP Provide as much information as possible to stakeholders including Emergency Response, Call Centre and Management 	All Incidents	<ul style="list-style-type: none"> Immediately when the incident occurs Handover once response coordinator is available
Incident Response Coordinator	<ul style="list-style-type: none"> Where required, notify relevant workplace health and safety resources and environmental and regulatory authorities. Situation appraisal and determine severity categorisation Ensure relevant response is provided based on situation appraisal Attend the incident Coordinate with Emergency Response Service Provider to recover product and/ or vehicle, clean-up site to satisfaction of EPA or local council etc. Incident Controller once Emergency Services hands over site Liaise with Emergency Services Gather any other relevant information for investigation Liaise with relevant business stakeholders (refer to activation plan) Document all relevant information pertinent to final Incident Report 	Where required (refer to severity matrix in document Above)	On the ground during active incident
Emergency Response Service Provider <i>Where required, this role may also include responsibilities of the Incident Response Coordinator (refer to Specialist TERP Requirements)</i>	<ul style="list-style-type: none"> Tend to driver's welfare Provide photographic evidence of incident Engage all necessary external Suppliers Liaise with Equipment Manager for transshipping of load when required. Document all relevant information pertinent to final Incident Report Provide support to Incident Response Coordinator regarding external suppliers and any information requirements. Provide network of external suppliers based on incident type and severity 	Where required	On the ground during active incident where required
Senior Management/ Business Representative	<ul style="list-style-type: none"> Manage all response to media (if applicable) Review accident / incident reports Handle any escalation from incident as required Attend any serious incidents within reasonable travel time, or if requested by Authorities, Senior Management or Response Co-ordinator If any employee sustains any injuries or hospitalization has occurred ensure that immediate contact is made with relevant family member and organize all assistance required Assist Incident Response Co-ordinator with information if requested, along with details in relation to transporting of cargo and equipment. If required, liaise with Emergency Services and Authorities at scene Notify all relevant Management in regards to status of incident Notify customers On receipt of all relevant reports and information ensure that all internal reports are formulated and distributed to relevant personnel. 	Public concern restricted to complaints	Minimal loss of service

Note: Some of these roles may be one and the same depending on the size of your business. For example, senior management might also be the Business Representative and Incident Response Coordinator.

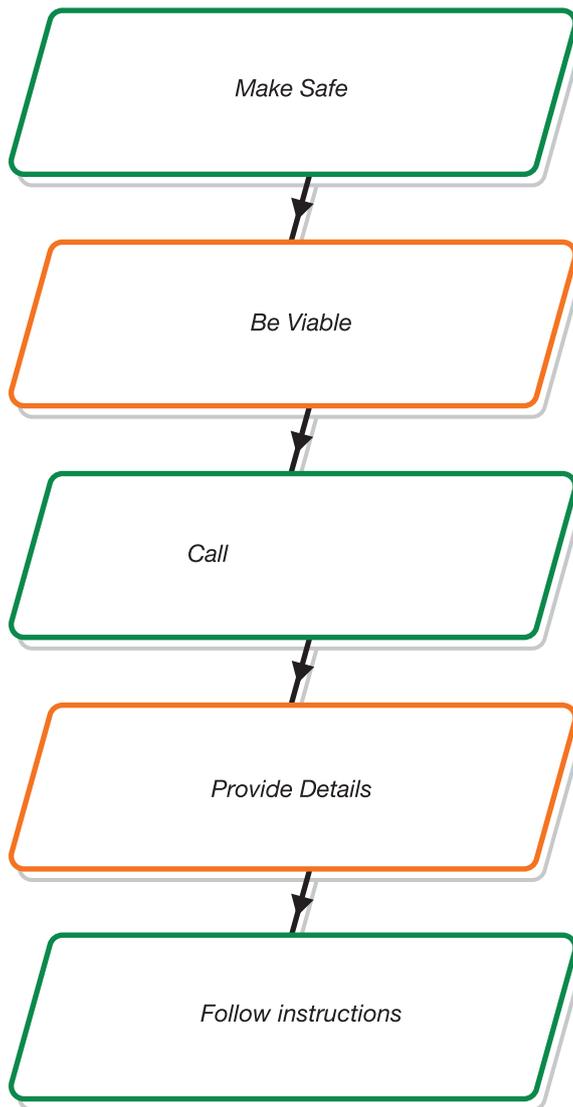
2.0

DRIVER INSTRUCTION

2.1. Quick Driver Response Guide - Incident

Generic example below for you to change

- Put hazard lights on
- Move onto the shoulder where safe and possible



Do not try and work on the truck yourself

- Stay safe and clear of the truck
- Leave the vehicles cabin or bonnet down (so others don't stop to help)

Once the truck is off the road:

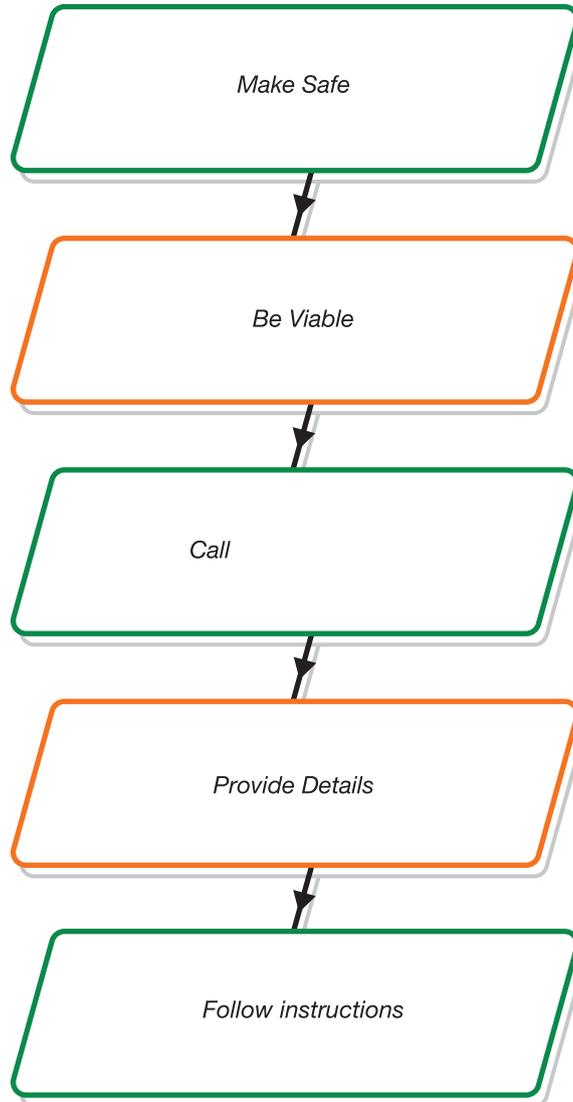
- keep hazard lights on
- set up warning triangles
- Try not to park on blind corners,etc.

You will need to know:

- **Basic:** (Personal details/ Location/Time/Weather)
- **Situation:** (Repaired on site or Tow/any present danger)
- **Load and vehicle:** (Rego(s)/ Goods Carried)

2.2. Quick Response Guide - Breakdown

- Put hazard lights on
- Move onto the shoulder where safe and possible



Do not try and work on the truck yourself

- Stay safe and clear of the truck
- Leave the vehicles cabin or bonnet down (so others don't stop to help)

Once the truck is off the road:

- keep hazard lights on
- set up warning triangles
- Try not to park on blind corners, etc.

You will need to know:

- **Basic:** (Personal details/ Location/Time/Weather)
- **Situation:** (Repaired on site or Tow/any present danger)
- **Load and vehicle:** (Rego(s)/ Goods Carried)

2.3. Media

No Employee is to speak to the media, instead they are to be directed to the assigned business rep or senior management.

The below general statement to be used as a guide by the Senior Management or appointed Business Representative only;

"At (insert time and date) an incident involving our premises/vehicle occurred at It appears that the incident occurred during loading/unloading procedures. OR. We are unable to ascertain at this moment the cause of the incident. Our personnel who have been trained to handle such emergencies have implemented our emergency response procedures without delay. Our Company Directors will be happy to respond to your questions further after the matter has been thoroughly investigated."

2.4. Initial Notification Checklist

Date:	
Time:	
Location: <ul style="list-style-type: none"> • Town • State • Closest cross road or exit 	
Vehicle or trailer rego:	
Caller's name:	
Caller's return phone number:	
Have Emergency Services been called?	
Brief description of incident: <ul style="list-style-type: none"> • Fire, spill, traffic accident • Vehicle upright or overturned • Road blocked • Vehicle leaking or container leaking? • Is the incident controlled or escalating? • Could the public be at risk? 	
Brief description of injuries <ul style="list-style-type: none"> • Are there any injuries / fatalities? • Extent of injuries • Number of people injured • Has assistance been arranged? 	
Products on vehicle <ul style="list-style-type: none"> • If DGs, UN number on side of tanker • Shipping name on tanker • Can the driver assist, product, quantity • Are any products leaking? • Are leaks controlled, if not, volume, where is leak and where is it heading 	
Scene <ul style="list-style-type: none"> • Are emergency services on scene • Is the road blocked?- Is there a risk of fire, ignition sources • Position of the vehicle, up right or on side • Which side is the vehicle laying (if applicable) • Weather conditions 	

3.3. Modification History

Date	Version	Modification	Author	Approval

3.4. Distribution List

Name	Position	Location	Office Number	Mobile Number

3.5. Maintenance of Response and Personal Protective Equipment

Name	Location	Responsible Person	Last Maintained

3.6. Emergency Response Guides Used

Name	Distributed to	Location of soft copy	Last Reviewed Date

3.7. Emergency Response Training

Name	People Involved	Date Conducted	Outcome

Appendix 1

SUPPORTING DOCUMENTS

Below is a list of other nti Risk Tools which may assist you in Incident and Emergency Response

Name	Location

The Heavy Vehicle National Law (HVNL) and regulations imposes a primary duty in the chain of responsibility. Businesses are required to comply by identifying their risks, and develop and implement control measures tailored to their circumstances. This document is a **guide only** and does not contain a definitive list of Heavy Vehicle National Law and regulatory requirements. To meet your obligations under the HVNL and regulations you are required to seek independent advice to assess your circumstances

National Transport Insurance is a joint venture of the insurers Insurance Australia Limited trading as CGU Insurance ABN 11 000 016 722 AFSL 227681 and AAI Limited trading as Vero Insurance ABN 48 005 297 807 AFSL 230859 each holding a 50% share. National Transport Insurance is administered on behalf of the insurers by its manager NTI Limited ABN 84 000 746 109 AFSL 237246.