



POLLUTION INCIDENT MANAGEMENT RESPONSE PLAN  
TRANSPORT - 7432

DOCUMENT REVIEW

REVISION DATE	REVISION DETAILS	AUTHOR
28/07/2016	Original Version	Nathan Hines
10/09/2021	Updated format & compliant form	Freya Leach
14/03/2022	Updated CEO details	Freya Leach
14/03/2023	Update training information & position titles	Freya Leach

## INTRODUCTION

Cleanway Group Pty Ltd holds an Environment Protection Licence with the NSW Environment Protection Authority (EPA) for the transport of trackable waste. As per the Protection of the Environment Operations Act 1997 (the POEO Act), the holder of an Environment Protection Licence must prepare, keep, test and implement a pollution incident response management plan (PIRMP) that complies with Part 5.7A of the POEO Act in relation to the activity to which the licence relates. If a pollution incident occurs in the course of an activity so that material harm to the environment (within the meaning of section 147 of the POEO Act) is caused or threatened, the person carrying on the activity must immediately implement this plan in relation to the activity required by Part 5.7A of the POEO Act. A written copy of this plan is kept where the activity takes place. The plan is made available on request by an authorised NSW EPA Officer and to any person who is responsible for implementing this plan. Parts of the plan is accessible on the Cleanway website and by providing a copy of the plan to any person who makes a written request. The sections of the plan that are required to be publicly available are set out in clause 98D of the Protection of the Environment Operations Act 1997 and the Protection of the Environment Operations (General) Regulation 2009 and the Protection of Environment (Waste) Regulation 2014. This Pollutions Incident Response Management Plan (PIRMP) covers the key actions to minimise the occurrence of a pollution incident and manage a pollution incident if one occurs (during and after a pollution incident). This document has been prepared for managing the impact to human health (employees and nearby neighbours) and the environment (onsite and offsite).

## ENVIRONMENTAL PROTECTION LICENCE (EPL) DETAILS

EPL DETAILS	
Name of licensee	Cleanway Group Pty Ltd
EPL number	7432
Does the company have multiple sites for garaging waste transporter vehicles?	No
Company or business contact details	Cleanway Group Pty Ltd
Name of person responsible	Greg Beilby
Position	CEO
Business hours contact	0400 703 395
After hours contact	0400 703 395
Email	<a href="mailto:gregb@cleanway.com.au">gregb@cleanway.com.au</a>
Website address	<a href="http://www.cleanway.com.au">http://www.cleanway.com.au</a>
Scheduled activity on EPL	Transport of trackable waste
Fee based activity on EPL	Transport of category 1 trackable waste Transport of category 2 trackable waste

## POLLUTION INCIDENT – PERSON/S RESPONSIBLE

The following contact details are 24 hour contacts including an alternative person should the primary contact be unavailable.

PIRMP ACTIVATION – PRIMARY CONTACT	
Name of person responsible	Dave Smith
Position	Operations Manager
Business hours contact	0411 422 127
After hours contact	0411 422 127
Email	<a href="mailto:david.smith@cleanway.com.au">david.smith@cleanway.com.au</a>

PIRMP ACTIVATION – SECONDARY CONTACT	
Name of person responsible	Peter Dickey
Position	CCO
Business hours contact	0411 603 683
After hours contact	0411 603 683
Email	<a href="mailto:peter@cleanway.com.au">peter@cleanway.com.au</a>

NOTIFYING RELEVANT AUTHORITIES	
Name of person responsible	Freya Leach
Position	Environment Manager
Business hours contact	0428 930 422
After hours contact	0428 930 422
Email	<a href="mailto:freya@cleanway.com.au">freya@cleanway.com.au</a>

MANAGING RESPONSE TO POLLUTION INCIDENT	
Name of person responsible	Dave Smith
Position	Operations Manager
Business hours contact	0411 422 127
After hours contact	0411 422 127
Email	<a href="mailto:david.smith@cleanway.com.au">david.smith@cleanway.com.au</a>

## NOTIFICATION OF RELEVANT AUTHORITIES

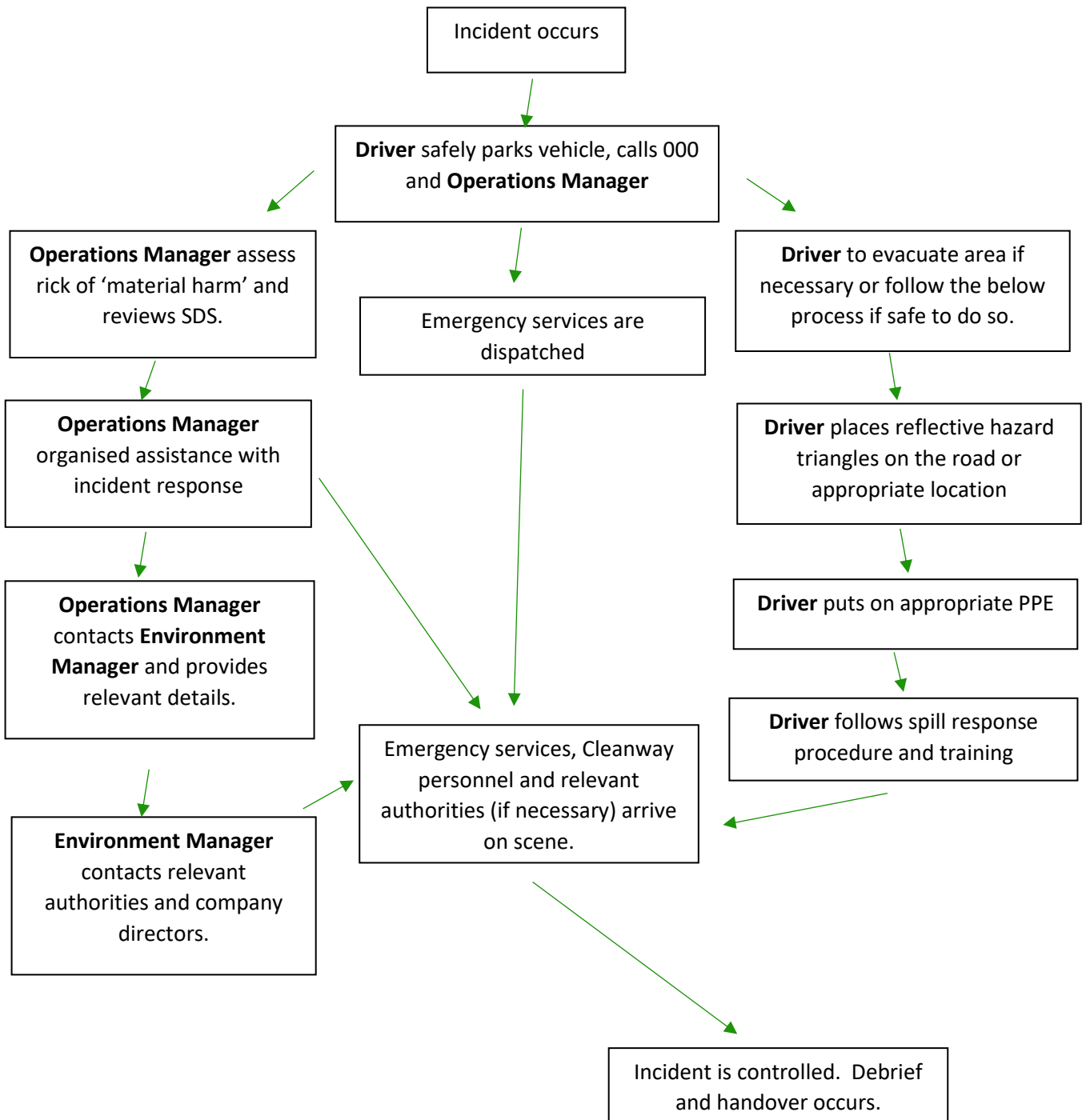
As part of Part 5.7A of the POEO Act, in case of a pollution incident that causes or threatens to cause material harm to the environment, the relevant authorities are to be contacted and include:

DETAILS OF RELEVANT AUTHORITIES	
Fire & Rescue NSW and or Rural Fire Services	000 (first notification)
Environment Protection Authority	131 555
Health NSW – Local Hospital	Refer to Appendix A
SafeWork NSW	131 050
Local Council	Refer to Appendix B
Sydney Water	132 092

## NOTIFICATION OF LOCAL COMMUNITY

Notification of the local community is to be led by the incident controller for the emergency services (NW Police Force or Fire & Rescue NSW / Rural Fire Service).

## ACTIONS TO BE TAKEN IN A POLLUTION INCIDENT



After a pollution incident occurs the following shall be completed;

- An incident report form will be completed (Appendix C)
- A detailed incident investigation will be conducted
- A report will be send to Cleanway Group heading office and relevant authorities.

If Cleanway Group were notified of the pollution incident by the public, then the complaint shall be logged as per the Community Complaints Form (Appendix D).

All staff and contractor will received the necessary refresher training, and the key outcomes of the incident investigation will be reported to staff.

## PRE-EMPTIVE ACTIONS

Cleanway Group Pty Ltd has conducted a risk assessment for the transportation of waste and identified appropriate control measures to reduce / eliminate the risks to human health and or the environment. All Cleanway Group drivers are regularly educated on this document and have implemented pre-emptive actions to minimise or prevent the risk of harm to human health or the environment. The actions include;

- Daily visual checks on all Cleanway Group vehicles prior to leaving the licenced facility;
- Weekly details pre-start checks on Cleanway Group vehicles;
- Regular maintenance and servicing on all vehicles and equipment;
- All waste is transported in a safe and secure manner in accordance with the load restraint guide;
- All waste is appropriately segregated and transported as per the Australian Dangerous Goods Code (ADG Code);
- Cleanway Group drivers are to have a dangerous goods manifest on hand and correctly placard vehicle for easy identification should an incident occur (where applicable);
- All Cleanway Group vehicles are to carry a copy of the dangerous goods initial emergency response guide (where applicable);
- All staff are to hold relevant licences and ensure they are kept up to date.

As well as the above actions, regular maintenance is carried out on all vehicles and the safety equipment to ensure it remains compliance and operational. Checks are carried out internally as part of the weekly pre-start and externally as per the below schedule;

EQUIPMENT	LOCATION	FREQUENCY
Vehicle		Every 10,000 Km
Fire extinguisher	Inside cab / outside trailer	6 monthly
Load restraints	Within trailer	With vehicle service
Spill kit	Toolbox / cab	3 monthly
PPE	Inside cab	3 monthly
First aid kit	Inside cab	6 monthly

## STAFF TRAINING

All relevant staff are to be trained on this document at least every 12 months or within 1 month of an incident occurring. The requirements of the PIRMP are outlined in the site induction for all new employees and contractors. A toolbox talk outlining the key components of the PIRMP are presented to all Cleanway Group staff and contractors. The objective of training is to ensure all staff and contractors are aware of the key steps to manage a pollution incident.

## TESTING OF PIRMP

TEST DATE	DETAILS OF TEST	TESTED BY	FINDINGS OF TEST
15/06/2018	Pollution incident simulation	Nathan Hines	Refer to Implemental Report dated 15/06/2018
21/06/2019	Spill situation involving use of updated spill kits	Bronwyn Sperring	None
22/05/2020	Spill situation involving use of stormwater shut off valve. Evacuation drill (bomb threat). First Aid	Bronwyn Sperring	Book additional staff for first aid
06/09/2021	Simulation of a Sodium Hypochlorite spill during unloading	Freya Leach	Transport PIRMP requires updating. Drivers need training on document
23/09/2022	Theory Assessment, talked through steps to be taken in case of a fire occurring on vehicle. Checked vehicles for safety equipment.	Freya Leach	Additional escape masks to be purchased for vehicles to comply with ADG Code

## APPENDIX A – CONTACT DETAILS FOR PUBLIC HEALTH LOCATIONS NSW

POSTCODE	HEALTH UNIT	PHONE	AFTER HOURS
2050	Camperdown	02 9515 9420	02 9515 6111 (ask for public health officer)
2250	Gosford	02 4320 9730	02 4320 2111 (ask for public health nurse)
2077	Hornsby	02 9477 9400	02 9477 9123 (ask for public health officer)
2036	Population Health	02 9700 3225	1300 076 267 (option 1)
1871	Liverpool	02 8778 0855	02 9828 3000 (ask for public health officer)
2287	Newcastle	02 4924 6477	02 4924 6477 (ask for public health officer)
2150	Parramatta	02 9840 3603	02 9845 5555 (ask for public health officer)
2751	Penrith	02 9382 8333	02 9382 2222 (ask for public health nurse)
2500	Wollongong	02 4221 6700	02 4222 5000 (ask for public health officer)
2640	Albury	02 6080 8900	02 6080 8900 (ask for public health officer)
2795	Bathurst	02 6330 5880	0428 400 526
2880	Broken Hill	08 8080 1499	08 8080 1333 (ask for public health officer)
2830	Dubbo	02 6809 8979	02 6885 8666 (ask for public health officer)
2580	Goulburn	02 4824 1837	02 6080 8900 (ask for public health officer)
2480	Lismore	02 6620 7585	0428 882 805
2444	Port Macquarie	02 6589 2100	0428 882 805
2348	Tamworth	02 6764 8000	02 6764 8000 (ask for public health officer)

## APPENDIX B – CONTACT DETAILS FOR LOCAL COUNCILS IN NSW

<b>SYDNEY METRO</b>			
<b>POSTCODE</b>	<b>COUNCIL</b>	<b>PHONE</b>	<b>EMAIL</b>
2216	Bayside Council	1300 581 299	council@bayside.nsw.gov.au
2148	Blacktown City Council	02 9839 6000	council@blacktown.nsw.gov.au
2780	Blue Mountains City Council	02 4780 5000	council@bmcc.nsw.gov.au
2134	Burwood Council	02 9911 9911	council@burwood.nsw.gov.au
2570	Camden Council	02 4654 7777	mail@camden.nsw.gov.au
2560	Campbelltown City Council	02 4645 4000	council@campbelltown.nsw.gov.au
2200	Canterbury Bankstown Council	9707 9000	council@cbcity.nsw.gov.au
2047	City of Canada Bay Council	02 9911 6555	council@canadabay.nsw.gov.au
2150	City of Parramatta Council	1300 617 058	council@cityofparramatta.nsw.gov.au
2112	Council of the City of Ryde	02 9952 8222	cityofryde@ryde.nsw.gov.au
2000	Council of the City of Sydney	02 9265 9333	council@cityofsydney.nsw.gov.au
2160	Cumberland Council	02 8757 9000	council@cumberland.nsw.gov.au
2176	Fairfield City Council	02 9725 0222	mail@fairfieldcity.nsw.gov.au
1481	Georges River Council	02 9330 6400	mail@georgesriver.nsw.gov.au
2756	Hawkesbury City Council	02 4560 4444	council@hawkesbury.nsw.gov.au
2131	Inner West Council	02 9392 5000	council@innerwest.nsw.gov.au
2072	Ku-ring-gai Council	02 9424 0000	kmc@kmc.nsw.gov.au
2066	Lane Cove Municipal Council	02 9911 3555	lccouncil@lanecove.nsw.gov.au
2170	Liverpool City Council	1300 362 170	lcc@liverpool.nsw.gov.au
2088	Mosman Municipal Council	02 9978 4000	council@mosman.nsw.gov.au
2060	North Sydney Council	02 9936 8100	council@northsydney.nsw.gov.au
2099	Northern Beaches Council	1300 434 434	council@northernbeaches.nsw.gov.au
2750	Penrith City Council	02 4732 7777	council@penrithcity.nsw.gov.au
2031	Randwick City Council	1300 722 542	council@randwick.nsw.gov.au
2135	Strathfield Municipal Council	02 9748 9999	council@strathfield.nsw.gov.au
2232	Sutherland Shire Council	02 9710 0333	ssc@ssc.nsw.gov.au
2110	The Council of the Municipality of Hunters Hill	02 9879 9400	council@huntershill.nsw.gov.au
2077	The Council of the Shire of Hornsby	02 9847 6666	hsc@hornsby.nsw.gov.au
2153	The Hills Shire Council	02 9843 0555	council@thehills.nsw.gov.au
2022	Waverley Council	02 9083 8000	waver@waverley.nsw.gov.au
2067	Willoughby City Council	02 9777 1000	email@willoughby.nsw.gov.au
2571	Wollondilly Shire Council	02 4677 1100	council@wollondilly.nsw.gov.au
2028	Woollahra Municipal Council	02 9391 7000	records@woollahra.nsw.gov.au





REGIONAL NSW			
POSTCODE	COUNCIL	PHONE	EMAIL
2640	Albury City Council	02 6023 8111	info@alburycity.nsw.gov.au
2350	Armidale Regional Council	1300 136 833	council@armidale.nsw.gov.au
2478	Ballina Shire Council	02 6686 4444	council@ballina.nsw.gov.au
2715	Balranald Shire Council	03 5020 1300	council@balranald.nsw.gov.au
2795	Bathurst Regional Council	02 6333 6111	council@bathurst.nsw.gov.au
2550	Bega Valley Shire Council	02 6499 2222	council@begavalley.nsw.gov.au
2454	Bellingen Shire Council	02 6655 7300	council@bellingen.nsw.gov.au
2712	Berrigan Shire Council	03 5888 5100	mail@berriganshire.nsw.gov.au
2671	Bland Shire Council	02 6972 2266	council@blandshire.nsw.gov.au
2799	Blayney Shire Council	02 6368 2104	council@blayney.nsw.gov.au
2825	Bogan Shire Council	02 6835 9000	admin@bogan.nsw.gov.au
2840	Bourke Shire Council	02 6830 8000	bourkeshire@bourke.nsw.gov.au
2839	Brewarrina Shire Council	02 6830 5100	breshire@brewarrina.nsw.gov.au
2880	Broken Hill City Council	08 8080 3300	council@brokenhill.nsw.gov.au
2482	Byron Shire Council	02 6626 7000	council@byron.nsw.gov.au
2866	Cabonne Council	02 6392 3200	council@cabonne.nsw.gov.au
2652	Carrathool Shire Council	02 6965 1900	council@carrathool.nsw.gov.au
2259	Central Coast Council	02 4350 5555	ask@centralcoast.nsw.gov.au
2836	Central Darling Shire Council	08 8083 8900	council@centraldarling.nsw.gov.au
2325	Cessnock City Council	02 4993 4100	council@cessnock.nsw.gov.au
2790	City of Lithgow Council	02 6354 9999	council@lithgow.nsw.gov.au
2463	Clarence Valley Council	02 6643 0200	council@clarence.nsw.gov.au
2835	Cobar Shire Council	02 6836 5888	mail@cobar.nsw.gov.au
2450	Coffs Harbour City Council	02 6648 4000	coffs.council@chcc.nsw.gov.au
2701	Coolamon Shire Council	02 6930 1800	council@coolamon.nsw.gov.au
2829	Coonamble Shire Council	02 6827 1900	council@coonambleshire.nsw.gov.au
2590	Cootamundra-Gundagai Regional Council	1300 459 689	mail@cgrc.nsw.gov.au
2794	Cowra Shire Council	02 6340 2000	council@cowra.nsw.gov.au
2830	Dubbo Regional Council	02 6801 4000	council@dubbo.nsw.gov.au
2420	Dungog Shire Council	02 4995 7777	shirecouncil@dungog.nsw.gov.au
2710	Edward River Council	03 5898 3000	council@edwardriver.nsw.gov.au
2537	Eurobodalla Shire Council	02 4474 1000	council@esc.nsw.gov.au
2646	Federation Council	02 6033 8999	council@federationcouncil.nsw.gov.au
2871	Forbes Shire Council	02 6850 2300	forbes@forbes.nsw.gov.au
2827	Gilgandra Shire Council	02 6817 8800	council@gilgandra.nsw.gov.au
2370	Glen Innes Severn Council	02 6730 2300	council@gisc.nsw.gov.au
2580	Goulburn Mulwaree Council	02 4823 4444	council@goulburn.nsw.gov.au
2644	Greater Hume Shire Council	02 6036 0100	mail@greaterhume.nsw.gov.au
2680	Griffith City Council	02 6962 8100	admin@griffith.nsw.gov.au
2380	Gunnedah Shire Council	02 6740 2100	council@infogunnedah.com.au
2404	Gwydir Shire Council	02 6724 2000	mail@gwydir.nsw.gov.au
2711	Hay Shire Council	02 6990 1100	mail@hay.nsw.gov.au

2594	Hilltops Council	02 6380 1200	mail@hilltops.nsw.gov.au
2360	Inverell Shire Council	02 6728 8288	council@inverell.nsw.gov.au
2663	Junee Shire Council	02 6924 8100	customerserviceteam@junee.nsw.gov.au
2440	Kempsey Shire Council	02 6566 3200	ksc@kempsey.nsw.gov.au
2474	Kyogle Council	02 6632 1611	council@kyogle.nsw.gov.au
2877	Lachlan Shire Council	02 6895 1900	council@lachlan.nsw.gov.au
2284	Lake Macquarie City Council	02 4921 0333	council@lakemac.nsw.gov.au
2705	Leeton Shire Council	02 6953 0911	council@leeton.nsw.gov.au
2480	Lismore City Council	1300 878 387	council@lismore.nsw.gov.au
2343	Liverpool Plains Shire Council	02 6746 1755	lpssc@lpssc.nsw.gov.au
2656	Lockhart Shire Council	02 6920 5305	mail@lockhart.nsw.gov.au
2320	Maitland City Council	02 4934 9700	info@maitland.nsw.gov.au
2428	Mid-Coast Council	02 6591 7222	council@midcoast.nsw.gov.au
2850	Mid-Western Regional Council	1300 765 002	council@midwestern.nsw.gov.au
2400	Moree Plains Shire Council	02 6757 3222	council@mpsc.nsw.gov.au
2710	Murray River Council	1300 087 004	admin@murrayriver.nsw.gov.au
2716	Murrumbidgee Council	1300 676 243	mail@murrumbidgee.nsw.gov.au
2333	Muswellbrook Shire Council	02 6549 3700	council@muswellbrook.nsw.gov.au
2447	Nambucca Shire Council	02 6568 2555	council@nambucca.nsw.gov.au
2390	Narrabri Shire Council	02 6799 6866	council@narrabri.nsw.gov.au
2700	Narrandera Shire Council	02 6959 5510	council@narrandera.nsw.gov.au
2821	Narromine Shire Council	02 6889 9999	mail@narromine.nsw.gov.au
2300	Newcastle City Council	02 4974 2000	mail@ncc.nsw.gov.au
2787	Oberon Council	02 6329 8100	council@oberon.nsw.gov.au
2800	Orange City Council	02 6393 8000	council@orange.nsw.gov.au
2870	Parkes Shire Council	02 6861 2333	council@parkes.nsw.gov.au
2444	Port Macquarie-Hastings Council	02 6581 8111	council@pmhc.nsw.gov.au
2324	Port Stephens Council	02 4980 0255	council@portstephens.nsw.gov.au
2620	Queanbeyan-Palerang Regional Council	1300 735 025	council@qprc.nsw.gov.au
2470	Richmond Valley Council	02 6660 0300	council@richmondvalley.nsw.gov.au
2529	Shellharbour City Council	02 4221 6111	council@shellharbour.nsw.gov.au
2541	Shoalhaven City Council	02 4429 3111	council@shoalhaven.nsw.gov.au
2330	Singleton Council	02 6578 7290	ssc@singleton.nsw.gov.au
2630	Snowy Monaro Regional Council	1300 345 345	council@snowymonaro.nsw.gov.au
2720	Snowy Valleys Council	1800 069 280	info@svc.nsw.gov.au
2340	Tamworth Regional Council	02 6767 5555	trc@tamworth.nsw.gov.au
2666	Temora Shire Council	02 6980 1100	temshire@temora.nsw.gov.au
2372	Tenterfield Shire Council	02 6736 6000	council@tenterfield.nsw.gov.au
2533	The Council of the Municipality of Kiama	02 4232 0444	council@kiama.nsw.gov.au
2484	Tweed Shire Council	02 6670 2400	tsc@tweed.nsw.gov.au
2337	Upper Hunter Shire Council	02 6540 1100	council@upperhunter.nsw.gov.au
2583	Upper Lachlan Shire Council	02 4830 1000	council@upperlachlan.nsw.gov.au
2358	Uralla Shire Council	02 6778 6300	council@uralla.nsw.gov.au
2650	Wagga Wagga City Council	1300 292 442	Council@wagga.nsw.gov.au
2354	Walcha Council	02 6774 2500	council@walcha.nsw.gov.au

2832	Walgett Shire Council	02 6828 1399	admin@walgett.nsw.gov.au
2824	Warren Shire Council	02 6847 6600	Council@warren.nsw.gov.au
2357	Warrumbungle Shire Council	02 6849 2000	info@warrumbungle.nsw.gov.au
2810	Weddin Shire Council	02 6343 1212	mail@weddin.nsw.gov.au
2648	Wentworth Shire Council	03 5027 5027	council@wentworth.nsw.gov.au
2577	Wingecarribee Shire Council	02 4868 0888	information.management@wsc.nsw.gov.au
2500	Wollongong City Council	02 4227 7111	council@wollongong.nsw.gov.au
2582	Yass Valley Council	02 6226 1477	council@yass.nsw.gov.au

# APPENDIX C – INCIDENT REPORT FORM

INCIDENT INVESTIGATION FORM

**CLEANWAY GROUP PTY LTD  
INCIDENT INVESTIGATION FORM**

1. Use this form to investigate all workplace incidents whether or not they result in injury, illness, loss or damage.  
2. All incidents which could have resulted in injury, loss or damage must be investigated immediately.

**COMPANY OR ORGANISATION:** \_\_\_\_\_

**BRANCH OR SECTION:** \_\_\_\_\_ **REFERENCE NO.:** \_\_\_\_\_

**DETAILS OF INCIDENT**

Location of incident: \_\_\_\_\_

Date: / / Time: : am/pm

Summary of incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**INVESTIGATION OF INCIDENT**

Investigation commenced: \_\_\_\_\_ Investigation completed: \_\_\_\_\_

Incident investigated by: \_\_\_\_\_ Position: Ph: \_\_\_\_\_

Investigated assisted by: \_\_\_\_\_ Position: Ph: \_\_\_\_\_

**DETAILS OF DAMAGE AND/OR INJURY**

Vehicles: Make: \_\_\_\_\_ Model: \_\_\_\_\_ Type: \_\_\_\_\_ Reg'n: \_\_\_\_\_

Details of damage: \_\_\_\_\_

Vehicles: Make: \_\_\_\_\_ Model: \_\_\_\_\_ Type: \_\_\_\_\_ Reg'n: \_\_\_\_\_

Details of damage: \_\_\_\_\_

Details of damage to other property: \_\_\_\_\_

\_\_\_\_\_

**Details of persons involved in the incident:**

Name: \_\_\_\_\_ Injury: \_\_\_\_\_

Name: \_\_\_\_\_ Injury: \_\_\_\_\_

Name: \_\_\_\_\_ Injury: \_\_\_\_\_

**WITNESS STATEMENT(S)**

Name: \_\_\_\_\_ Address: \_\_\_\_\_ Ph: \_\_\_\_\_

Statement: \_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_ Address: \_\_\_\_\_ Ph: \_\_\_\_\_

Statement: \_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_ Address: \_\_\_\_\_ Ph: \_\_\_\_\_

Statement: \_\_\_\_\_

Incident Investigation Form Version 9.0 Issued 01/2014

INCIDENT INVESTIGATION FORM

**DESCRIPTION OF EVENTS**

Describe the sequence of events LEADING UP TO the incident:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe the sequence of events of the incident:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

Describe the sequence of events FOLLOWING the incident:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**INJURY DETAILS**

Did the injury result in (select below)	Was the person injured by (select below)
Fatality	Contact with moving parts or materials on a machine
Amputation – Part of body	Being struck by a moving or falling object
Fracture – Part of body	Being struck by moving vehicle or plant
Soft tissue damage, strain or compression	Striking against an object not moving
Eye injury	Handling, lifting, moving or carrying a load
Loss of consciousness	Slipping, tripping or falling on the same level
Electric shock	Falling from a height
Electric burns	Being trapped by a collapsing or overhanging object
Thermal burns	Drowning or asphyxiation
Chemical burns	Contact with a harmful substance
Stress, trauma or shock	Exposure to a harmful substance
First aid treatment only	Exposure to heat or fire
Immediate medical treatment	Exposure to explosion
Hospitalisation for 24 hours or more	Contact with electricity or electrical discharge
Three or more days absence from work	Occupational violence
Other (specify)	Exposure to an animal or pathogen

**IDENTIFY BEHAVIOURAL CAUSES OF THE INCIDENT**

Did any of the following behaviours contribute to the cause of the incident? (select below)

Performing task without authority	Distracting, teasing or abusing a person
Performing task at unsafe speed	Using unsafe or tagged out equipment
Performing task while affected by alcohol or drugs	Using equipment in an unsafe manner
Performing task with improper work technique	Unsafe placement of equipment or objects
Performing task without PPE	Unsafe manual handling technique
Performing task with incorrect PPE	Unsafe position or posture
Failure to warn of hazard	Unsafe acts of others
Failure to secure hazardous item	Other (specify)
Making safety device inoperable	Not applicable

Incident Investigation Form Version 9.0 Issued 01/2014

INCIDENT INVESTIGATION FORM

**IDENTIFY THE BEHAVIOURAL CAUSES OF THE INCIDENT (continued)**

What management system or procedural deficiencies resulted in the unsafe behaviours? (select below)

Inadequate standard operating procedures/policies	Inadequate workplace inspections
Inadequate supervision	Inadequate equipment provided for task
Inadequate hazard identification	Inadequate design or construction of workplace
Inadequate assessment of risk	Inadequate task or process design
Inadequate provision of PPE	Unrealistic scheduling
Inadequate operator training	Other (specify)
Inadequate supervisor training	Not applicable

**IDENTIFY THE PHYSICAL CAUSES OF THE INCIDENT**

Did any of the following physical conditions contribute to the cause of the incident? (select below)

Inadequate or missing guarding	Inadequate fire or explosion risk control
Poor workstation design or layout	Inadequate noise control
Poor condition of equipment or objects	Inadequate ventilation
Equipment or objects with unsafe design	Inadequate temperature control
Unsafe storage of equipment/objects (housekeeping)	Inadequate fall protection
Unsafe walking surfaces	Inadequate signage or warning systems
Unsafe lighting or glare	Inadequately controlled use of chemicals/substances
Unsafe clothing or shoes	Other (specify)
Unsafe task or process	Not applicable

What management system or procedural deficiencies resulted in the unsafe conditions? (select below)

Inadequate standard operating procedures/policies	Inadequate workplace inspections
Inadequate supervision	Inadequate equipment provided for task
Inadequate hazard identification	Inadequate design or construction of workplace
Inadequate assessment of risk	Inadequate task or process design
Inadequate provision of PPE	Unrealistic scheduling
Inadequate operator training	Other (specify)
Inadequate supervisor training	Not applicable

**WORKPLACE FACTORS**

Identify any workplace factors that may have contributed to the incident (select below)

Access/traffic management	Storage systems (or lack of)
Cold/hot working conditions	Vehicles or mobile plant (forklifts, etc)
Distances travelled/traversed	Waste management/disposal
Dust, fumes, smoke, etc	Other (specify)
Fixed plant and machinery	Not applicable

**CORRECTIVE ACTIONS TO PREVENT RECURRENCE OF INCIDENT**

Corrective actions recommended:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Corrective actions implemented:

1. \_\_\_\_\_ Date: / /

2. \_\_\_\_\_ Date: / /

3. \_\_\_\_\_ Date: / /

Further action required? Yes/No Describe: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: / /

# APPENDIX D – COMMUNITY COMPLAINTS FORM



## Complaint form

Compliance

### Environmental nuisance complaint and/or pollution incident allegation

This form is to be completed by the complainant that is the person who is making the complaint about a nuisance, or reporting a pollution incident. Any ensuing investigation will require your further assistance.

#### Complainant information

##### 1 Complainant name and address

Complainant name and address		
Telephone	Home	Email
	Work	

#### Alleged source information

##### 3 Name and address of the alleged source of nuisance/pollution

Cleanway Group Pty Ltd may not be able to proceed further with your nuisance complaint/report if you do not provide details of the alleged source.

Individual's name and/or company/business name	
Street address of the individual and/or company/business	
Telephone	Fax

##### 4 Type of premises where the nuisance or pollution originates from

Residential    Commercial/industrial    Public land (e.g. roads, waterways and parkland)

##### 5 Have you contacted the person/company/business about the problem?

Yes     No

### Complaint form Environmental nuisance complaint and/or pollution incident allegation

#### 6 Allegation type

<b>Nuisance:</b>	<input type="checkbox"/> Noise	<input type="checkbox"/> Chemical/point over spray	<b>Pollution:</b>	<input type="checkbox"/> Waste dumping
	<input type="checkbox"/> Light	<input type="checkbox"/> Odour/fume/smoke		<input type="checkbox"/> Water pollution
	<input type="checkbox"/> Dust/particulate	<input type="checkbox"/> Other		<input type="checkbox"/> Other

#### 7 Details of allegations and/or description of the problem

(Including location if different to alleged source address in Question 3)

#### 8 Details of the days and times that the nuisance/pollution incident has occurred?

For example, "Monday to Friday 6am to 5pm" or "every Sunday at 5am"

#### 9 How long does the nuisance/pollution incident usually last for?

For example, "5 mins", "30 mins" or "24 hours a day"

#### 10 To the best of your knowledge how long has the pollution/nuisance incident been occurring?

Please provide dates where possible

\*Only complete Questions 11 and 12 if the problem was identified as a nuisance allegation at Question 6. \*If the problem relates to a pollution allegation go to Question 13.

#### 11 When is the nuisance most annoying, and where does the nuisance affect you the most?

Details: (For example, the nuisance is affecting you inside your home when you are trying to sleep)

#### 12 Will you be willing to keep a diary regarding the nuisance, if required?

Yes     No

### Complaint form Environmental nuisance complaint and/or pollution incident allegation

#### 13 Have you brought the nuisance/pollution incident to the attention of any of the following authorities?

EPA     Local Council     Police     Another government agency

Please provide details of who you spoke to

#### 14 Additional notes

If there is any further information you would like to provide, please enter the information below or attach a separately signed statement.

#### Declaration

Please read through the certification carefully before signing.

- I do solemnly and sincerely declare that the information provided is true and correct to the best of my knowledge.
- I understand that all information supplied on or with this application form may be disclosed publicly in accordance with the Right to Information Act 2009, the Information Privacy Act 2009 or the Evidence Act 1977.

Complainant's Signature	Date
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**Please return your completed complaint form to:**

Cleanway Group Pty Ltd	Enquiries:	1300 765 000
P.O. Box 1064	Facsimile:	traya@cleanway.com.au
Candlen NSW 2570	Email:	

**Official use only:**

Cleanway reference: ENC