

Pollution Incident Response Management Plan for Waste Transport



Purpose and Scope

Veolia Environmental Services (Australia) 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 out the activity must **immediately** implement this plan in relation to the activity required by Part 5.7A of the POEO Act in conjunction with the site’s Operational Environmental Management Plan (OEMP) and Emergency Response Plan (ERP).

A copy of this plan must be kept where the activity takes place and be made available on request by an authorised EPA officer and to any person who is responsible for implementing this plan.

Parts of the plan must also be available either on a publicly accessible website, or if there is no such website, 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 section 74 of the Protection of the Environment Operations (General) Regulation 2022.

Note: This plan must be developed in accordance with the *Protection of the Environment Operations Act 1997*, the Protection of the Environment Operations (General) Regulation 2022 and the Protection of the Environment (Waste) Regulation 2014.

The PIRMP provides an overarching framework for NSW waste transport depot’s to augment their incident/emergency documentation.

Licensees should also refer to the EPA’s Guideline: Pollution Incident Response Management Plans.

Who does it apply to?

The requirements of this Manual apply to all Veolia entities across NSW throughout the Water, Waste and Energy lines of business that transport trackable waste.

Table 1. Environment Protection Licence (EPL) Details

Name of Licensee:	Veolia Environmental Services (Australia) Pty Ltd Veolia Recycling & Recovery Pty Ltd
ABN:	20 051 316 584 70 002 902 650

Waste Transporter Pollution Incident Response Management Plan (PIRMP)

Issue Date 29/09/2024

EPL Number:	12022 and 6320
Licensee Address:	4/65 Pirrama Road, Pyrmont, NSW, 2009.
Does the company have multiple sites for garaging waste transporter vehicles	Yes
Company or Business Contact Details	Position/Title: NSW/ACT Municipal Manager Business Hours contact number/s: 132 955 Email: environment.vanz@veolia.com
Website address:	https://www.anz.veolia.com

Pollution Incident - person/s responsible

The PIRMP provides an overarching framework for NSW sites to augment their site-specific incident/emergency documentation. Furthermore, the *Protection of the Environment Legislation Amendment Act 2011* (POELA Act), requires holders of an Environment Protection Licence (EPLs) to prepare and implement a Pollution Incident Response Management Plan (PIRMP). Responsible persons are identified on the depot specific PIRMP.

Table 3. Governance, Roles and Responsibilities

Role	Responsibility
Veolia	Veolia ANZ Corporate outlines the policies and procedures which are to be adhered to, in addition to legislative requirements, when reporting pollution incidents and/or implementing PIRMP requirements
Executive Team Member	An Executive Team Member has the responsibility of ensuring the identification and mitigation of risks specific to their business units are being undertaken and appropriately documented
MarComms Team	The MarComms Department is responsible for maintaining the Veolia website and uploading pollution incident notifications to the website on request
Management People, Safety and , Environmental	Manager/PS&E have the authority to authorise the dissemination of information to stakeholders, following approval of an Executive Team Member, via the means of telephone calls, electronic mails, PS&E alerts, upload of communications messages to the Veolia company website or other suitable platforms.

Waste Transporter Pollution Incident Response Management Plan (PIRMP)

Issue Date 29/09/2024

	When notified of a pollution incident, it is the duty of Management/PS&E to notify each relevant authority of the incident and all relevant information known at the time of the incident.
Operations Manager	<p>Operations Manager has the responsibility to:</p> <ul style="list-style-type: none"> • Maintain a Pollution Incident Response Management Plan in accordance with the requirements of the POEO Act. • Ensure that staff are trained in the use of this plan and that the plan is tested at least annually and/or after a major pollution incident, in accordance with the requirements of the POEO Act. • Ensure any incident is entered in the company Incident Management System (IMS)
Document Owner	<p>The Document Owner has the responsibility to:</p> <ul style="list-style-type: none"> • The Document Owner is responsible for maintaining this document and reviewing it in accordance with the review dates set in the Business Management System (BMS).
Employees	<p>Each employee is responsible for:</p> <ul style="list-style-type: none"> • Complying with this plan in the event of a pollution incident.

Notification of Relevant Authorities

Identify any persons or authorities required to be notified as per Part 5.7A of the POEO Act in the case of a pollution incident that causes or threatens to cause material harm to the environment.

Relevant authorities include:

1. Fire and Rescue NSW and/or Rural Fire Service as applicable – 000 (first notification)
2. EPA – 131 555
3. NSW Health (nearest public health unit). See www.health.nsw.gov.au/Infectious/Pages/phus.aspx for local contact details.
4. SafeWork NSW – 131 050
5. Local authority (usually the local council) where the incident has occurred

Note: The local council and public health unit will vary depending on the location of the pollution incident.

Immediately after becoming aware of the incident, each relevant authority must be notified of the incident and all relevant information about it.

Table 4. Relevant Authorities are:

Emergency services	000
Fire and Rescue NSW/Rural Fire Service	000
EPA	131 555
NSW Health/Nearest Public Health Unit	The appropriate Local health District public health unit
SafeWork NSW	131 050
Local Council	The relevant local council
Other	

Note: The local council and public health unit will vary depending on the location of the pollution incident. For mobile Plant licences the PIRMP will need to include the person or people who are responsible for identifying the local authority and nearest public health unit.

Communicating with neighbours and the local community

The mechanisms that will be used for providing early warnings and regular updates to the owners and occupiers of premises who may be affected by a pollution incident occurring on site

Where community notification is required following an incident involving trackable waste, this may be led by the incident controller from emergency services (NSW Police Force or Fire and Rescue NSW/Rural Fire Service). The list of neighbour’s can be found in the Site’s OEMP.

Neighbours will be informed of the incident, including early warnings and regular updates via door knock, phone call, emergency alert or Veolia customer portal.

Actions to be taken during or immediately after a pollution incident

Upon identification of an actual or potential threat to the environment, the event will be assessed and every effort made to protect life, human health and release to the environment. Where practicable, a safe, secure location will be identified, and the vehicle relocated if safe to do so. Emergency services will be called to assist in the event of a fire or uncontrolled spill. Clean-up crew will be deployed to manage and remediate the area post the event. Early warnings, updates and actions will be communicated to the business and entered into the IMS.

Waste Transporter Pollution Incident Response Management Plan (PIRMP)

Issue Date 29/09/2024

Actions to be taken during a pollution incident;

1. Assess the situation – for the type of fire, accident, incident and location.

PROTECT YOURSELF AND OTHERS.

2. If possible control the situation – set up safety triangles, use the fire extinguishers and control the traffic.
3. Contact dispatch – as soon as practicable. Advise on the type of Emergency Services that are required.
4. If the fire brigade is required – block the storm water drains, if it is safe to do so.
5. Obey instructions – given by relevant authorities including the police, fire brigade, ambulance, HAZCHEM units or Environmental Protection Authority Officers.

If oil/coolant spills – use the spill kit to contain the spill.

If load spills – Dry waste – make the area safe and wait for help. Liquid waste – block the storm water drains and use the spill kit to contain the spill.

Incident response procedures are also outlined in the Driver manual.

Further information regarding the readiness for incidents and emergencies can be found in the Site Emergency Response Plan.

Compliance Provisions

The specific requirements of a PIRMP are set out in legislative instruments (refer Section: Reference and Related Documents) with provisions as detailed in Table 2.

Table 2 PIRMP Requirements

Provision	Requirement	How Veolia Complies
POEO Act (section 153A)	All holders of environment protection licences must prepare a pollution incident response management plan	All Veolia NSW sites that have an EPL, have a PIRMP accompanying their Incident and Emergency Response documentation.
POEO Act (section 153C) POEO General Regulation (clause 98B)	The plan must include the information detailed in the ACT and be in the form required by the Regulation	As per the information provided in Table 3, each licensed site’s incident and emergency documentation stipulates how this requirement is met.

Waste Transporter Pollution Incident Response Management Plan (PIRMP)

Issue Date 29/09/2024

POEO Act (section 153D)	Licensees must keep the plan at the premises to which the environment protection licence relates or, in the case of trackable waste transporters and mobile plant, where the relevant activity takes place	Noted, the relevant incident and emergency response documentation per site or activity are kept at the Premises or with the Veolia personnel performing the pertaining work.
POEO General Regulation (clause 98E)	Licensees must test the plan in accordance with the Regulation	Annual emergency drills are undertaken at Veolia sites and the PIRMP is tested for currency and adequacy.
POEO Act (section 153F)	If a pollution incident occurs in the course of an activity so that material harm to the environment	This PIRMP and supporting site specific Incident and Emergency documentation
	is caused or threatened, licensees must immediately implement the plan	provide Veolia personnel with the relevant guidance with which to implement the PIRMP.

Each site or activity specific Incident and Emergency Response documentation provides the framework for how the requirements of a PIRMP have been addressed, as per the structure presented in Table 3. A typical process for how Veolia NSW implements the PIRMP is shown in Figure 2.

Table 3 PIRMP Structure

Provision	Pollution Incident Response Management Plan Reference
-----------	---

Waste Transporter Pollution Incident Response Management Plan (PIRMP)

Issue Date 29/09/2024

<p>Description and likelihood of hazards</p> <p>[clause 98C (1)(a) and (b)]</p>	<p>Each Veolia NSW facility has a site-specific risk register and Operational/Site Management Plan, which combined contain:</p> <ul style="list-style-type: none"> ● Identified significant environmental aspects and impacts ● Potential hazard and impacts ● Inherent (before taking existing controls into account) risk level for each impact ● Hierarchy of controls to be implemented ● Residual (after taking existing controls into account) risk level for each impact <p>Where high or extreme residual risks have been identified on site, these have been assigned appropriate controls as detailed in the register and/or operational/site management plan or a facility specific Environmental Management Plan.</p> <p>Should any other such risk be identified they will be escalated to the attention of the site (and Veolia senior management) and dealt with in accordance with the Veolia ANZ Risk Management Standard.</p>
<p>Pre-emptive actions to be taken</p> <p>[clause 98C(1)(c)]</p>	<p>Pre-emptive actions are detailed in site specific risk registers and are referred to as Controls, with appropriate supporting procedures referenced in site specific Operational/Site Management Plans.</p>
<p>Inventory of pollutants</p> <p>[clause 98C(1)(d) and (e)]</p>	<p>A full list of the bulk chemicals, their storage quantities and locations are detailed in site specific Hazardous Substances and Dangerous Goods registers</p>
<p>Safety equipment</p> <p>Section 72(f) of the general regulation</p>	<p>Veolia NSW sites are equipped with safety devices such as safety showers, chemical decontamination kits, breathing equipment where applicable, first aid stations, spill kits, etc.</p> <p>Where additional PPE is required (eg. chemical suits) the requirements are spelled out in the relevant task-specific work instructions.</p> <p>Safety Data Sheets are located as appropriate on sites in close proximity to the chemical they apply to, or in the SDS folder.</p>

Waste Transporter Pollution Incident Response Management Plan (PIRMP)

Issue Date 29/09/2024

<p>Contact details</p> <p>Sections 153© and 148 of the POEO Act and Section 72(g) of the general regulation</p>	<p>The names, position titles and 24-hour contact details of key individuals who are responsible for activating the Incident and Emergency Response documentation and managing the responses are detailed within such plans/procedures.</p> <p>The contact details of relevant authorities such as the EPA, the local council, fire and emergency services, as well as other relevant regulatory authorities are also contained in the documentation.</p>
<p>Communicating with neighbours and the local community</p> <p>Section 72(i) of the general regulation</p>	<p>The mechanisms that will be used for providing early warnings and regular updates to the owners and occupiers of premises who may be affected by a pollution incident occurring on a Veolia site are detailed in this plan.</p>
<p>Minimising harm to persons on the premises</p> <p>Section 72(j) of the general regulation</p>	<p>To minimise the risk of harm to any persons who may be on the premises should an incident occur a number of incident response procedures have been developed. The response procedures detailed in the site-specific Incident and Emergency documentation, and include (but not limited to) potential emergencies and incidents such as:</p> <ul style="list-style-type: none"> • Fire • Hot Loads (Fire during transit) • Explosions • Chemical or Pollutant Spills • Medical Emergencies • Rescue Situations • Bomb/Phone Threats
<p>Maps</p> <p>Section 72(k) of the general regulation</p>	<p>A set of maps and diagrams have been prepared for Veolia NSW sites and are appended to the specific Incident and Emergency Response documentation.</p> <p>The following typical details are included:</p> <ul style="list-style-type: none"> • The location of the premises and the surrounding area that is likely to be affected by a pollution incident; • The location of potential pollutants on the premises

Waste Transporter Pollution Incident Response Management Plan (PIRMP)

Issue Date 29/09/2024

<p>Actions to be taken during or immediately after a pollution incident</p> <p>Section 72(l) of the general regulation and section 153C of the POEO Act</p>	<p>The site-specific Incident and Emergency Response documentation include detailed descriptions of the actions that will be taken immediately after a pollution incident to reduce or control any pollution.</p> <p>In addition, detailed chemical and hazardous material management procedures have been developed. The procedures include spill/emissions response and clean up/remediation instructions.</p> <p>Further information regarding the site’s readiness for incidents and emergencies can be found in the site-specific Incident and Emergency Response documentation , including the notification requirements, in addition to this plan.</p>
<p>Staff training</p> <p>Section 72(m) of the general regulation</p>	<p>All relevant workers are trained in Incident and Emergency management.</p> <p>The training consists of two major components:</p> <ul style="list-style-type: none"> • Theoretical module – ERP training • Practical component – participation in both desktop and incident and emergency scenario simulation drills. <p>Training records are to be maintained onsite training databases and/or in the staff personnel folders.</p>
<p>Testing and updating the PIRMP</p> <p>Section 72(n, 72(o) and 72(p) of the general regulation</p>	<p>The PIRMP must include:</p> <ul style="list-style-type: none"> • dates when the PIRMP was tested and the name of the person(s) who carried out the test • dates when the PIRMP was updated • a description of how, when and by whom the PIRMP is to be tested and maintained over the next testing period

PIRMPs must be tested routinely at least once every 12 months and within one month of any pollution incident occurring that caused or threatened material harm to the environment

If significant changes are made to plant and operational equipment, it is recommended the PIRMP be reviewed to ensure it remains relevant.

Appendix A1

Public Health Unit Listing

(source: <http://www.health.nsw.gov.au/Infectious/Documents/phu-referral-list.pdf>)

Public Health Unit	Contact Details
Camperdown Public Health Unit (Sydney LHD)	PO Box 374, Camperdown 2050 Phone: (02) 9515 9420 Fax: (02) 9515 9440 After hours Phone: (02) 9515 6111 (Royal Prince Alfred Hospital) - ask for Public Health Officer on call
Gosford Public Health Unit (Central Coast LHD)r	PO Box 361, Gosford, 2250 Phone: (02) 4320 9730 Fax: (02) 4320 9746 (secure line) After hours Phone: (02) 4320 2111 (Gosford Hospital) - ask for Public Health Nurse on call
Hornsby Public Health Unit (Northern Sydney LHD)	Hornsby Hospital, Palmerston Rd, Hornsby, 2077 Phone: (02) 9477 9400 Fax: (02) 9482 1650 / 94821358 (secure line) After hours Phone: (02) 9477 9123 (Hornsby Hospital) - ask for Public Health Officer on call

<p>Liverpool Public Health Unit (South Western Sydney LHD)</p>	<p>P.O. Box 38, Liverpool BC NSW 1871 Phone: (02) 8778 0855 Fax: (02) 8778 0838 After hours Phone: (02) 9828 3000 (Liverpool Hospital) - ask for Public Health Officer on call</p>
<p>Matraville Public Health Unit (Justice Health)</p>	<p>PO Box 150, Matraville, 2036 Phone: (02) 9311 2707 Fax: (02) 9700 3747 (secure line) After hours Mobile: 0408 273 465</p>
<p>Newcastle Public Health Unit (Hunter New England LHD)</p>	<p>Locked Bag 10, Wallsend, 2287 Phone: (02) 4924 6477 Fax: (02) 4924 6048 (secure line) After hours Phone: (02) 4924 6477 (John Hunter Hospital) - ask for Public Health Officer on call</p>
<p>Parramatta Public Health Unit (Western Sydney LHD)</p>	<p>Locked Bag 7118, Parramatta BC 2150 Phone: (02) 9840 3603 Fax: (02) 9840 3608 / 9840 3591 (secure line) After hours Phone: (02) 9845 5555 (Westmead Hospital)</p>

	- ask for Public Health Officer on call
Penrith Public Health Unit (Nepean Blue Mountains LHD)	PO Box 63, Penrith 2751 Phone: (02) 4734 2022 Fax: (02) 4734 3300 / 4734 3444 (secure line) After hours Phone: (02) 4734 2000 (Westmead Hospital) - ask for Public Health Officer on call
Randwick Public Health Unit (South Eastern Sydney LHD)	Locked Bag 88, Randwick, 2031 Phone: (02) 9382 8333 Fax: (02) 9382 8334 / 9382 8314 (secure line) After hours Phone: (02) 9382 2222 (Prince of Wales Hospital) - ask for Public Health Nurse on call
Wollongong Public Health Unit (Illawarra Shoalhaven LHD)	Locked Bag 9, Wollongong 2500 Phone: (02) 4221 6700 Fax: (02) 4221 6759 (secure line) After hours Phone: (02) 4222 5000 (Wollongong Hospital) - ask for Public Health Officer on call
Goulburn Public Health Unit	Locked Bag 11, Goulburn, 2580

**Waste Transporter Pollution Incident Response Management Plan
(PIRMP)**

Issue Date 29/09/2024

<p>(Murrumbidgee and Southern NSW LHD)</p>	<p>Phone: (02) 4824 1837 Fax: (02) 4824 1831 / 4822 5038 (secure line) After hours Phone: (02) 6080 8900 (Albury Base Hospital) - ask for Public Health Officer on call</p>
<p>Lismore Public Health Unit (Mid North Coast and Northern NSW LHD)</p>	<p>PO Box 498, Lismore, 2480 Phone: (02) 6620 7585 Fax: (02) 6622 2151 / 6620 2552 (secure line) After hours Phone: 0439 882 752 Infectious Disease or Phone: 0428 882 805 Environmental Health</p>
<p>Port Macquarie Public Health Unit (Mid North Coast and Northern NSW LHD)</p>	<p>PO Box 126, Port Macquarie, 2444 Phone: (02) 6588 2750 Fax: (02) 6588 2837 (secure line) After hours Phone: 0439 882 752 Infectious Disease or Phone: 0428 882 805 Environmental Health</p>
<p>Tamworth Public Health Unit (Hunter New England LHD)</p>	<p>Locked Mail Bag 9783, NEMSC 2348 Phone: (02) 6764 8000 Fax: (02) 6766 3890 (secure line) After hours Phone: (02) 6764 8000 (Public Health Officer on call)</p>

Waste Transporter Pollution Incident Response Management Plan (PIRMP)
Issue Date 29/09/2024

4.1 NSW EPA		131 555	
4.2 Ministry of public health unit			
Wetherill Park SC	(South Western Sydney LHD)	Business Hours:	(02) 9794 0855
		After Hours (ask for public health officer on call)	(02) 8738 3000
Newcastle SC Raymond Terrace SC	(Hunter New England LHD)	Business Hours:	(02) 4924 6477
		After Hours (ask for public health officer on call)	(02) 4924 6477
Central Coast SC	(Central Coast LHD)	Business hours	(02) 4320 9730
		After Hours (ask for public health nurse on call)	(02) 4320 2111
Eastern Creek SC	(Western Sydney LHD)	Business Hours:	(02) 9840 3603
		After Hours (ask for public health officer on call)	(02) 9845 5555
4.3 SafeWork NSW		131 050	
4.4 Local Council –			
Campbelltown	Campbelltown Council	(02) 4654 7777	
Greenacre SC	City of Canterbury Bankstown	(02) 9707 9000	
Central Coast SC	Central Coast Council	1300 463 954	
Eastern Creek SC	Blacktown City Council	(02) 9839 6000	
Newcastle SC	City of Newcastle	(02) 4974 2000	
Raymond Terrace RRC	Port Stephens Council	(02) 4980 0255	
Wetherill Park SC	Fairfield City Council	(02) 9725 0222	
Arncliffe SC	Bayside	1300 581 299	

Waste Transporter Pollution Incident Response Management Plan (PIRMP)

Issue Date 29/09/2024

Arncliffe SC	Georges River	(02) 9330 6400
4.5 NSW Fire and Rescue (if not previously contacted)		000

Review and Document Control

VERSION	CHANGE	REVIEWED	AUTHORISED	DATE ISSUED
1	Initial Issue	01/01/2024	NSW/ACT Environmental Manager	01/01/2024
2	Review and update council contacts	29/09/2024	NSW/ACT Environmental Manager	29/09/2024