

Notify Pollution Incidents

1 Purpose and scope

This work instruction outlines the process for reporting pollution incidents that occur:

- On premises managed by Sydney Trains, including the Sydney Trains network
- During activities managed by Sydney Trains.

This work instruction forms part of the Sydney Trains pollution incident response management plan and is to be made publicly available on the Sydney Trains website (refer POEO Regulation clause 98(D)).

2 Roles and responsibilities

Position	Roles and responsibilities
Employee, contractor	<ul style="list-style-type: none"> • Undertakes first actions, including reports pollution incident immediately
Incident & Injury Hotline Operator	<ul style="list-style-type: none"> • Transfers call to RMC Shift Manager immediately for pollution incidents; records incident details
RMC Shift Manager	<ul style="list-style-type: none"> • Transfers call to SEQR On-Call Officer immediately for potentially notifiable pollution incidents; records incident details
SEQR On-call Officer	<ul style="list-style-type: none"> • Reports notifiable pollution incidents immediately to regulators; completes <i>Pollution Incident Record</i> within 24 hours (whether notifiable or not)
Environment Professional	<ul style="list-style-type: none"> • If the pollution incident has not already been reported: <ul style="list-style-type: none"> ○ Reports pollution incident immediately (as Employee) ○ Reports notifiable pollution incidents to regulators immediately and completes record within 24 hours (instead of SEQR On-call Officer)
Line Manager (or delegate)	<ul style="list-style-type: none"> • Completes Level 5 Investigation within 5 days; complete Part B for notifiable pollution incidents
GM Environment (or delegate)	<ul style="list-style-type: none"> • Provides written report on notifiable pollution incidents to the EPA in writing within 7 days

3 Definitions

Table 1 Pollution incident definitions

Pollution incident report internally	Notifiable pollution incident report to regulators
<p>Means a leak, spill or other circumstances as a result of which water pollution, air pollution or land pollution has occurred, is occurring or is likely to occur</p> <p>Includes but is not limited to:</p> <ul style="list-style-type: none"> • spill or leak of fuels, gas, chemicals, hazardous substances, dangerous goods (DGs), sewage • dirty runoff, visible dust, smoke, fumes. <p>Excludes circumstances involving only the emission of any noise.</p>	<p>Means an incident that is:</p> <ol style="list-style-type: none"> 1. A pollution incident; and 2. Occurs either: <ul style="list-style-type: none"> - on premises managed by Sydney Trains; or - during an activity managed by Sydney Trains; and 3. Causes or threatens either: <ul style="list-style-type: none"> - material harm to people or the environment (refer to Table 2 for guidance); or - material costs (costs exceeding \$10,000).

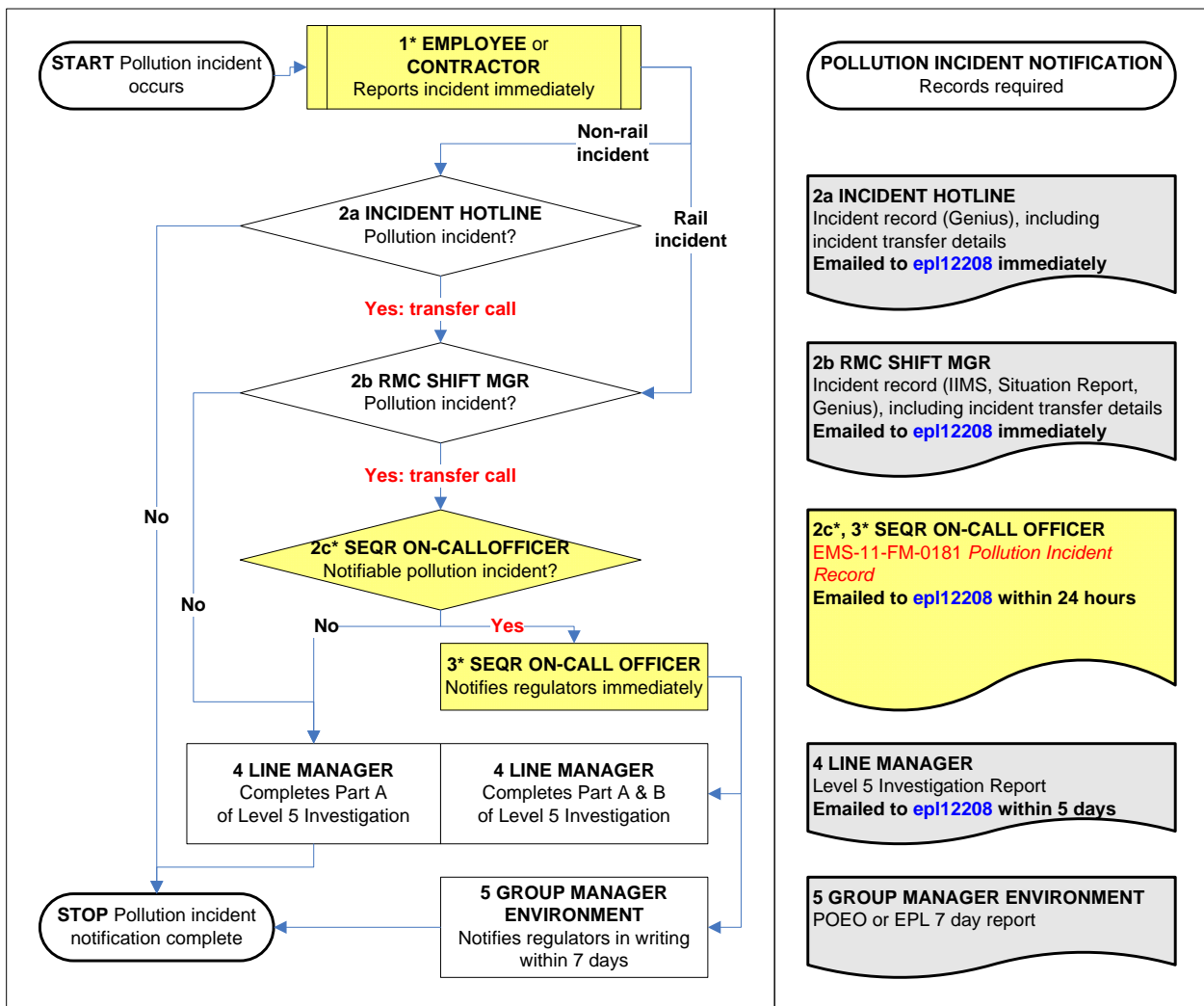
Note. Definitions of “water pollution”, “air pollution” and “land pollution” can be found in the POEO Act Dictionary.

Table 2 Notifiable pollution incident guidance

GUIDE ONLY Apply professional judgment; if in doubt err on the side of notification.	Potential harm is low-moderate “trickling” “controllable”	Potential harm is moderate-high “pooling” “gushing” “uncontrolled”
		<ul style="list-style-type: none"> Diesel, chemicals, DGs Muddy/dirty water, dust Sewage
Location is sensitive In or near (<40m) a waterway, drain, National Park or environmentally sensitive site	NOTIFIABLE (SEQR On-call Officer to call regulators)	NOTIFIABLE (SEQR On-call Officer to call regulators)
Location is disturbed Confined to ballasted rail corridor, sealed or bunded area, or within a building	NOT NOTIFIABLE	NOTIFIABLE (SEQR On-call Officer to call regulators)

4 Procedure

4.1 Process flow and records



*1, 2c, 3 Where incident is identified by **ENVIRONMENT PROFESSIONAL** (Step 1) report incident to Incident Hotline / RMC and identify yourself as Environment Professional (call is then not transferred to SEQR Officer). **ENVIRONMENT PROFESSIONAL** to decide if the incident is notifiable (Step 2c) and is to notify pollution incidents to regulators immediately (Step 3).

Figure 1 Pollution incident notification process and records

4.1.1 Step 1: Undertake first actions

Employees and contractors confronted with, or who become aware of, a pollution incident must undertake first actions as given in [SMS-17-OP-3102 Notify Safety Incidents](#). This includes **immediately** contacting:

- emergency services on 000 if required; and
- the Incident & Injury Hotline (for non-rail incidents) or RMC Network Control (for rail incidents); and
- Line Manager.

Where necessary and possible, stop work and take action to prevent adverse impact to the environment. Local pollution incident response procedures and plans must be implemented for all incidents that threaten or cause material harm pollution.

4.1.2 Step 2: Transfer call to RMC and SEQR On-call Officer

For non-rail incidents, the Incident & Injury Hotline Operator must assess each incident. If the incident is a pollution incident, the Operator must **immediately** transfer the call to RMC (unless the caller is an Environmental Professional – see note). The Operator should record the incident details and call transfer details in the database (Genius).

The RMC Shift Manager must refer to [SMS-17-FM-4395 SEQR On-call Officer – Incident Notification Checklist](#) to decide if an incident should be passed on to the SEQR On-Call Officer. If covered by the checklist, the RMC Shift Manager must **immediately** transfer the call to the SEQR On-Call Officer (unless the caller is an Environmental Professional – see note).

4.1.3 Step 3: Notify regulators immediately (if required)

The SEQR On-Call Officer must **immediately** assess each pollution incident using [EMS-11-FM-0181 Pollution Incident Record](#). If the incident:

- is a notifiable pollution incident, **immediately** notify **all** regulators shown in Table 3
- may affect occupiers of neighbouring premises, **immediately** notify emergency services who will notify people outside the premises if required.

The SEQR On-Call Officer should email the completed *Pollution Incident Record* to [Environment Division](#) within 24 hours of the incident, regardless of whether or not the incident is notified to regulators. If the SEQR On-Call Officer becomes aware of relevant information that has not been notified to regulators, they must **immediately** notify regulators of the new information. The SEQR On-Call Officer should update the *Pollution Incident Record* and email the updated report to [Environment Division](#) within 24 hours of the incident.

Sydney Trains will notify owners and occupiers of adjacent affected premises when and as required. The Communications Coordinator will identify appropriate communication tools considering the severity of the incident, the number of people affected, and the sensitivity of the environment.

**Note**

Environmental Professionals are often confronted with, or become aware of, pollution incidents. Where an Environmental Professional is aware of the incident, it is preferable that they assess the incident and notify regulators rather than the SEQR On-Call Officer.

Therefore an Environmental Professional confronted with a pollution incident must:

- undertake first actions (refer section 4.1.1)
- advise the Hotline/RMC that the caller is an Environmental Professional and advise the Hotline/RMC whether or not assistance is required
- assess the incident and notify regulators if required (refer section 4.1.3). If possible the Group Manager Environment (or delegate) should be consulted before notifying regulators.

Table 3 Regulator contact details

Regulator	Contact details
EPA	131 555
Local council	See Table 4
Local public health unit	1300 066 055 (to connect your local public health unit). If the incident is located outside the caller's local public health unit area refer to Table 5 for local public health unit contact details.
WorkCover	131 050
Fire & Rescue NSW	1300 729 579

Table 4 Council contact details

(source: Office of Local Government <http://www.olg.nsw.gov.au/local-government-directory>)

Sydney Metropolitan Councils (all)			
Ashfield Council	02 9716 1800	Lane Cove Municipal Council	02 9911 3555
Auburn City Council	02 9735 1222	Leichhardt Municipal Council	02 9367 9222
Bankstown City Council	02 9707 9999	Liverpool City Council	02 9821 9222
The Hills Shire Council	02 9843 0555	Manly Council	02 9976 1500
Blacktown City Council	02 9839 6000	Marrickville Council	02 9335 2222
Blue Mountains City Council	02 4780 5000	Mosman Municipal Council	02 9978 4000
Council of the City of Botany Bay	02 9366 3666	North Sydney Council	02 9936 8100
Burwood Council	02 9911 9911	Parramatta City Council	02 9806 5050
Camden Council	02 4654 7777	Penrith City Council	02 4732 7777
Campbelltown City Council	02 4645 4000	Pittwater Council	02 9970 1111
City of Canada Bay Council	02 9911 6555	Randwick City Council	02 9399 0999
Canterbury City Council	02 9789 9300	Rockdale City Council	02 9562 1666
Fairfield City Council	02 9725 0222	Ryde City Council	02 9952 8222
Gosford City Council	02 4325 8222	Strathfield Municipal Council	02 9748 9999
Hawkesbury City Council	02 4560 4444	Sutherland Shire Council	02 9710 0333
Holroyd City Council	02 9840 9840	Council of the City of Sydney	02 9265 9333
Council of the Shire of Hornsby	02 9847 6666	Warringah Council	02 9942 2111
Council of the Municipality of Hunters Hill	02 9879 9400	Waverley Council	02 9369 8000
		Willoughby City Council	02 9777 1000
Hurstville City Council	02 9330 6222	Wollondilly Shire Council	02 4677 1100

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Kogarah City Council	02 9330 9400	Woollahra Municipal Council	02 9391 7000
Ku-ring-gai Council	02 9424 0888	Wyong Shire Council	02 4350 5555
NSW Non-Metropolitan Councils (selected only)			
Hunter			
Lake Macquarie City Council	02 4921 0333	Newcastle City Council	02 4974 2000
Illawarra			
Council of the Municipality of Kiama	02 4232 0444	Shoalhaven City Council	02 4429 3111
		Wollongong City Council	02 4227 7111
Shellharbour City Council	02 4221 6111		

Table 5 Public Health Unit contact details (source: <http://www.health.nsw.gov.au>)

Post code	Public Health Unit Details
2004-2009	Camperdown PHU PO Box 374 Camperdown 1450 Phone: (02) 9515 9420 Fax: (02) 9515 9467 (secure)
2012-2017	
2037-2050	
2129-2140	
2162-2179	
2190-2200	
2203-2204	
2206	
2208	
2211-2214	
2555-2560	
2563-2579	
2745	
2752	
2000-2002	Randwick PHU (South Eastern Sydney LHD) Locked Bag 88, Randwick 2031 Phone: (02) 9382 8333 Fax: (02) 9382 8314 (secure)
2010-2011	
2018-2036	
2052	
2205	
2207	
2209-2210	
2216-2234	
2055-2114	Hornsby PHU (Northern Sydney LHD) Hornsby-Ku-ring-gai Hospital, Palmerston Rd, Hornsby NSW 2077 Phone: (02) 9477 9400 Fax: (02) 9482 1358 (secure)
2119-2122	
2126	
2158-2159	
2115-2118	Parramatta PHU (Western Sydney LHD) PO Box 7118, Parramatta BC NSW 212 Phone: (02) 9840 3603 Fax: (02) 9840 3591 (secure)
2123-2125	
2127-2128	
2141-2157	
2160-2161	
2761-2770	
2747-2751	Penrith PHU (Nepean Blue Mountains LHD) PO Box 63, Penrith, NSW 2751 Phone: (02) 4734 2022 Fax: (02) 4734 3444 (secure)
2753-2760	
2773-2786	
2845-2847	
2250-2262	Gosford PHU (Central Coast LHD) PO Box 361, Gosford 2250 Phone: (02) 4320 9730 Fax: (02) 4320 9746 (secure)
2264-2267	Newcastle PHU (Hunter/New England LHD) Locked Bag 10, Wallsend, 2287 Phone: (02) 4924 6477 Fax: (02) 4924 6048 (secure)
2278-2338	
2415	
20-2430	
2500-2502	Wollongong PHU (Illawarra Shoalhaven LHD) Locked Mail Bag 9, Wollongong NSW 2500 Phone: (02) 4221 6700 Fax: (02) 4221 6759 (secure)
2505-2508	
2515-2522	
2525-2530	
2533-2535	
2538-2541	
2890-2891	

4.1.4 Step 4: Complete Level 5 Investigation

The Line Manager (or delegate) must complete Part A of the [SMS-17-TP-4219 Level 5 Investigation Report](#) for all pollution incidents. Part B must be completed if the incident was notified to regulators, or where otherwise requested. The Line Manager must email the completed report to [Environment Division](#) within 5 days of the incident. Guidance on completing the report is provided in [SMS-17-GD-3103 Guide to Completing Level 5 Safety and Environment Investigation Report](#).

4.1.5 Step 5: Notify regulators in writing (if required)

If the pollution incident was notified to regulators, the Group Manager Environment (SEQR Directorate) (or delegate) must provide written notification to regulators within seven days of the incident occurring. The written notification should indicate whether the notification is made under the POEO Regulation (clause 101) or under a Sydney Trains environment protection licence (EPL).

5 Definitions and acronyms

EPA: Environment Protection Authority (NSW)

EPL: Environment protection licence, issued by the EPA under the POEO Act

Non-rail incident: Incident with no direct impact on train operations

POEO Act: *Protection of the Environment Operations Act 1997* (NSW)

POEO Regulation: Protection of the Environment Operations (General) Regulation 2009 (NSW)

Pollution incident: Refer Table 1

Rail incident: Incident with direct impact on train operations

Notifiable pollution incident: Refer Table 1

RMC: Rail Management Centre (Sydney Trains)

SEQR: Safety, Environment, Quality and Risk

6 References

- *Protection of the Environment Operations Act 1997* (NSW) Parts 5.7 & 5.7A, Dictionary
- *Protection of the Environment Operations (General) Regulation 2009* (NSW) Part 3A
- [EMS-11-FM-0181 Pollution Incident Record](#)
- [SMS-17-GD-3103 Guide to Completing Level 5 Safety and Environment Investigation Report](#)
- [SMS-17-OP-3102 Notify Safety Incidents](#)
- [SMS-17-TP-4219 Level 5 Investigation Report](#)