



Emergency Response Procedure

Power and Water Corporate Procedure

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1 What is an Emergency?

An emergency is a sudden, usually unexpected, occurrence that requires immediate response from either internal or external services.

Emergency management is the development of an effective incident response system that focuses on controlling the event, protecting employees, visitors, the general public, PWC buildings and plant, and the external environment.

2 Types of Emergency

There are **four** types of emergencies at Power and Water Corporation, which are described below. These four types have been grouped based on the location in which the emergency can occur. Refer to Section 7 for comprehensive definitions.

Management of any emergency shall consider the environmental aspects and impacts of the emergency as well as the environmental implications of the response.

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		File No: F2005/17362	Version: 4

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2.1 Occupied Facilities Emergency

A Power and Water controlled occupied facility can be either a:

- **Shared Facility** such as Ben Hammond Complex , (refer Attachment 4) or,
- **Business Unit Specific Facility** such as Channel Island Power Station, (refer Attachment 5)

Examples of emergencies that may occur in an **occupied facility** are:

- Fire.
- Explosion.
- Severe injury.
- Medical situation such as a heart attack.
- Chemical release.
- Bomb threat.
- Hostage threat.
- Security or terrorist threat.
- Flood

2.2 Unoccupied Facilities,(Business Unit Specific), Emergency

These are emergencies that occur in a building, such as a zone sub station or a pumping station, not permanently occupied but where work or visits may be undertaken from time to time. **Examples** of emergencies that may occur in an **unoccupied facility** are:

- Fire.
- Explosion.
- Hazardous gas release.
- Unplanned release of transformer oil to the environment.
- Flood

2.3 Field Work Site Emergency

These are emergencies that occur during work in the field, ie away from occupied or unoccupied facilities. **Examples** of emergencies that may occur at a **field work site** are:

- Severe injury to an employee or member of the public.
- Motor vehicle accident.
- Lost or stranded employee.
- Medical situation such as a heart attack, heat stress.
- Unplanned release of oil or fuel to the environment.

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2.4 Environmental Emergency

These are emergencies that occur due to an emission, discharge, deposition or escape of contaminants from Power and Water operations to its surrounding environment. **Examples** of emergencies that may occur in relation to the **external environment** are:

- Unplanned fuel, oil, or other hydrocarbon spill affecting the surrounding land or waterways.
- Unplanned release or spill of chemicals or hazardous materials.

3 What To Do First

Refer Attachment 2: Emergency Response Notification Process flow diagram, and checklists (Attachment 6) for full list of actions.

3.1 Initial Actions by Employee or Person Reporting

- 3.1.1 Apply first aid and make the workplace safe, if it is safe to do so. If considered urgent, telephone external emergency services, (police, ambulance, or fire) on **000**.
- 3.1.2 **Report** the emergency, by telephone, to the Hudson Creek System Control Centre, (HCSCC), operator, **(8947 7015)**.
- 3.1.3 Provides names and details of injured persons
- 3.1.4 Let HCSCC Operator know if external emergency services are in attendance or have been called.
- 3.1.5 **If at Channel Island or Ron Goodin Power Station** *notify the Control Room Operator. The Control Room Operator shall follow the requirements of the Generation Business Unit Work Instruction, which shall include immediate notification of HCSCC by the Control Room Operator.*

3.2 Initial Actions by HCSCC Operator:

- 3.2.1 Calls external emergency services on **000 if required**.
- 3.2.2 Calls Incident Manager.
- 3.2.3 Calls the Duty Executive.

3.3 Initial Actions by Incident Manager

- 3.3.1 Confirms whether or not external emergency services have been called.
- 3.3.2 Determines type of emergency and urgently contacts Chief Warden or Site Manager
- 3.3.3 Briefs Chief Warden (for occupied building).
- 3.3.4 Briefs Site Manager (for other emergencies).
- 3.3.5 Calls together Incident Management Team if required.
- 3.3.6 Discusses emergency with Duty Executive.
- 3.3.7 Contacts Manager Environmental Services if an environmental emergency.
- 3.3.8 Discusses media implications with manager Corporate Communications.

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3.3.9 ***In the case of an automatic fire alarm:***

- Confirms Chief Warden is aware of the alarm.
- Contacts Duty Executive.

3.4 Initial Actions by Duty Executive

3.4.1 Calls Incident Manager to determine incident severity.

3.4.2 Calls responsible Area Manager or General Manager after notification by Incident Manager.

3.4.3 Calls Managing Director.

3.4.4 Calls Manager Corporate Communications.

3.4.5 Calls Manager OHSR&E.

3.4.6 Calls General Manager Human Resources.

3.5 Initial Actions by Chief Warden

3.5.1 Ascertains nature of emergency from Incident Manager

3.5.2 Calls external Emergency Services if required.

3.5.3 Activates an alarm if required.

3.5.4 Initiates emergency evacuation process if necessary.

3.5.5 In the case of an automatic fire alarm:

- Determines emergency and considers if evacuation required.
- Commences evacuation process if needed.
- Confirms Incident Manager is aware of the incident.

3.5.6 Wears recognisable clothing, (White Helmet, High Visibility Vest).

3.5.7 Collects keys and other documentation such as maps.

3.5.8 Advises and briefs Wardens and Communications Officer.

3.5.9 Briefs external Emergency Services Officer in Charge on arrival.

3.6 Initial Actions by Floor or Area Wardens

3.6.1 Attends briefing from Chief Warden

3.6.2 Wears recognisable clothing, (Red Helmet, High Visibility Vest).

3.6.3 Accounts for facility occupants.

3.6.4 Guides evacuation if required.

3.7 Initial Actions by Site Manager

3.7.1 Isolates emergency site from public, traffic, and other hazards.

3.7.2 Considers injuries and immediate assistance required.

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- 3.7.3 Considers safety of onlookers and passers by.
- 3.7.4 Considers support required from police, ambulance or fire and rescue services.
- 3.7.5 Considers support required from contractors for clean up or containment.
- 3.7.6 Contacts call out personnel.
- 3.7.7 Considers impact of response on surrounding environment.
- 3.7.8 Sets up communication channels with Incident Manager.
- 3.7.9 Despatches and directs call out crews and contractors.

3.8 Initial Action by Area Manager or General Manager

- 3.8.1 Confirms details of emergency with Duty Executive.
- 3.8.2 Obtains briefing from Incident Manager.
- 3.8.3 Contacts Managing Director.
- 3.8.4 Joins Crisis Management and Recovery Team if required.

3.9 Initial Action by Managing Director

- 3.9.1 Confirms details of emergency with Duty Executive.
- 3.9.2 Obtains briefing from Area Manager or General Manager.
- 3.9.3 Forms Crisis Management and Recovery Team if required.

3.10 Initial Action by General Manager Human Resources

- 3.10.1 Confirms details of emergency with Duty Executive.
- 3.10.2 Ensures next-of kin details are available if injury is involved.
- 3.10.3 Arranges critical incident counselling services if required.
- 3.10.4 Implements Human Resources Crisis Management Plan if required.

3.11 Initial Action by Manager Corporate Communications

- 3.11.1 Confirms details of emergency with Duty Executive.
- 3.11.2 Prepares media plan.
- 3.11.3 Contacts Incident Manager to advise management of the media.

3.12 Initial Action by Manager Quality Safety Risk and Environment

- 3.12.1 Confirms details of emergency with Duty Executive.
- 3.12.2 Notifies regulatory bodies if required.
- 3.12.3 Arranges on-site assistance if required.

3.13 Initial Actions by Manager Environmental Services

- 3.13.1 Confirms details of emergency with Incident Manager.
- 3.13.2 Notifies regulatory bodies if required.

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3.13.3 Arranges on-site assistance if required.

4 Purpose

The purpose of this procedure is to provide guidelines to achieve robust and practical responses in the event of an emergency, and to prevent and reduce the impacts of such events on the Corporation, its employees and stakeholders.

5 Scope

This procedure applies to all Power and Water Business Units and operational facilities.

6 Roles and Responsibilities

Role / Title	Responsibility
Managing Director	<ul style="list-style-type: none">• Approves this procedure.• Ensures Power and Water has an effective emergency response management process that supports Power and Water in achieving its objectives.• Ensures that employees within Power and Water comply with the requirements of this procedure.• Ensures that Power and Water has identified its emergency response situations and that suitable contingency arrangements are in place.• Ensures that emergency response simulations are conducted for Power and Water at least once every 12 months.• Participates as a member of the Crisis Management and Recovery team, (CMR).
Executive Assistant to the Managing Director	<ul style="list-style-type: none">• Responsible for the maintenance and facilitation of the Duty Executive roster.
General Manager	<ul style="list-style-type: none">• Ensures that their Business Unit has an effective emergency response process that supports Power and Water in achieving its objectives.• Ensures that facilities within the Business Unit are identified and have appropriate emergency plans, and an Emergency Control Organisation, (ECO), is established where required.• Ensures that employees within their Business Unit comply with the requirements of this procedure.• Ensures that their Business Unit has identified its emergency response situations, and that suitable contingency arrangements are in place.• Ensures that emergency response simulations are

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	<p>conducted for their Business Unit at least once every 12 months.</p> <ul style="list-style-type: none"> • Participates as a member of the Crisis Management and Recovery team, (CMR). • Participates as a member of a facility Incident Management Team, (IMT), if required. • Participates as a member of the Duty Executive roster if required.
Regional Area Manager	<ul style="list-style-type: none"> • Ensures that shared facilities within their region of responsibility have an effective emergency response management process that supports Power and Water in achieving its objectives. • Ensures that facilities within their region of responsibility have identified their emergency response situations, and that suitable contingency arrangements are in place. • Ensures that emergency response simulations are conducted for the shared facilities at least once every 12 months. • Participates as a member of the shared facility Incident Management Team if required. • Participates as a member of the Duty Executive roster if required.
Branch/Section Manager	<ul style="list-style-type: none"> • Ensures that their section has an effective emergency response process that supports Power and Water in achieving its objectives. • Ensures that facilities within the section are identified and have an appropriate Emergency Control Organisation established. • Ensures that employees within their section comply with the requirements of this procedure. • Ensures that their section has identified its emergency response situations, and that suitable contingency arrangements are in place. • Ensures that emergency response simulations are conducted for their section. • Participate as a member of the facility Incident Management Team if required. • Adopts the role of Incident Manager if required. • Adopts the role of Site Manager if required.
Duty Executive	<ul style="list-style-type: none"> • Responsible for the internal notification, (24 hours), of emergencies to the Managing Director, relevant General

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	<p>Manager(s), and Manager Corporate Communications.</p> <ul style="list-style-type: none"> • Responsible to call out the Crisis Management and Recovery Team if required and ensure Control Room support is set up. • Liases with the facility Incident Manager to monitor progress until the incident is escalated to a crisis.
Hudson Creek System Control Centre, (HCSCC), Operator	<ul style="list-style-type: none"> • Receive initial emergency report, and notify relevant personnel. Call external emergency services response agencies if required as per checklist.
General Manager Human Resources	<ul style="list-style-type: none"> • Ensures that critical incident counselling services are available if required. • Ensures employee records, (including next-of-kin), details are available if required. • Participates as a member of the Crisis Management and Recovery Team. • Participates as a member of a facility Incident Management Team if required. • Participates as a member of the Duty Executive roster if required.
Manager Quality Safety Risk and Environment	<ul style="list-style-type: none"> • Ensures that Power and Water's emergency response management system is implemented and monitored for effectiveness. • Participate in reviews of the corporate and Business Unit emergency response contingency plans as required. • Ensures suitably qualified health and safety or environmental professionals are available to assist an emergency response if required.
Manager Corporate Communications	<ul style="list-style-type: none"> • Ensures media is managed at the incident site and provides media advice where required.
Manager Environmental Services	<ul style="list-style-type: none"> • Ensures suitable contingency plans are available to manage emergencies relating to Power and Water's environmental aspects and impacts. • Ensures environmental professionals are available to assist management of an environmental emergency if required.
Employee	<ul style="list-style-type: none"> • Initial response including application of first aid and reporting the emergency. • Comply with the requirements of this procedure, including knowledge of response and evacuation requirements.

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7 Definitions

Where terms or words are not included in the definitions section, refer to Power and Water's Glossary for clarification. *The glossary is available on the "home page" of Power and Water's Intranet.*

Automatic Fire Alarm	Facility fire alarm system that automatically alerts the external Fire and Emergency Services when combustion is detected.
System Control	This refers to the duty operator at Hudson Creek System Control Centre, (HCSCC).
Crisis	An emergency with serious threat potential so that until it is controlled all other priorities are rendered secondary.
Crisis Management and Recovery Team (CMR)	A corporate team of executive management, usually chaired by the Managing Director, nominated in the Power and Water Corporation Crisis Management and Recovery Manual. The team addresses the strategic issues of the emergency once it is declared a crisis.
Duty Executive	Power and Water senior employee nominated by the Crisis Management and Recovery team responsible for internal notification of incidents to the Managing Director and relevant General Manager(s). Power and Water shall maintain a 24-hour, 365-day roster to ensure appropriate and timely escalation of incident responses.
Emergency	A sudden, usually unexpected occurrence that requires immediate response from either internal or external services. Emergency management is the development of an effective incident response system that focuses on controlling the event, protecting employees visitors, the general public, or the external environment.
Emergency, Environmental	An emergency that occurs due to an emission, discharge, deposition or escape of contaminants from Power and Water operations to its surrounding environment
Emergency, Field Work Site	An emergency instigated at a Power and Water field work site that may adversely effect the health and safety of employees, visitors, or the general public.
Emergency Control Organisation, (ECO)	The structured organisation in an occupied facility to initiate a response to protect the health and safety of the facility occupants and liaise with external emergency response agencies. During facility emergencies, instructions given by ECO personnel shall overrule the normal management structure.
Emergency Log	A documented record of the sequence of events and other relevant occurrences during the course of an emergency.
Emergency, Occupied Facility	An emergency instigated at one or more of Power and Water's occupied facilities that may adversely effect the health and safety of employees, visitors, or the general public.

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Emergency Planning Team	Management Team responsible for establishing the facility Emergency Response Plan, procedures and ECO structure. Planning for emergencies is the responsibility of the Area Manager at shared facilities and the General Manager at Business Unit facilities.
Emergency Services	Response agencies external to Power and Water, eg Fire and Rescue Services, Police and Ambulance.
Emergency, Unoccupied Facility	An emergency instigated at a Power and Water unoccupied facility that may adversely effect the health and safety of employees, visitors, or the general public.
Gaseous Fire Suppression	Fire detection system connected to a CO2 suppression system that is discharged when products of combustion are detected. The system alerts HCSCC that a discharge has occurred.
Facility	Facility includes any Power and Water Corporation controlled buildings that are occupied or could be occupied by Power and Water employees, (including leased premises).
Facility, Occupied, (Shared)	Power and Water facility, attended by employees for a full working week, containing more than one Power and Water Business Unit (eg Sadadden Valley Complex Alice Springs).
Facility, Occupied (Specific Business Unit)	A Power and Water facility, attended by employees for a full working week, containing one specific Power and Water Business Unit, (eg Channel Island Power Station).
Facility, Unoccupied	A Power and Water facility that is not usually occupied, but where employees may work from time to time, (eg Zone substations).
Field Work Site	Includes all non-permanent job sites attended by Power and Water employees as part of their normal duties.
Incident	Refer Glossary
Incident Manager	Power and Water employee nominated to manage the outcomes of an emergency at a facility. The Incident Manager will be responsible for escalation of management effort.
Incident Management Centre	Designated rooms that can be used by the Incident Management Team to manage incident/s that have become an emergency.
Incident Management Team	Team called together by the Incident Manager to assist management of an incident at occupied facility that has become an emergency.
Response Agencies	See "Emergency Services"
Site Manager	Power and Water employee nominated to be responsible for rectifying emergency incidents apart from those relating to occupied facilities. <i>The Site Manager should be the most senior employee on site at the time of the emergency.</i>

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Warden (Chief, Deputy or Floor/Area)	Members of the Emergency Control Organisation who have responsibility to initiate and manage an occupied facility emergency response.
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8 Attachments

1. Emergency Management Response Framework
2. Emergency Management Notification Process
3. Emergency Response Responsibility Matrix
4. List of Power and Water Occupied Facilities (Shared)
5. List of Power and Water Occupied Facilities (Specific Business Units)
 - 6.1 HCSCC Operator Emergency Response Notification Checklist
 - 6.2 Incident Manager's Operational Checklist
 - 6.3 Incident Management Team Operational Checklist
 - 6.4 Incident Manager's Emergency Finalisation Checklist
 - 6.5 Site Manager's Emergency Response Checklist
 - 6.6 Chief Warden's Operational Checklist
 - 6.7 Warden's Operational Checklist
 - 6.8 Communications Officer's Checklist
 - 6.9 Duty Executive's Checklist
7. Sample of Generic Occupied Facility Emergency Response Plans
8. Shared Facility Emergency Planning Template
9. Business Unit Emergency Planning Template

9 Records

- 9.1 All documentation relating to corporate emergency response management will be managed using the Electronic Data Management System, (EDMS).

10 Power and Water Facilities

Management of the different types of emergencies varies depending on the facility. There are two basic classifications:

10.1 **Occupied Facility, (Shared)**, (refer Attachment 4)

The Regional Area Manager has responsibility to ensure resources are provided and plans are in place in order to respond to the following emergencies at the facility:

- Occupied Facility, (Shared), Emergency

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10.2 **Specific Business Unit Facilities, (Occupied and Unoccupied),** (refer Attachment 5)

These are facilities, both occupied and unoccupied, in locations owned by a single Business Unit, (eg Channel Island Power Station or Power Networks Zone Sub Stations). The Business Unit General Manager has responsibility to ensure resources are provided and plans are in place in order to respond to the following emergencies:

- Emergency, Occupied Facility, (Specific Business Unit and Shared)
- Emergency, Unoccupied Facility
- Emergency, Field Work Site
- Emergency, Environmental

10.3 **Facilities Leased By Power and Water**

If Power and Water lease a facility, (eg Mitchell Centre Darwin), the nominated Area Manager or General Manager shall be responsible to ensure a suitable response plan is available, consistent with this procedure as well as the requirements of the lessor and other building occupants.

11 **Planning For Emergencies**

11.1 **Emergency Planning Team**

An emergency planning team is required to ensure resources are provided, plans are in place, relevant personnel are nominated, and adequate training is available, in order to maintain an effective response capability.

The planning team shall meet at least annually and should include persons who have specific response roles. Responsibility for formation and membership is:

- Occupied Facilities, (Shared), : **Regional Area Manager**
- Specific Business Unit Facilities: **Business Unit General Manager**

11.2 **Facility Plans and Evacuation Plans**

Each facility shall have a documented plan identifying key personnel and resources.

In the case of occupied and unoccupied facilities an evacuation and assembly plan shall be documented and prominently displayed within the building. Attachments 8 and 9 can be used as a guide. Responsibilities to prepare plans lies with:

- Occupied Facilities, (Shared): **Regional Area Manager**
- Specific Business Unit Facilities: **Business Unit General Manager**

11.3 **Specific Emergency Contingency Planning**

Individual emergency threats, (including environmental impacts), for each facility shall be identified based on risk. Suitable contingency plans shall be prepared for high-risk threats and environmental impacts, (Attachment 7 can be used as a guide).

Plans shall be tested periodically but not less than annually. Responsibilities to identify prepare and test contingency plans lies with:

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- Occupied Facilities, (Shared): **Regional Area Manager**
- Specific Business Unit Facilities: **Business Unit General Manager**

12 Emergency Response Organisation

The Emergency Response Responsibility Matrix, (Attachment 3), describes the positions and functions required for each emergency type. Responsibility to ensure the requirements are met lies with:

- Occupied Facilities, (Shared),: **Regional Area Manager**
- Specific Business Unit Facilities: **Business Unit General Manager**

12.1 Duty Executive

The Managing Director shall nominate a roster of senior employees to fill the role of Duty Executive, (Refer to Definitions Section 7). The Executive Assistant to the Managing Director will be responsible to maintain and facilitate an effective roster. A dedicated mobile phone will be made available to the rostered Duty Executive and contact details supplied to the HCSCC operators. When notified of an emergency the Duty Executive will call:

- 12.1.1 Managing Director
- 12.1.2 Business Unit General Manager or Shared Facility Area Manager
- 12.1.3 General Manager Human Resources
- 12.1.4 Manager QSR&E
- 12.1.5 Manager Corporate Communications

12.2 Incident Manager

A roster of senior facility employees shall be nominated to fill the role of Incident Manager for each facility and current contact details supplied to the HCSCC operators.

12.2.1 Incident Management Team

An Incident Management Team shall be nominated for each facility. Based on the emergency event, the Incident Manager shall decide if the team is to be formed. Checklist 6.3 refers to Planning, Operations, and Logistics roles of the team.

12.2.2 Incident Management Centre

A suitable discrete room shall be available for management of an emergency if required.

12.3 Occupied Facility Emergency Response

12.3.1 Emergency Control Organisation

An Emergency Control Organisation, (ECO), is required in order to respond to an **occupied facility emergency** at both shared and business unit specific facilities. Refer to Attachment 7 for a full description of the ECO roles. The primary role of the ECO is to ensure that life safety takes precedent over asset protection. Positions required are:

12.3.2 Chief Warden and Deputy Chief Warden

The Chief Warden initiates and manages the occupied facility emergency response and deals with the external Emergency Services. The Chief Warden's priority is the health and

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safety of the facility occupants. The Deputy Warden position assumes the Chief Warden's responsibilities when the Chief Warden is unavailable.

12.3.3 Wardens

In larger more complex buildings Wardens assist the Chief Warden and are nominated to be responsible for specific floors or areas. These may be termed floor or area wardens.

12.3.4 Communications Officer

The facility ECO may appoint a communications officer who is competent in the use of communication equipment in the building.

12.3.5 After Hours

The facility Incident Manager shall ensure there is an after hours roster for ECO contact.

12.4 Unoccupied Facility and Field Work Site Emergency Response

Response to an unoccupied facility or field work site emergency will require the Business Unit to coordinate and manage the resources needed to effectively combat and control the emergency. This may be call out crews, specialised contractors or equipment.

12.4.1 Site Manager

The Site Manager shall be responsible to coordinate and manage the resources needed to effectively combat and control the emergency. The Business Unit General Manager shall ensure appropriate personnel are available to deal with these emergencies.

12.5 Environmental Emergency Response

Response to an environmental emergency will require the Business Unit to provide initial containment, and then control, coordinate and manage the resources needed to effectively combat and finalise the emergency. This may require specific equipment, (eg spill clean up kits), call out crews, specialised contractors, or equipment.

12.5.1 Site Manager

The Site Manager shall be responsible for the containment, control, coordination and management of the resources needed to effectively combat and finalise the environmental emergency. The Business Unit General Manager shall ensure appropriate personnel are available to deal with these emergencies

12.5.2 Manager Environmental Services

If required, the Manager Environmental Services shall provide expert technical advice and assistance to the Incident Manager or Site Manager to assist finalisation of the emergency.

13 Emergency Response Notification

The objective of the emergency response notification process, (Attachment 2), is to manage the outcomes of the emergency and to restore normal operations as quickly as possible.

13.1 Initial Report

In most cases emergencies will be discovered through a Corporation employee or member of the public. The first action shall be to apply first aid and make the workplace safe, (if it is safe to do so).

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The initial notification of the incident shall be by telephone to the Hudson Creek System Control Centre, (HCSCC), operator, (8947 7015).

If the person who discovers the incident considers external emergency services, (police, ambulance, or fire), are required they may telephone **000**. When notifying the HCSCC operator they shall inform them that the 000 number has been called.

13.1.1 Permanently Manned Power Stations

At Channel Island and Ron Goodin power stations the initial notification will be to the power station control room operator. The operator will implement the emergency response at the power station in accordance with the Generation Business Unit work instruction which shall include immediate notification of HCSCC operator.

13.1.2 Automatic Fire Alarms

An occupied facility emergency may also be notified by an automatic fire alarm system. This system notifies external Emergency Services that combustion has been detected. The Incident Manager and ECO will be alerted by an audible alarm. The Incident Manager is responsible to ensure the Chief Warden is aware of the alarm and will notify the Duty Executive to commence the notification process.

13.1.3 Gaseous Suppression Systems

Where a facility, (both occupied and unoccupied), has gaseous suppression systems, the system will automatically notify the HCSCC operator when gas has been released. The operator will instigate the notification process as per Attachment 2.

13.2 Role of Hudson Creek System Control Centre, (HCSCC)

HCSCC is manned continuously, and in most cases the on-duty operator will receive the initial emergency notification. The operator's role is to determine the extent of the emergency, call external Emergency Services if required, (000), and notify the Duty Executive and relevant Incident Manager. (Refer Checklist 6.1).

13.3 Incident Manager

The Incident Manager determines the type and extent of the emergency and decides how the incident will be managed. The Incident Manager is responsible to ensure the Chief Warden is notified immediately in the case of an Occupied Facility emergency, and the Site Manager is notified immediately for other emergency types.

The Incident Manager shall maintain contact with the Chief Warden or Site Manager to determine the progress of the emergency, and keep the Duty Executive informed. (Refer Checklist 6.2).

13.4 Duty Executive

When notified by the HCSCC operator, the Duty Executive is responsible to clarify details of the emergency with the Incident Manager and then notify details, (Refer Checklist 6.9), to the following:

- 13.4.1 Managing Director
- 13.4.2 Relevant General Manager or Area Manager
- 13.4.3 General Manager Human Resources
- 13.4.4 Manager Corporate Communications

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13.4.5 Manager QSR&E

13.5 Chief Warden and Emergency Control Organisation

The Chief Warden is responsible to notify and coordinate the members of the Emergency Control Organisation, (ECO), and to liaise with external emergency services. The ECO is responsible to facilitate the movements of building occupants during the emergency and account for personnel.

13.6 External Emergency Services

External Fire, Rescue, Police, and Ambulance Services are notified using the triple zero, (000), telephone service. In most cases the HCSCC operator will notify the services, but it is the responsibility of both the Incident Manager and Chief Warden to confirm the services have been engaged if they are needed.

13.7 Site Manager

The Site Manager is responsible to organise and manage call out crews or specialist resources to control and remedy unoccupied facility, mobile, or environmental emergencies, (Refer Checklist 6.5). The Site Manager shall be responsible to report progress of the emergency to the Incident Manager.

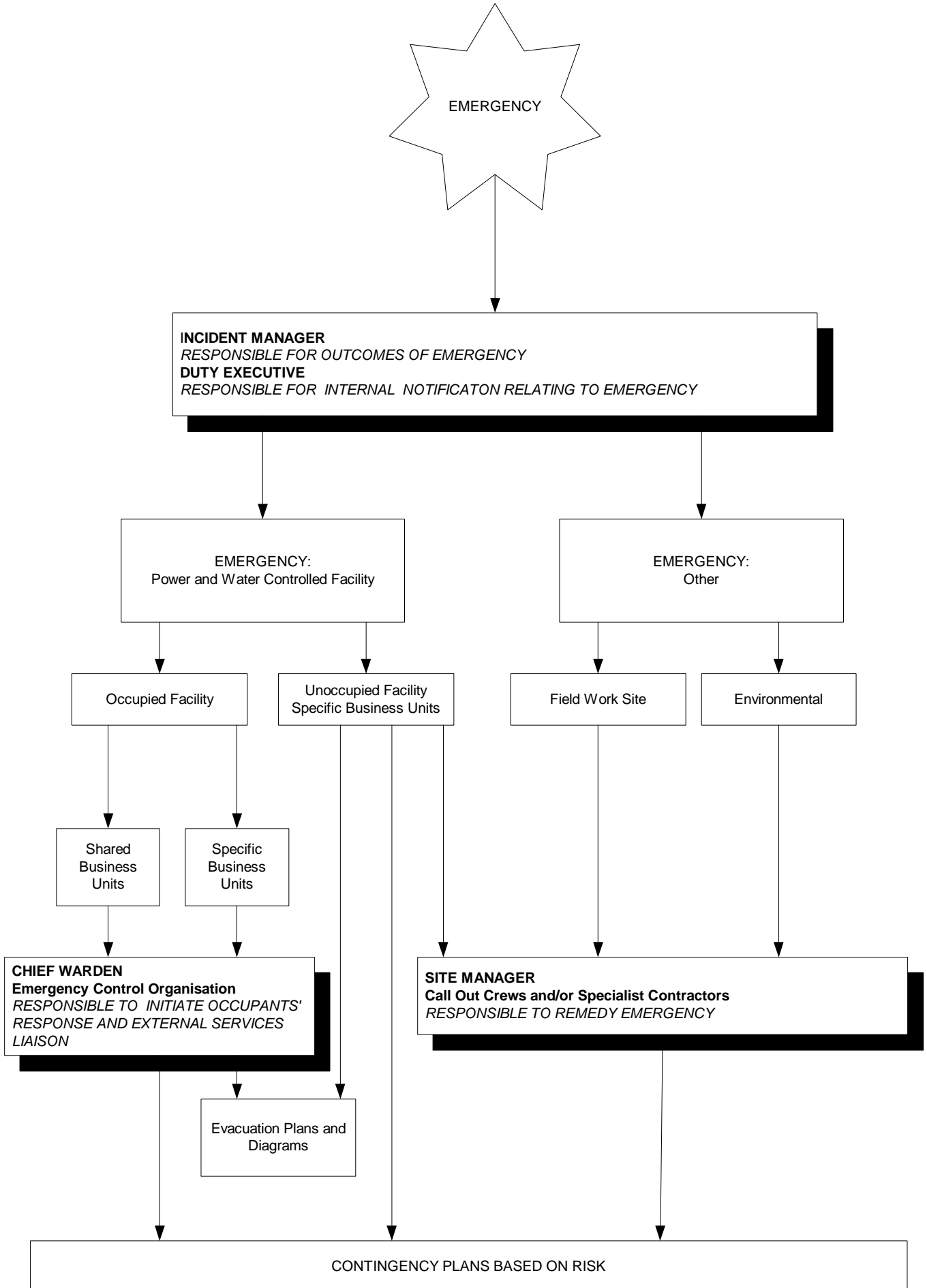
13.8 Emergency Finalisation and De-brief

The Incident Manager shall be responsible to finalise the emergency after consultation with the Chief Warden or Site Manager, and after confirmation from the Duty Executive. (Refer Checklist 6.4).

The Incident Manager shall be responsible to conduct a formal debrief of the emergency, involving all key personnel, as soon as practicable after the emergency has been finalised. Improvement actions from the debrief shall be recorded and followed up through Power and Water's corrective and preventive actions process.

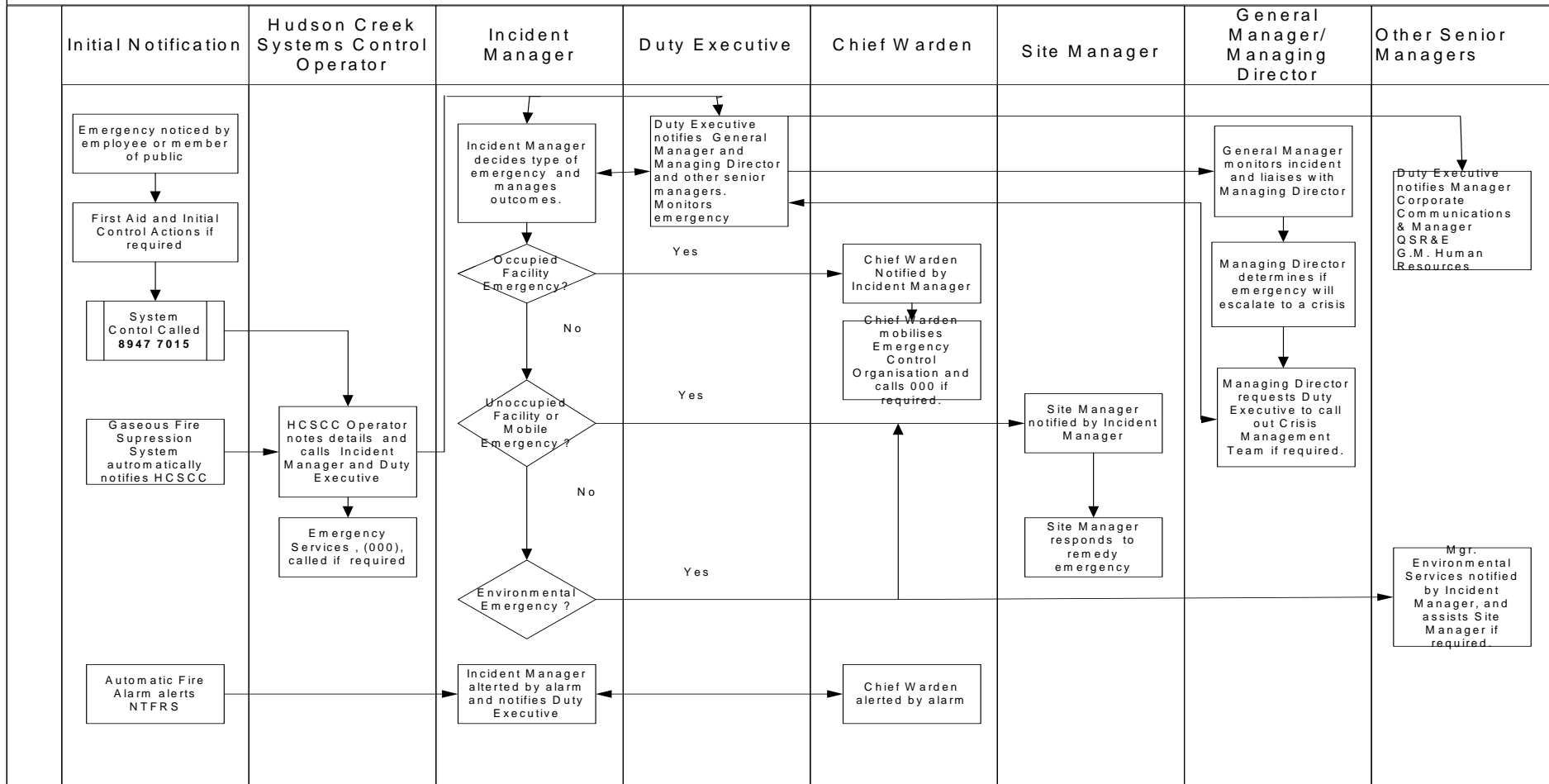
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Attachment 1: Power and Water Corporation Emergency Response Framework



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Attachment 2: Power and Water Emergency Management Notification Process



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Attachment 3: Power and Water Emergency Response Responsibility Matrix

1.1.1.1 Type Of Emergency →	<i>Occupied Facility Shared</i>	<i>Occupied Facility Specific Business Unit</i>	<i>Unoccupied Facility Specific Business Unit</i>	<i>Field Emergency Specific Business Unit</i>	<i>Environmental Emergency</i>
1.1.1.2 Function ↓					
Incident Manager	Area Manager responsible for a roster	General Manager responsible for a roster	Business Unit roster applies	Business Unit roster applies	Business Unit roster applies
Incident Management Team	Formed if Incident Manager believes appropriate.	Formed if Incident Manager believes appropriate	Formed if Incident Manager believes appropriate	Formed if Incident Manager believes appropriate	Formed if Incident Manager believes appropriate
Chief Warden	Area Manager appoints for whole of shared facility.	General Manager appoints when building not in shared facility.	Not required	Not required	Not required
Emergency Control Organisation	Area Manager ensures all Business Units at facility represented	General manager appoints in consultation with Chief Warden	Not required.	Not required.	Not required.
Site Manager	Not required. External Services responsible to combat emergency.	Not required. External Services responsible to combat emergency.	General Manager responsible for a roster.	General Manager responsible for a roster	General Manager responsible for a roster
Contingency Plans Based on Risk	Area Manager responsible to ensure plans available for high risk situations.	General Manager responsible to ensure plans available for high risk situations.	General Manager responsible to ensure plans available for high risk situations.	General Manager responsible to ensure plans available for high risk situations.	General Manager responsible to ensure plans available for high risk situations.
Evacuation Plans and Drawings	Area Manager responsible to ensure evacuation diagrams completed and accessible.	General Manager responsible to ensure evacuation diagrams completed and accessible if building not part of a shared facility.	General Manager responsible to ensure evacuation diagrams completed and accessible if building not part of a shared facility.	Not required	Not required
Periodic Trials	Area Manager responsible to ensure evacuation plans trialed	General Manager responsible to ensure evacuation plans trialed	General Manager responsible to ensure emergency scenarios trialed.	General Manager responsible to ensure emergency scenarios trialed.	General Manager responsible to ensure emergency scenarios trialed.

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Attachment 4: Power and Water Occupied Facilities (Shared)

<i>Shared Facility</i>	<i>Business Units Represented</i>	<i>Responsible</i>
Ben Hammond Complex	Power Networks, Remote Operations, Technical Services, Business Services, Water Services, Human Resources, Generation	Area Manager Darwin
Mitchell Centre Darwin	Executive, Gas, Business Services, Water Services, Human Resources, Retail	Area Manager Darwin
19 Mile Depot Stuart Highway Darwin	Power Networks, Water Services	Area Manager Darwin
Victoria Hwy. Complex Katherine	Power Networks, Remote Operations, Technical Services, Business Services,	Area Manager Katherine
Standley St. Tennant Creek	Power Networks, Technical Services, Business Services, Water Services, Retail,	Area Manager Tennant Creek
Sadadeen Valley Alice Springs	Power Networks, Remote Operations, Technical Services, Business Services, Water Services, Human Resources,	Area Manager Alice Springs
Yulara Power Station	Generation, Water Services, Remote Operations, Desalination Plant, Sewerage Ponds	Area Manager Alice Springs
Kings Canyon	Generation, Water Services	Area Manager Alice Springs

Emergency Response Procedure

Attachment 5: Power and Water Occupied Facilities (Specific Business Units)

<i>Business Unit</i>	<i>Plans for the following :Business Unit Facilities Required:</i>	<i>Responsible</i>
Power Networks Darwin and Katherine	Field Work, Substations Darwin and Katherine, Jabiru Depot, Batchelor Depot	General Manager Power Networks
Water Services Darwin and Katherine	Field Work, Pumping Stations, LWWTP Buildings, BHC, (Bunker Building), McMinns Water Treatment Plant, Leanyer Sewerage Ponds, Manton Dam, Darwin River Dam, Morris Rd, Katherine	General Manager Water Services
Remote Operations Northern Territory	Tennant Creek Office, Field Work, Community Power Stations and Water Services (throughout Northern Territory)	General Manager Remote Operations
Hudson Creek Systems Control Centre	Systems Control	General Manager Systems Control
Generation North	Channel Island Power Station, Berrimah and Katherine Power Stations	Manager Generation North
Technology Services Northern Territory	Mobile Worksites throughout Northern Territory, Nightcliff Underground Project Office.	General Manager Technology Services
Retail Northern Territory	Retail Darwin, Palmerston, Katherine, and Alice Springs	General Manager Retail
Power Networks Southern Region	Mobile Workplaces and Sub Stations Tennant Creek, Alice Springs, King's Canyon and Yulara	Manager Power Networks South
Water Services Southern Region	Mobile Workplaces, Pumping Stations, and Treatment Facilities, Tennant Creek and Alice Springs.	Manager Water Services South
Generation Southern Region	Ron Goodin Power Station, Tennant Creek Power Station , Yulara Power Station	Manager Generation South

Emergency Response Procedure

Checklist 6.1: Emergency Response Notification Checklist for Hudson Creek System Control Centre Operators

When a telephone or radio call is received reporting an Emergency please use the following checklist.

1. Ask Questions	<i>Suggested Responses</i>
1. What is your name?	Record full name and Business Unit details if a Power and Water employee.
2. Please describe the incident.	Ask an open-ended question eg What exactly happened?
2. Where is the incident?	Record location. Be as specific as possible.
3. What time did it happen?	Record approximate time of incident.
3. Is anybody hurt?	Obtain names of injured personnel and Business Unit details if Power and Water employees.
4. Please describe the extent of the injuries?	If considered necessary call "000" for an ambulance or medical assistance. *
4. Is there any damage to the environment?	Obtain details. For spills etc. obtain an estimate of quantity spilt.
5. Is there a threat to security?	Obtain details.
6. Have you told any one else about this?	Find out if Response Agencies or Power and Water managers have already been called. Ask if the media know about the incident. <i>If considered necessary call 000 for Police Fire or Ambulance assistance. *</i>
2. Notify Necessary Personnel	
1. Call Facility Incident Manager	Refer to list. Call to be made at any hour. Inform the Incident manager if a 000 call has been made.
2. Call Duty Executive.	Refer to Roster. Call to be made at any hour
3. Input SMS message.	Type details into FIS System and send off once telephone calls made.
3. Monitor Incident as Requested.	
Pass on further information to the Incident Manager.	Ensure relevant conversations are suitably recorded.

Emergency Response Procedure

Checklist 6.1: ***“000” Protocol for Requesting Assistance from External Emergency Response Agencies**

It is the responsibility of the Chief Warden to request assistance from Emergency Services response agencies. However, if the control operator considers the situation is urgent they shall make the call.

- Dial 000
- *Telstra Operator will ask, What service do you require, Police, Fire or Ambulance?*
- Nominate the appropriate response agency. If you consider more than one agency is required nominate *Police*.
- *Operator will then ask, Where is the incident?*
- Nominate the location of the incident and then the nearest large town (eg Stuart Highway, Humpty Doo near Darwin, Northern Territory).
- If through to Police because more than one service is required *specifically request them* to arrange Ambulance or Fire Services.
- Ensure conversations are recorded.

Emergency Response Procedure

Checklist 6.2 Incident Manager's Operational Checklist

<i>Checklist Actions:</i>	<i>Yes/No</i>
Initial Actions	
<ul style="list-style-type: none"> • Confirm Details of Incident when notified by the HCSCC Operator 	
<ul style="list-style-type: none"> • Confirm with HCSCC Operator whether or not "000" Response Agencies have been called 	
<ul style="list-style-type: none"> • Determine emergency type and <i>urgently</i> notify Chief Warden or Site Manager 	
First Half Hour of Emergency	
<ul style="list-style-type: none"> • Ensure Chief Warden or Site Manager has required resources 	
<ul style="list-style-type: none"> • Set up communications link with incident location. 	
<ul style="list-style-type: none"> • Provide details of emergency to Duty Executive when requested. 	
<ul style="list-style-type: none"> • Establish accountabilities with General Manager and Site Manager if required 	
<ul style="list-style-type: none"> • Call together Incident Management Team if required. 	
<ul style="list-style-type: none"> • Brief IMT, particularly Operations, Planning & Logistics roles. 	
<ul style="list-style-type: none"> • Contact Duty Executive to discuss escalation issues 	
<ul style="list-style-type: none"> • Set up Incident Management Control Centre if required. 	
<ul style="list-style-type: none"> • Ensure IMT members maintain Log. 	
<ul style="list-style-type: none"> • Set up Master Log Sheet and Critical Issues Board 	
Additional Calls to Make	
<ul style="list-style-type: none"> • Contact the General Manager Human Resources to notify injury status. 	
<ul style="list-style-type: none"> • Contact Manager Corporate Communications to determine media status. 	
<ul style="list-style-type: none"> • Contact Manager Environmental Services if an Environmental incident. 	
<ul style="list-style-type: none"> • Contact Manager Quality Safety Risk and Environment. 	
As the Emergency Progresses	
<ul style="list-style-type: none"> • Set up media areas if required. 	
<ul style="list-style-type: none"> • Set up counselling areas if required. 	
<ul style="list-style-type: none"> • Set up areas for friends and relatives if required. 	
<ul style="list-style-type: none"> • Regularly assess Incident level with Chief Warden. 	
<ul style="list-style-type: none"> • Ensure emergency response minimises environmental damage 	
<ul style="list-style-type: none"> • Establish contact with Crisis Management Team if a crisis called. 	

Emergency Response Procedure

When Emergency is Under Control	
<ul style="list-style-type: none">• With General Manager, Chief Warden or Site Manager decide incident stand down	

Emergency Response Procedure

Checklist 6.3 Incident Management Team Checklist

<i>Incident Management Team Planning Role Checklist</i>	<i>Yes/No</i>
Ensure maintenance of an individual Incident Log Sheet	
Gain access to and follow all existing contingency plans	
After initial briefing, prepare an overall response strategy	
Prepare a site action plan	
Prepare a recovery plan, or, as necessary, alternate strategies	
Prepare, as necessary, response plans for environmental issues	
Utilise, as necessary, internal and external technical supports	
Establish financial parameters	
Maintain all necessary internal status reports	
Work with Operations role to monitor/maintain agreed strategies	
Work with Logistics role to establish logistical support levels	
With Incident Manager, establish investigation parameters	
At incident conclusion, attend debrief	
<i>Incident Management Team Operations Role Checklist</i>	<i>Yes/No</i>
Ensure maintenance of an individual Incident Log Sheet	
Gain access to and follow all existing contingency plans	
Ensure regular contact with, and gain updates from, Facility Manager	
Maintain site work plan with Facility Manager	
Ensure all internal and external notifications are carried out	
Consider use of dedicated logkeeper/scribe	
Liaise with Corporate Communications regarding messages strategy	
Liaise with Corporate Communications regarding media	

Emergency Response Procedure

Ensure briefing of switchboard, reception and call centre	
Liaise with Human Resources regarding people impacts	
Liaise with Human Resources regarding employee briefings	
Ensure ongoing safety of incident location	
At incident conclusion, attend debrief	
<i>Incident Management Team Logistics Role Checklist</i>	<i>Yes/No</i>
Set up Incident Management Centre with all necessary equipment	
Ensure maintenance of an individual Incident Log Sheet	
Maintain, as necessary, a Casualty Status Board	
Maintain a Critical Issues Board	
Maintain a Master Incident Log Sheet	
Secure adequate people resourcing for incident site	
Establish and maintain all necessary communications equipment	
Organise catering for IMT and people at incident location	
Gain all necessary support resources for site (equipment, material)	
Organise all necessary external resourcing	
Establish shift rosters	
At incident conclusion, gather all logs for downstream maintenance	
At incident conclusion, attend debrief	

Emergency Response Procedure

Checklist 6.4: Incident Manager's Emergency Finalisation Checklist

(To be assessed in consultation with Site Manager or Chief Warden)

<i>Consider:</i>	Yes/No
Plant and equipment tested and confirmed safe?	
Emergency Services confirmed that normal activities could resume?	
Government Agencies confirmed that normal activities could resume?	
Investigative Authorities confirmed that normal activities could resume?	
Employee impacts being managed successfully?	
External people remaining on facility?	
Environmental Impact of Emergency Response	
<i>Checklist Actions</i>	
• Chief Warden or Site Manager informed.	
• All teams and individually mobilised individuals informed of stand down.	
• All external bodies, (media, contractors etc.), informed of stand down.	
• All log sheets collected and collated.	
• Data from Status and Issues Boards copied.	
• Electronic data from incident transferred to CD.	
• Printed materials created during incident collected and collated.	
• Notebooks utilised copied or retained.	
• Master file of all data passed to General Counsel for retention.	
• Incident Management Centre restocked.	
• Formal debrief planned.	
• Consider learning gaps and prepare debrief report.	
• Plan and prepare internal and external investigations.	
• Update Incident Management Plan or Crisis Response Manual.	
• Update individual contingency plans.	
• Update individual contact directories.	

Emergency Response Procedure

Checklist 6.5 Site Manager's Emergency Response Checklist

Checklist Actions:	Yes/No
• Ensure the emergency site is isolated from the public, traffic and other hazards	
• Ensure safety of any onlookers and those passing by	
• Consider if support is required from external emergency services	
• Consider if support is required from contactors for clean up or containment?	
• Ensure, if necessary, confined space procedures	
• Has anyone has been injured or affected, and requires immediate assistance	
• Ensure warnings are given/assistance is provided for hazards	
• Is there subsidence of buildings, trees, power poles, roads, property, railway line, <i>etc</i>	
• Is there any possibility of landslide, live electricity, gas leak, <i>etc</i> ?	
• Are any volatile or flammable chemicals involved?	
• Consider impacts to hospitals, surgeries, outpatients, schools, industry, shops, <i>etc</i>	
• Consider impacts on private and public infrastructure, such as roads and property	
• Consider levels and impacts of service delivery loss	
• Consider impact of response on surrounding environment	
• Assess media interest/attendance on site	
• Ensure affected Incident Manager is given accurate information and regular updates	
• Consider all environmental impacts	
• If there any environmental damage, ensure appropriate reporting and management	
• Is there any potential for damage to Power and Water systems upstream or down?	
• Finalisation confirmed with Incident Manager	

Emergency Response Procedure

Checklist 6.6 Chief Warden's Checklist

Checklist Actions:	Yes/No
<ul style="list-style-type: none"> • Confirm details of emergency with Incident Manager 	
<ul style="list-style-type: none"> • Confirm whether or not "000" Response Agencies have been called 	
<ul style="list-style-type: none"> • Notify Response Agencies if required. 	
<ul style="list-style-type: none"> • Activate an alarm if required. 	
<ul style="list-style-type: none"> • Initiate evacuation if necessary. 	
<ul style="list-style-type: none"> • Advise and brief Communications Officer if required. 	
<ul style="list-style-type: none"> • Advise nominated Wardens of situation. 	
<ul style="list-style-type: none"> • Wear recognisable clothing, (White helmet and High Visibility Vest), and collect keys or other documentation such as maps. 	
<ul style="list-style-type: none"> • Control entry to the affected areas 	
<ul style="list-style-type: none"> • Record progress of evacuation and action taken in an incident log. 	
<ul style="list-style-type: none"> • Brief Emergency Services Officer In Charge, (OIC), upon arrival <ul style="list-style-type: none"> • Scope and Location of Emergency • Status of Evacuation • Consideration of environmental impact of response strategy. 	
<ul style="list-style-type: none"> • Act on instructions of OIC.. 	
<ul style="list-style-type: none"> • Record the following evacuation information from Wardens as they report: <ul style="list-style-type: none"> • Areas evacuated • Disabled persons • Refusals to evacuate • Medical emergency • Employees remaining • Personnel Not Accounted For 	
<ul style="list-style-type: none"> • Discuss all clear with OIC. 	
<ul style="list-style-type: none"> • If necessary obtain stand down approval from Incident Manager 	
<ul style="list-style-type: none"> • Notify Wardens of stand down and give return to work instructions 	
<ul style="list-style-type: none"> • Arrange a debrief with wardens and other interested parties. 	
<ul style="list-style-type: none"> • Attend Incident Managers debrief if major incident. 	

Emergency Response Procedure

Checklist 6.7 Warden's Operational Checklist

Checklist Actions:	Yes/No
Briefing received from Chief Warden	
Wear recognisable clothing, (Red helmet), and collect keys or other documentation such as area drawings and maps.	
Set up communications with Chief Warden.	
Check the list of employees or visitors with disabilities.	
Select and instruct assistants for special duties eg escort officers or assisting disabled persons.	
<p>In case of Evacuation:</p> <ul style="list-style-type: none"> • Guide the staff/general occupants to the closest, safe fire exit and direct them to the assembly area. • Ensure all blind passages, toilets, plant rooms and storage rooms have been searched for remaining personnel (if safe to do so). If it is unsafe to search an area, advise the Chief Warden. • Notify the Chief Warden when the evacuation of the area is complete and of any remaining occupants. • Ensure all visitors, contractors and disabled personnel are evacuated. • Account for staff at the assembly area. Advise the Chief Warden of any persons unaccounted for • Remain with your group at the Assembly Area. Do not allow anyone to re-enter the danger zone until the Chief Warden advises it is safe to do so. • Notify stand down instructions when received from Chief Warden. 	
<ul style="list-style-type: none"> • If Evacuation <i>NOT</i> required: • Account for employees and visitors in your area of responsibility. • Communicate nature of emergency and provide instructions to employees and visitors. • Advise the Chief Warden of any persons unaccounted for. • Notify stand down to employees and visitors in your area. 	
<ul style="list-style-type: none"> • Attend a debrief with Chief Warden and other interested parties or 	
<ul style="list-style-type: none"> • Attend Incident Managers debrief if major incident. 	

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Checklist 6.8 Communications Officer's Operational Checklist

<i>Checklist Actions:</i>	<i>Yes/No</i>
<ul style="list-style-type: none"> • Briefing received from Chief Warden 	
<ul style="list-style-type: none"> • Confirm Emergency Services Response called. 	
<ul style="list-style-type: none"> • Confirm Incident Manager notified. 	
<ul style="list-style-type: none"> • Notify appropriate ECO personnel. 	
<ul style="list-style-type: none"> • Communicate and record instructions between Chief Warden, Wardens, and Employees/Visitors 	
<ul style="list-style-type: none"> • Maintain a log of events • Record the following evacuation information from Wardens as they report: <ul style="list-style-type: none"> • Areas evacuated • Disabled persons • Refusals to evacuate • Medical emergency • Employees remaining • Personnel Not Accounted For 	
<ul style="list-style-type: none"> • Attend a debrief with Chief Warden and other interested parties or 	
<ul style="list-style-type: none"> • Attend Incident Managers debrief if major incident. 	

Emergency Response Procedure

Checklist 6.9 Duty Executive's Checklist

<i>Checklist Actions:</i>	<i>Yes/No</i>
<i>When First Notified</i>	
• Confirm details of Incident with HCSCC Operator	
•	
•	
<i>First Calls</i>	
• Call Incident Manager and ascertain nature and severity of emergency.	
• Notify Business Unit General Manager of Incident	
• Notify Managing Director of Incident	
<i>Secondary Calls</i>	
• Notify Manager Corporate Communications	
• Notify Manager Quality Safety Risk and Environment	
<i>During Emergency</i>	
• Contact Incident Manager to determine escalation possibilities.	
• Contact Managing Director to discuss escalation possibilities	
• Recommend formation of Crisis Management and Recovery Team if required.	
• Assume role as member of Crisis Management and Recovery Team if required.	
<i>Finalising The Emergency</i>	
• Contact Incident Manager to confirm finalisation.	
• Attend Incident Manager's debrief	