

Emergency Response Plan Guide



Involved in an incident?

Step 1: Call '000' if an emergency

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

Purpose

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

Objective: Every Emergency Response Plan should:

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

Scope: This is a general Emergency Response Plan that covers incidents which may include :

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

A specialist TERP is required for the following general areas:

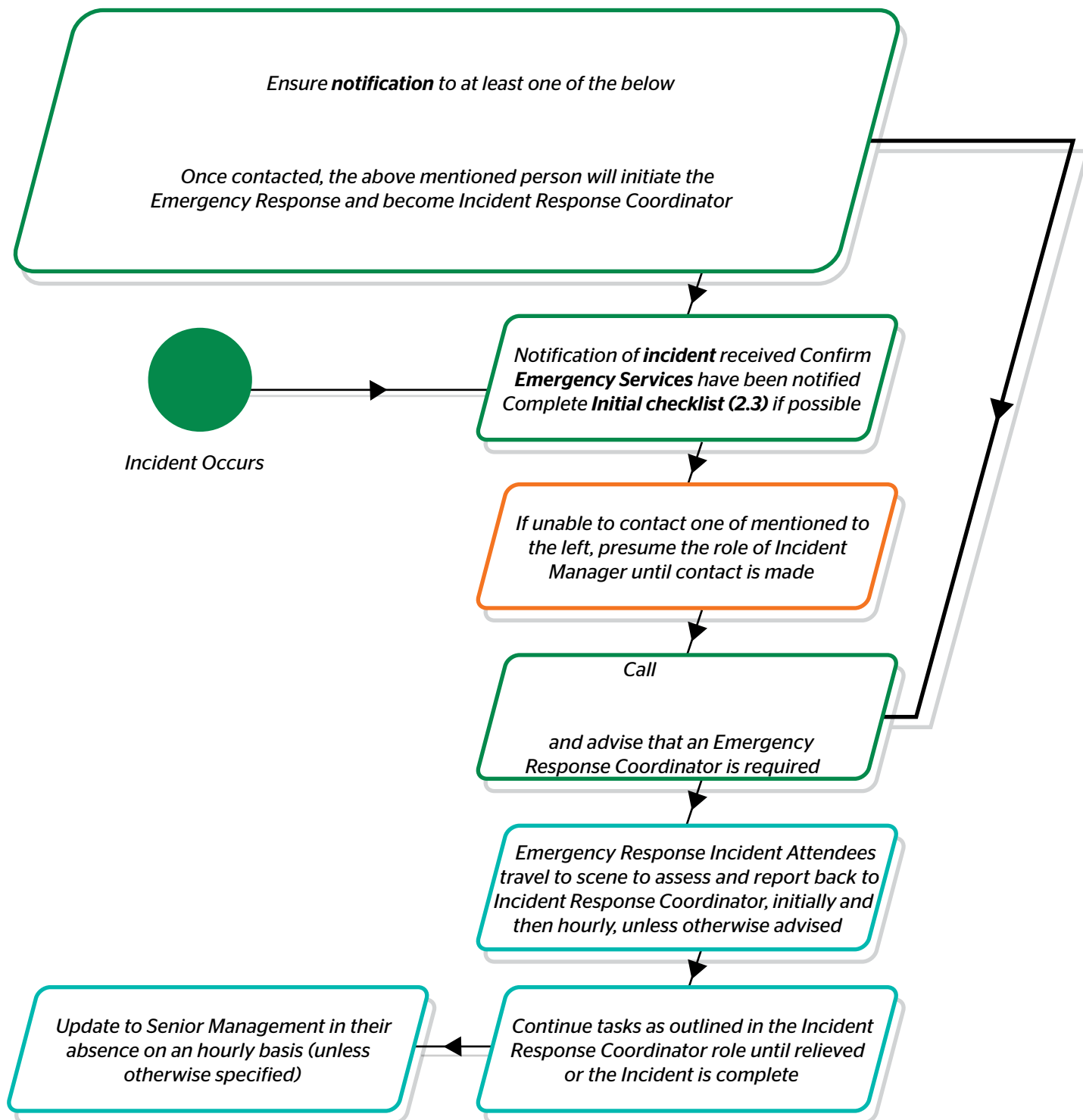
- Where specific freight is classed as dangerous
 - Where the freight task takes a driver to extremely remote areas.
- transports the following goods across the following routes across
with depots in .

This document is not designed or intended to be Transport Emergency Plan (TERP)
Guidelines for the preparation of a TERP can be found at National Transport Commission (NTC) website.

General Incident Severity Categorisation

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

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



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

1.0

EMERGENCY RESPONSE PLAN ACTIVATION

1.1. Roles and Responsibilities - During Incident Response

Role Name	Key Responsibilities Following Incident	Active During	Incident Lead
Driver	- Where safe/applicable, stop any further damage/spillage Clear and secure incident scene to protect self and public - Provide as much information as possible to stakeholders including Emergency Response, Call Centre and Management	All Incidents	- Immediately when the incident occurs - Handover once response coordinator is available
Incident Response Coordinator	Where required, notify relevant workplace health and safety resources and environmental and regulatory authorities. - Situation appraisal and determine severity categorisation - Ensure relevant response is provided based on situation appraisal - Attend the incident - Coordinate with Emergency Response Service Provider to recover product and/ or vehicle, clean-up site to satisfaction of EPA or local council etc. - Incident Controller once Emergency Services hands over site - Liaise with Emergency Services - Gather any other relevant information for investigation - Liaise with relevant business stakeholders (refer to activation plan) - Document all relevant information pertinent to final Incident Report	Where required (refer to severity matrix in document Above)	On the ground during active incident
Emergency Response Service Provider Where required, this role may also include responsibilities of the Incident Response Coordinator (refer to Specialist TERP Requirements)	- Tend to driver's welfare - Provide photographic evidence of incident - Engage all necessary external Suppliers - Liaise with Equipment Manager for transshipping of load when required. - Document all relevant information pertinent to final Incident Report - Provide support to Incident Response Coordinator regarding external suppliers and any information requirements. - Provide network of external suppliers based on incident type and severity	Where required	Minimal loss of service
Senior Management/ Business Representative	- Manage all response to media (if applicable) - Review accident / incident reports Handle any escalation from incident as required - Attend any serious incidents within reasonable travel time, or if requested by Authorities, Senior Management or Response Coordinator - If any employee sustains any injuries or hospitalization has occurred ensure that immediate contact is made with relevant family member and organize all assistance required - Assist Incident Response Co-ordinator with information if requested, along with details in relation to transporting of cargo and equipment. - If required, liaise with Emergency Services and Authorities at scene - Notify all relevant Management in regards to status of incident - Notify customers - On receipt of all relevant reports and information ensure that all internal reports are formulated and distributed to relevant personnel.	Public concern restricted to complaints	Minimal loss of service

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

2.0

DRIVER INSTRUCTION

2.1. Quick Driver Response Guide - Incident

Generic example below for you to change

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

Make Safe

Be Viable

Call

Provide Details

Follow instructions

Do not try and work on the truck yourself

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

Once the truck is off the road:

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

You will need to know:

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

KEY CONTACT LIST

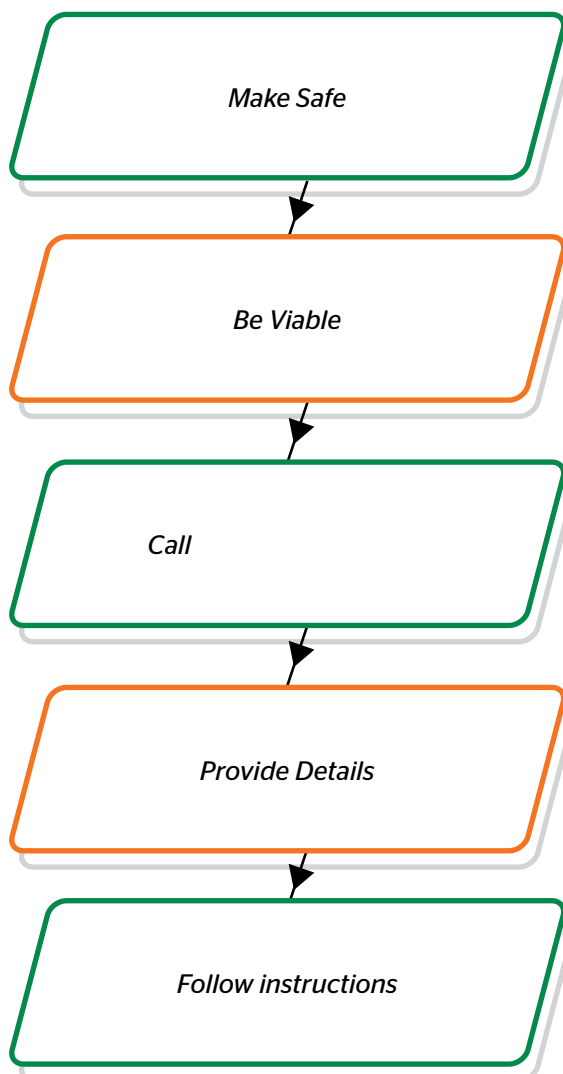
Name	Location	Number

HOW SERIOUS?

Impact/Harm	Do what?
Death/Injury/Danger	Call Emergency Services Call Secure Scene Await instruction
Liquid or Goods Spill at uncontrollable rate	Call Emergency Services Call Secure Scene Await instruction
Liquid or Goods Spill at controllable rate	Attempt to stop leak Call Secure Scene Await instruction
Minor Damage to vehicles but still able to drive safely	Secure Scene Collect any third party info Notify
	when job is complete

2.2. Quick Response Guide – Breakdown

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



Once the truck is off the road:

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

Do not try and work on the truck yourself

You will need to know:

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

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

2.3. Media

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

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

"At (insert time and date) an incident involving our premises/vehicle occurred at It appears that the incident occurred during loading/unloading procedures. OR.

We are unable to ascertain at this moment the cause of the incident.

Our personnel who have been trained to handle such emergencies have implemented our emergency response procedures without delay.

Our Company Directors will be happy to respond to your questions further after the matter has been thoroughly investigated."

2.2. Quick Response Guide – Breakdown

Date:	
Time:	
Location: • Town • State • Closest cross road or exit	
Vehicle or trailer rego:	
Caller's name:	
Caller's return phone number:	
Have Emergency Services been called?	
Brief description of incident: • Fire, spill, traffic accident • Vehicle upright or overturned • Road blocked • Vehicle leaking or container leaking? • Is the incident controlled or escalating? • Could the public be at risk?	
Brief description of injuries • Are there any injuries / fatalities? • Extent of injuries • Number of people injured • Has assistance been arranged?	
Products on vehicle • If DGs, UN number on side of tanker • Shipping name on tanker • Can the driver assist, product, quantity • Are there any fluids leaking from the vehicle i.e. diesel tank rupture? • Are leaks controlled, if not, volume, where is leak and where is it heading • Packaged dangerous goods – are there any fluids leaking from the vehicle?"	
Scene • Are emergency services on scene • Is the road blocked?- Is there a risk of fire, ignition sources • Position of the vehicle, up right or on side • Which side is the vehicle laying (if applicable) • Weather conditions	

2.2. Quick Response Guide - Breakdown

[illegible]

The Emergency Response Plan should also consider:

- How many transport modes are required to take staff to the accident site and remove them from the site?
- How will any equipment required be taken to the site?
- What equipment is available to assist?
- What contractors are available to assist in an emergency?

3.0 DRIVER INSTRUCTION

3.1. Emergency Response Plan Maintenance and Distribution

This document will be reviewed and updated at regular intervals of no less than 12 months or as determined by changes to significantly warrant and update. This Emergency Response Plan must also be reviewed following each activation while reviewing all outcomes of an incident.

It is the responsibility of **the company** to ensure the Emergency Response Plan is fully updated and distributed to relevant people in the chain.

3.2. Training

1. All relevant staff within _____ need to be familiar with the transport emergency response plan and know the role they are expected to play in an emergency.
2. Regular staff training in emergency actions is carried out to keep this plan up to date. All persons of _____ will be included in the training program with emphasis on those who have nominated responsibilities.

A training program should be drawn up to cover all aspects of training and to cover all personnel involved in operations. The program developed must cover State Authority requirements as well as Company standards and provide for both theoretical and practical training.

For an emergency plan to remain effective, regular training and drills are required.

3.3. Modification History

Name	Role	Number

3.3. Modification History

Name	Position	Position	Office Number	Mobile Number

3.3. Modification History

Name	Location	Responsible Person	Last Maintained

3.3. Modification History

Name	Distributed to	Location of soft copy	Last Reviewed Date

3.3. Modification History

Name	People Involved	Date Conducted	Outcome

Appendix 1

SUPPORTING DOCUMENTS

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

Name	Location

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

National Transport Insurance is a joint venture of the insurers CGU Australia Pty Ltd trading as CGU Insurance ABN 62 004 478 960 AFSL 700014 and AAI Limited Trading as Vero Insurance ABN 48 005 297 807 AFSL 230859 each holding a 50% share. National Transport Insurance is administered on behalf of the insurers by its manager NTI Limited ABN 84 000 746 109 AFSL 237246.