



Caltex Australia Petroleum Pty Ltd

Department	Distribution
Title	Pollution Incident Response Management Plan (PIRMP) Newcastle Terminal
Type	Plan
Reference	NCT-PIRMP
Date	19/08/2019

Pollution Incident Response Management Plan Newcastle Terminal

1. INTRODUCTION

The Pollution Incident Response Management Plan (PIRMP) has been prepared for Caltex Australia Petroleum Pty Ltd - Newcastle Terminal (EPA Licence No 20452), to set out specific requirements for achieving compliance with the relevant requirements introduced in the Protection of the Environment Legislation Amendment Act 2011 (POELA Act, 2011) related to timely notification and management of the pollution incidents causing “material harm”.

2. OBJECTIVES

The objectives of this PIRMP are to:

1. ensure comprehensive and timely communication about the pollution incident to:-
 - Caltex and sub-contractor personnel;
 - Environmental Protection Authority;
 - NSW Ministry of Health;
 - SafeWork NSW;
 - Fire and Rescue NSW;
 - Newcastle Government Agency ;
 - Wider community outside the facility who may be affected by the impacts of the pollution incident.

2. minimize and control the risk of pollution incident at the facility through:
 - Identification of risks;
 - Development of planned actions ;
 - Implementation and close out of the planned actions in a timely manner.

3. ensure that the plan is implemented by:
 - trained personnel with responsibility for implementing the plan;
 - regular testing for accuracy, currency and suitability .

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3. DEFINITIONS

Pollution Incident

An Incident or set of circumstances during or as a consequence of which there is or is likely to be a leak, spill or other escape or deposit of a substance, as a result of which pollution has occurred, is occurring or is likely to occur.

It includes an incident or set of circumstances in which a substance has been placed or disposed of on premises, but it does not include an incident or set of circumstances involving only the emission of any noise.

Material Harm

- a) Harm to the environment is material if:
 - i. It involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or
 - ii. It results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000 (or such other amount as is prescribed by the regulations), and
- b) loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment.

For the purposes of this definition, it does not matter that harm to the environment is caused only in the premises where the pollution incident occurs.

Environment

Means *components of the earth, including:*

- (a) land, air and water, and
- (b) any layer of the atmosphere, and
- (c) any organic or inorganic matter and any living organism, and
- (d) human-made or modified structures and areas,

and includes interacting natural ecosystems that include components referred to in paragraphs (a)-(c).

EPA

Means the Environment Protection Authority constituted by the *Protection of the Environment Administration Act 1991*

A premise includes:

A building or structure, or (b) land or a place (whether enclosed or built on or not), or (c) a mobile plant, vehicle, vessel or aircraft.

Pollution means:

Water pollution, or (b) air pollution, or (c) land pollution.

Activity means:

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An industrial, agricultural or commercial activity or an activity of any other nature whatever (including the keeping of a substance or an animal).

4. TYPES OF INCIDENTS TO BE NOTIFIED

Only those incidents which occur in the course of an activity so that material harm to the environment is caused or threatened are to be reported.

Note on exclusions:

- (a) Definition of “Pollution Incidents” excludes **Noise**;
- (b) **Odour is not required to be reported** as a Pollution Incident under Part 5.7, s.148 (7) of Protection of the Environment Operations (POEO) Act 1997.
- (c) A person is not required to notify an incident if the incident is an ordinary result of action required to be taken to comply with an Environment Protection Licence, an Environment Protection Notice or other requirement of or made under this act (s.151 of POEO Act, 1997).

5. NOTIFICATION RESPONSIBILITY

The Newcastle Terminal Operations Manager (TOM) Environment Specialist or NSW HSSE representatives has primary responsibility for calling the five Agencies identified in the Key Contact List in Table 9.1. Responsibilities for statutory reporting are identified in the **Incident and Injury Management Responsibilities for Statutory and Internal Reporting** in the DMS.

As indicated in Section 5.0 of the Emergency Response Plan for Newcastle Terminal, the Terminal Operations Manager (TOM) is responsible for ensuring that all site personnel are properly trained in their roles and responsibilities with respect to execution and maintenance of this plan. This responsibility extends to all third parties entering the site, including contractors, tanker drivers and visitors whose emergency response training shall take place via the site induction.

Following the initial notification, the Terminal Operations Manager (TOM) is responsible for consulting with the Emergency Services, Support Agencies, external authorities and neighbouring premises in matters relating to this plan.

All site based personnel are responsible for being familiar with this PIRMP, and in particular, being fully conversant with the actions expected of them in the event of an emergency.

6. DESCRIPTION OF ENVIRONMENTAL HAZARDS

As part of the Environment Management System (EMS), the Newcastle site has identified the environmental aspects and impacts of its activities and has documented these in the Environmental risk register for the Newcastle terminal. This register includes the aspects, risks and controls associated with the terminal operations and tank maintenance.

Table 6-1

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Potential Risk Scenario	Remarks
Fire and explosion	<p>The scale, extent, and nature of the duration material relating to each of the identified risks will likely determine if the consequence is causing or has the potential to cause material environmental harm.</p> <p>Licence Exceedances are not included in this plan as these are reported as per the licence reporting conditions and in the "Annual Return".</p>
Loss of Containment to land or water - examples are uncontrolled releases of hydrocarbons waste	
Pollution of waterways	
Oil spill requiring response	
Equipment damage resulting in an uncontrolled release	
Failure of power system	
Tanker truck accident (On or Off site)	

7. INVENTORY OF POLLUTANTS

Newcastle Terminal receipts, stores, handles and distributes a large number of fuel products and fuel additives, and has a comprehensive system for safe handling of such materials. The site uses this system that includes amongst others,

- Dangerous Goods and Hazardous Substances Manifest and Notification Procedure
- Safety Data Sheets
- procedures for the approval of new chemicals on site
- procedures for safe storage, use and disposal of these materials

In addition, to meet the requirements of Acts other than the environmental legislation, updates of the Dangerous Goods and Hazardous Substance Manifest and list are undertaken and provided to NSW SafeWork Authority.

The Newcastle ERP provides a list of Hazardous Chemicals and other relevant data.

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8. COMPREHENSIVE EMERGENCY RESPONSE PLAN

The Newcastle Terminal is staffed 24 hours a day, 365 days a year by an experienced operations team. A key part of the Operations Coordinators role is to monitor product flow/movements. There are a number of early detection systems installed on tanks, piping and other storage units to monitor flow movements and tank fill rates. These systems include:

- Tank gauging
- High and high-high level alarms
- Independent tank over-fill alarms with emergency isolation valves (EIV's)
- Lower Explosive Level (LEL) monitors/alarms in bunds
- CCTV and flame detectors - images back to terminal Control room
- Monitoring and alarms for uninitiated tank fill (and flows to/from or in incorrect direction)

The Newcastle Terminal operates a comprehensive Emergency Response Plan (ERP) as part of the Caltex Crisis Management Framework (SD101421).

The ERP describes:-

- various procedures to be followed or complied with;
- available response equipment & safety gear;
- outline of the teams of trained people to support the implementation of that plan.

To date the ERP has been successful in protecting and minimizing impacts on the environment. Regular exercises are carried out and changes to the plan are made as required to incorporate learning from the exercises.

The components of the Emergency Response Plan and this PIRMP are cross-referenced to the relevant sections of the Environment Operations Act 1997 and POEO (General) Regulation 2009 – refer to Appendix B.

To assist in an emergency situation, Caltex operates a centralised emergency response service through the 24/7 ERS Provider (IXOM), referred to as the Caltex Emergency Hotline. This is **a 24 HOUR, 7 DAYS per week emergency response unit.**

The 24/7 ERS Provider Service has been contracted by Caltex to:

- provide a single point of contact with all appropriate Caltex response staff, on a 7 day/24 hour basis
- ensure contact is established with all appropriate Emergency Services
- ensure Caltex management and appropriate crisis management personnel are notified
- provide specialist response /first aid /technical advice (e.g. safety data sheet information)

The Caltex Emergency Hotline will be used by employees to ensure that all relevant staff and authorities are notified.

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The Caltex Emergency Hotline contact number is (toll free):

1800 033 111

9. CONTACT DETAILS OF THE RELEVANT AUTHORITIES TO BE NOTIFIED OF POLLUTION INCIDENT

Table 9.1 KEY EXTERNAL CONTACT INFORMATION

Name	Description	Main Contact/s	Person Responsible
Mandatory Agencies to Contact in Priority Order – Request a Call Reference No.			
IXOM ERS & Duty Manager	24hr Emergency Advice	1800 033 111	NCT Operations Coordinator
Fire	Local Command	000	
Police	Local Command	000	
Ambulance	Regional Command	000	
Fire (Incidents NOT requiring Fire Units)		1300 729 579	Terminal Operations Manager, NSW HSSE Representative
EPA (our licence no. 452)	Duty Inspector	13 15 55	
Ministry of Health	Public/Enviro Health Officer	4924 6477	
Safework NSW	Duty Officer	13 10 50	
Newcastle City Council	Enviro / Fire Safety Officer	4974 2000	
Other Emergency & Regulatory Agencies if Required			
Poisons Information	24hr Call Centre	13 11 26	NCT Operations Coordinator
Solberg Backup Foam	Emergency Line	1800 802 902	
Davidson Trahaire Corpsych	Employee Assistance	1300 360 364	
Hunter Water Corporation	Emergency Duty Personnel	1300 657 000	
Newcastle Mutual Aid Group			
BP Newcastle Terminal Manager	Cnr. Hannell & Elizabeth St CARRINGTON 2294	0422 414 618 0428 115 068	NCT Operations Coordinator
NSW Port Authority	Port Services (Duty) Mgr. Boats & Watercraft	4985 8287 4985 8281	
Port of Newcastle (Private)	Private port operator	49293890	
Stolthaven Australia (24 hours/7 days)	Lot 2 Steelworks Road Mayfield NSW 2304 Duty Officer (24/7) Site Manager (24/7)	0418 736 974 0498 762 177	
Cargill Australia	40 Heron Road Kooragang Island NSW 2304	(02) 4928 3875 0417 2521 28	

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Name	Description	Main Contact/s	Person Responsible
	Site Manager (24/7) Senior Operator (24/7) Terminal Manager (M-F)	0417 252 128	
Park P/L (Park-Fuels)	10-13 Greenleaf Road, Kooragang Island NSW 2310 Operations Manager (24/7) Terminal Manager	(02) 4920 1344 0438520537 0429415406	
External Resources			
Cleanaway	Spill Response	1800 774 557	Operations Coordinator, Terminal operations Manager or Environmental Representative
Hancock & Owen	Spill Response	0418 683 086	

Table 9.2 KEY INTERNAL CONTACT INFORMATION

Name	Position	Phone
Newcastle Terminal Operations		
Caltex Crisis Management Team – Duty Manager	1800 033 111	Notified by Operator Coordinator, Terminal Manager, Caltex Duty Manager
National Ops Manager		
Terminal Ops Manager		
Newcastle Terminal Operations Coordinators		
Kurnell SCADA Control Operators		
Senior Media Adviser		
Senior Environmental Specialist (Licensed Sites)		
NSW HSSE senior Representative		

9.3 Community

Consultation with community members during and/or after a reportable pollution incident will be undertaken in accordance with this PIRMP. The police will generally take on the role of interfacing with site neighbours but may require the assistance of Caltex personnel. This role (and prior to police

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arrival if necessary) should be delegated by the Caltex Emergency Controller so that adequate resources remain at the site to respond to the emergency. Where emergency services do not take on this role, Caltex will consider utilising various communications tools such as phone calls, door knocking and letter box drops as appropriate for the incident and its impact.

A list of contact details for neighbouring sites is available on site and is incorporated in the site's emergency response management plan.

9.4 Incident Risk Ranking

Table 9-4 - Incident Risk Ranking below, provides a list of products stored at Newcastle Terminal and the need for early warning, depending on the nature of the incident. Early warning requirements for neighbours are included. Where the likely impact on Neighbours is rated Medium or High, action must be taken to advise neighbours of the incident. The Police shall inform affected neighbours and adjacent businesses. In their absence or at their request, the Terminal Emergency Controller or their delegate, shall inform affected neighbours and adjacent businesses.

Table 9.5 Incident *Risk Ranking

* Chevron Integrated Risk Prioritization Matrix

Chemical	Chemical Hazard?	Need for Early Warning	Potential Hazards Identified	Level of Impact	Likelihood	Priority	Impact on Neighbours
Unleaded petrol, Premium/ Unleaded Petrol	Yes	Yes	• Release to ground;	M	L	M	L - M
			• Release into stormwater;	H	L	H	H
			• Vapour cloud; odour	H	L	H	H
			• Ignition – explosion, fire, smoke	H	L	H	H
Diesel	Yes	Yes	• Release to ground;	M	L	M	L- M
			• Release into stormwater;	H	L	H	H
			• Ignition – fire, smoke	M	L	H	M
Jet Fuel	Yes	Yes	• Release to ground;	M	L	H	L-M
			• Release into stormwater;	H	L	H	H
			• Ignition – fire, smoke	H	L	H	H
			• Ignition – fire, smoke	M	L	H	M
Ethanol	Yes	Yes	• Release to ground;	M	L	H	L-M
			• Release into stormwater;	H	L	H	H

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Chemical	Chemical Hazard?	Need for Early Warning	Potential Hazards Identified	Level of Impact	Likelihood	Priority	Impact on Neighbours
			<ul style="list-style-type: none"> Ignition – fire, smoke 	H	L	H	H
Jet Fuel, PULP, Diesel Additives	Enviro	Yes	<ul style="list-style-type: none"> Release to ground; 	M	L	M	L-M
			<ul style="list-style-type: none"> Release into stormwater; 	H	L	H	H
			<ul style="list-style-type: none"> Ignition – fire, smoke 	L	L	M	H
Low Flash Slops	Yes	Yes	<ul style="list-style-type: none"> Release to ground; 	M	L	M	L-M
			<ul style="list-style-type: none"> Release into stormwater 	H	L	H	H
			<ul style="list-style-type: none"> Ignition – fire, smoke 	M	L	H	M
Oily Water Sewer	No	Yes	<ul style="list-style-type: none"> Release to ground; 	M	L	M	L
			<ul style="list-style-type: none"> Release into stormwater; 	M	L	H	H
Trade Waste	No	No	<ul style="list-style-type: none"> Release to ground; 	M	L	H	L
			<ul style="list-style-type: none"> Release into stormwater 	M	L	H	L
Fire Fighting Foam	Enviro	No	<ul style="list-style-type: none"> Release to ground; 	H	M	L	L
			<ul style="list-style-type: none"> Release into stormwater 	H	L	M	L
Fire Water Tank	No	No	<ul style="list-style-type: none"> Nil 	L	L	L	L

9.6 Contact Details of Site Contact for Waste Transport Incident

In the event of a pollution event involving the transport of waste from the Newcastle site to a waste treatment facility (e.g. landfill), the Caltex Emergency Response Hotline (toll free) can be contacted to alert us of the incident and request our response.

Title	Direct
Caltex Emergency Response Hotline	1800 033 111

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10. RELEVANT INFORMATION TO BE GIVEN WHEN NOTIFYING

The relevant information to be given according to Section 150 of the POEO Act (1997) when notifying the incident to the regulatory authorities is as follows:

- a) Time, date, nature, duration and location of the incident
- b) Location of the place where pollution is occurring or is likely to occur
- c) The nature, the estimated quantity or volume and the concentration of any pollutants involved, if known
- d) The circumstances in which the incident occurred (including the cause of the incident if known)
- e) Action taken or proposed to be taken to deal with the incident, and any resulting pollution or threatened pollution, if known
- f) When the information relating to items c), d) or e) is not known at the time of verbal notification, this information must be provided once it becomes available

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11. PROCEDURES TO BE FOLLOWED

The relevant parts of the Caltex Newcastle Emergency Response Plan and its procedures would be activated for delivering this Pollution Incident Response Management Plan (PIRMP). If a pollution event occurs, the emergency controller will take actions according to the Newcastle Terminal Emergency Response Plan.

However, for completeness of the Pollution Incident Response Management Plan, the following additional information is presented:

11.1 Other Notification of Pollution Incidents

The EPA may, as per section 151A of the POEO Act (1997),

- direct the person verbally to notify such other persons of the incident as it requires;
- specify the manner and form of notification;
- direct that any initial verbal notification be followed by written notification.

11.2 Identification of Appropriate Regulatory Authority

Should a pollution incident occur, the Senior Environmental Specialist (SES) Licensed Sites will have the responsibility of determining the “Appropriate Regulatory Authority” (ARA). This, in turn, will determine the party or parties to be notified.

11.3 Notification of employees and other site personnel

All personnel on site (employees and contractors) will be informed immediately of a site emergency (which can include a “Pollution Incident”) via the Site Emergency Alarm or the Terminal public broadcast system.

Members of the Newcastle Terminal Emergency Response Team and other personnel involved with the implementation of the ERP related to the pollution incident are notified by phone or SMS as soon as the emergency has been identified.

11.4 Roles and Responsibilities

The roles and responsibilities defined in the Newcastle Terminal ERP are not in any way reduced by the preparation of this PIRMP.

The responsibilities specific to the PIRMP are included in the relevant parts of this report for clarity.

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11.5 Response Triggers

Triggers requiring a response or update of this PIRMP include:-

- Community complaints;
- Regulatory response or Instruction;

Odour events are classified as Class B or A events in accordance with Section 5.2 of procedure “Responding to Community Environment Concerns (SD101335).

12. AVAILABILITY OF PLAN

This PIRMP will be available on the Caltex Public Website and will be supplied free of cost to anyone requesting the plan in writing, generally within 14 days of the request being made.

Hard copies of the Plan will be retained at the Newcastle Terminal at:

NAME	LOCATION
Operations Coordinator	Operations Control Room
Emergency Operation Centre	Hunter Room
Emergency Manifest Box	Newcastle Terminal Main Exit

Soft copies will be stored on the Caltex DMS, with easy access via the Newcastle Terminal Key Information page.

Details of this Plan will be made available to authorised personnel on request.

13. STAFF TRAINING

Staff training requirements of this PIRMP are included in Environmental Awareness Training which is provided to all Terminal personnel via the Caltex Learning Management System (LMS).

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14. TESTING OF PLANS

This plan will be tested routinely once every 12 months and the accuracy of the information contained within the plan checked and confirmed. Consistency with other related procedures developed in the preceding 12 months will also be confirmed.

A specific aspect of this Plan will be tested in a Desktop Exercise every 12 months, and concurrent field tests will be conducted as needed.

This plan will also be tested:

- within one month of the occurrence of any “pollution incident”, or
- at the discretion of the Infrastructure Operations Leadership Team (IOLT), to incorporate improvements to the effectiveness and workability of the plan as well as changes to responsibilities of the persons implementing this plan, for example, within one month of the occurrence of any “pollution incident”.

Results of the tests will be used for incorporating:

- improvements to the effectiveness and workability of the plan;
- changes to responsibilities of the persons implementing the plan;
- changes in contact details.

These changes will be incorporated into the Plan within 3 months of the tests taking place. A log of tests will be appended to this Plan, showing the dates, and a description of actions resulting arising from the post event debrief. A Log of Tests by date and learnings is included at the rear of this Plan in Appendix A.

Note: The Newcastle Terminal ERP has its own testing plan and timelines for testing relevant equipment appropriately as per Legislative Requirements, Australian Standards and International Standards where available and in that order. If the testing requirements detailed in this section are also mentioned in the ERP then they are to be regarded as the same otherwise the testing requirements are to be regarded as over and above those listed in the Emergency Response Plan.

15. REPORTING

A post –incident Debrief report will be prepared following any Incident which triggers this PIRMP. In such instances, Caltex will appoint a Lead Investigator who will report to Management, under Legal Privilege if required.

Where the report identifies recommended changes to the Plan, such changes will be incorporated into revisions in the Plan.

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Diagrams

Diagram 1. Site and Surrounding Land Use - Newcastle Terminal

Diagram 2. Site Plan

Appendices

Appendix A. Log of Plan Tests

Appendix B. Newcastle PIRMP and ERP Alignment with Environment Operations Act 1997 and POEO (General) Regulation 2009

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Diagram 1 Site and Surrounding Land Use - Newcastle Terminal



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16. APPENDIX

Appendix A. Log of Plan Tests

Test Date	Results	Actions Resulting
4 September 2013. Minor Desktop to check PIRMP	Exercise completed successfully	Nil
9 April 2015	Exercise completed successfully	Administrative changes required
30 May 2016	Exercise completed successfully	Administrative updates required
23 June 2017	Exercise completed successfully	Administrative updates required
31 July 2018	Exercise completed successfully	Administrative updates required
14 November 2018	Exercise completed successfully	Administrative updates effected
31 July 2019	Exercise completed successfully	Administrative updates effected
09 August 2019	Desktop Exercise completed successfully	No updates required

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Appendix B.

Newcastle PIRMP and ERP Alignment with Environment Operations Act 1997 and POEO (General) Regulation 2009

Environment Operations Act 1997		
Section of Act	PIRMP Section Reference	Newcastle ERP (where relevant)
153A	1.Introduction	2. Introduction
153C	5.Notification Responsibilities 8. Comprehensive Emergency Response Plan 9. Contact Details of Relevant Authorities to be Notified of Pollution Event <ul style="list-style-type: none"> Table 9.1: External Contact Information Table 9.2: Internal Contact Information Table 9.3: Neighbourhood Contact List 	5.0 Roles and Responsibilities Newcastle ERP (whole) 13.0 Key contact information
153D	12. Availability of Plans	1.3 Distribution List
153E	14. Testing of Plans	7.10 Training, Testing, Exercises
153F	5.Notification Responsibilities 8. Comprehensive Emergency Response Plan 11. Procedures to Follow	5.0-5.7 Primary responsibilities and incident notification 10.8 Incident notification 12.0 Emergency response action card 8.0 Response procedures Newcastle ERP (whole)
POEO (General) Regulation 2009		
Section of Act	PIRMP Section Reference	Newcastle ERP (where relevant)
98C(1) (a)	6, Description of Environmental Hazards	4.0 Site Profile

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98C(1) (b)	6, Description of Environmental Hazards <ul style="list-style-type: none"> Table 9.4 Incident Risk Ranking 	8.2 Emergency response guides and pre incident plans
98C(1) (c)	8. Comprehensive Emergency Response Plan	Newcastle ERP (whole)
98C(1) (d)	7. Inventory of Pollutants	4.4 Hazardous chemicals register and Manifest
98C(1) (e)	<ul style="list-style-type: none"> Table 9.4 Incident Risk Ranking 	8.2 Emergency response guides and pre incident plans
98C(1) (f)	8. Comprehensive Emergency Response Plan	Newcastle ERP (whole)
98C(1) (g)	<ul style="list-style-type: none"> Table 9.2: Internal Contact Information 	13.0 Key contact information
98C(1) (h)	<ul style="list-style-type: none"> Table 9.1: External Contact Information 	13.0 Key contact information

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Section of Act	PIRMP Section Reference	Newcastle ERP (where relevant)
98C(1) (i)	9.2 Community	6.15 Emergency Operations Centre 10.7 Interfacing with tenants/neighbours Management Team 10.4 Emergency Incident Command & Control
98C(1) (j)	11.3 Notification of employees and other site personnel	7.1 Emergency Incident Command & Control 13.0 Key contact information
98C(1) (k)	Diagrams 1, 2 and 4	4.0 Site Profile Covered in PIRMP
98C(1) (l)	1. Comprehensive Emergency Response Plan	Newcastle ERP (whole)
98C(1) (m)	13. Staff Training	7.10 Training, Testing, Exercises

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98C(1) (n)	Appendix A. Log of Plan Tests	11.4 Post Incident review
98C(1) (o)	Appendix Y Document Stewardship	1.3 Distribution List
98C(1) (p)	14. Testing of Plans	7.10 Training, Testing, Exercises 11.4 Post Incident review
98D(1)	12. Availability of Plans	1.3 Distribution List
98D(2)	12. Availability of Plans	1.3 Distribution List
98E(1)	14. Testing of Plans 15. Reporting	1.3 Distribution List
98E(2)	14. Testing of Plans	7.10 Training, Testing, Exercises

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