



External notification and communication

Notification of relevant authorities in case of a pollution incident

This procedure covers how Knauf Plasterboard will manage notifications to be carried out in case of a pollution incident. In NSW, for any site holding an EPA Licence, pollution incidents must be reported immediately (without delay). Pollution incident means:

- A pollution incident causing material harm, actual or potential harm to health and safety of human beings and the environment.
- Incidents causing actual or potential loss of property or damage greater than \$10,000.
- Trivial incidents are not included.

All relevant authorities, not just the Appropriate Regulatory Authority (ARA) are to be notified:

- ARA – as defined by the POEO (Protection of the Environment Operations) Act, typically either the EPA or the local council
- EPA
- Ministry of Health
- WorkCover Authority
- Local Authority (if not ARA) ie local council
- Fire and Rescue NSW.

1. Notifications to be conducted for Matraville Plant

Where there is any uncertainty regarding whether a pollution incident meets these criteria, contact the Plant Manager immediately.

- If the incident presents an immediate risk to human health and property, call 000. Fire and Rescue NSW, NSW Police and NSW Ambulance Service are the first responders, responsible for controlling and containing incidents.
- If the incident does not require an initial combat agency, or once the 000 call has been made, notify the relevant authorities in the following order:

RELEVANT AUTHORITY	DETAILS	24 HOUR CONTACT
1. ARA (Appropriate Regulatory Authority)	Defined by the POEO Act	Either the EPA or local council
2. EPA	Environment line	131 555
3. Ministry of Health	Via the local public health unit: Randwick SESI PHU South East Sydney/Illawarra AHS Locked Bag 88, Randwick 2031 Fax: (02) 9382 8314	02 9382 8333 After hours: 02 9382 2222 (Prince of Wales Hospital) Ask for Public Health Nurse on call
4. WorkCover Authority		13 10 50
5. Local Authority (if not ARA)	Local council: Randwick	02 9399 0999 After hours: 02 9937 2450
	City of Botany Bay Council area boundary close to neighbourhood	02 9366 3666
6. Fire and Rescue NSW		000



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Community communication

This procedure outlines the steps for Knauf Plasterboard to notify and communicate with neighbours and the local community in the event of a crisis, such as a pollution incident. The procedure applies to all Knauf sites for crisis events, and in particular forms part of Knauf's NSW Pollution Incident Response Management Plans.

Where an incident may affect neighbours or the community local to a Knauf site, the Plant or nominated Site Manager must take steps to ensure neighbours are informed of the incident and of any specific actions that should be taken to ensure safety is maintained.

The required extent of community notification is evaluated as part of the incident management procedures. These notifications are to occur by the nominated External Liaison, by telephone or by methods as determined most suitable under the management procedures, and are to be recorded using the incident event log. The notifications should include information to enable neighbours and the community to take any necessary steps to ensure their site is maintained in a safe manner and minimise the risk of harm.

Neighbours and the community will be kept updated on the progress of the incident and once the incident is resolved.