

BR09

Incident Management Procedure

Procedures form part of Veolia Water Technologies business management system and outline requirements in support of our policy commitments. Procedures describe what we must do to ensure that the organisation works efficiently, meets its regulatory requirements and client expectations. This procedure helps to keep you safe and informed and therefore must be followed by everyone working for Veolia Water Technologies.



Your quick guide to Incident Management Procedure



What preparation is required to respond to an incident?



- Workers must be consulted to identify the types of incidents that may occur based on work activities and environment
- Plans must be in place to prevent these incidents from occurring
- First Aid, communication and emergency equipment must be readily available, serviced and in good working order
- Training must be provided and exercises based on identified risks must be completed
- Procedures and contact lists must be available and accurate



Tools and Forms

BR09-TOOL04 InjuryNET Information Sheet



Where to for more information?

Section 4.0

How do I respond?



- Evacuate and contain - alert persons and evacuate to a safe muster point if in immediate danger. Contain the situation if safe to do so and contact emergency services
- Preserve life - do not become a victim. Ensure the area is safe to enter, eliminate and control hazards. Administer First Aid if trained to do so or assist as directed
- Shut down and secure - secure and control the site. Do not disturb the scene



Tools and Forms

Nil



Where to for more information?

Sections 5.5, 5.6 and 5.7

Who do I need to report to?



- Notify your supervisor immediately of an incident
- Supervisors escalate to Managers and / or General Managers
- Supervisors / Managers may contact InjuryNET if an injury was sustained
- An incident report is to be completed and logged into the online reporting system
- General Counsel must be advised of notifiable / serious harm incidents immediately
- EAP may be contacted for impacted workers



Tools and Forms

BR09-TOOL01 Near Miss / Hazard Report Form, BR09-TOOL04 InjuryNET Information Sheet, BR09-TOOL05 Incident Report Form



Where to for more information?

Section 5.8

What happens after an incident?



- Initial investigations commence in accordance with BR09-GU02 Incident Investigation Guideline
- Reports to regulators may be made by the General Counsel
- Drugs and alcohol testing may be performed
- Seek legal advice if required
- Workers compensation reporting to insurers
- WHSEQ Alerts developed and issued to communicate actions and lessons learnt



Tools and Forms

BR09-TOOL02 WHSEQ Alert Template

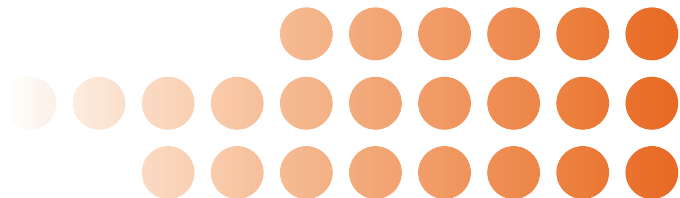


Where to for more information?

Sections 5.12, 5.13, 5.14, 5.15, 5.16

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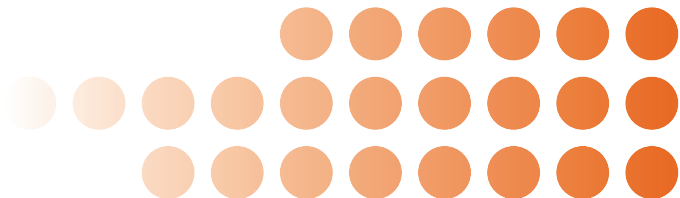


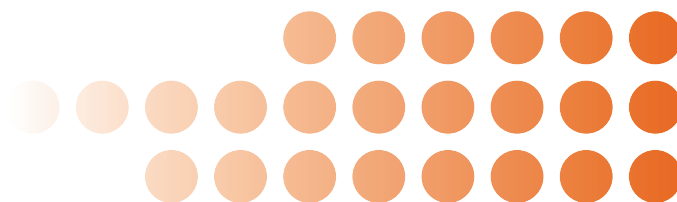
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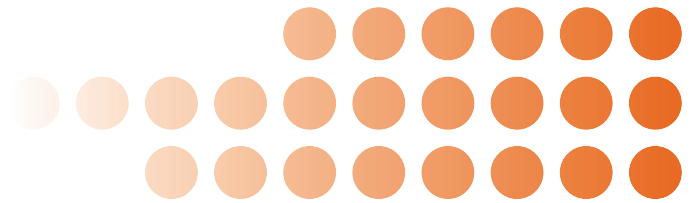




1. Key Compliance Requirements

The following table provides a summary of key compliance requirements for this Procedure. Refer to the Procedure in full for all requirements.

Topic Title	Relevant compliance statement	Page #
Medical treatment	Where a worker is injured and is taken to a medical centre / hospital they must be accompanied by another Veolia Water Technologies worker so they can provide support and provide management with updates about the injured worker's medical condition.	6
Reporting and recording incidents	Near misses and incidents must be reported in a timely manner to line management and subsequently recorded into the online reporting system.	9, 10 and 12
Site control and initial response	Workers must have the required training, knowledge, equipment and skills to report escalate and respond to incidents.	9 and 14
Media enquiries	All media enquiries are referred to the Executive Management Team (EMT).	12
Notifications	The General Counsel must report to regulators of notifiable / serious harm incidents.	11
Investigations	Investigations must be completed for all incidents in accordance with <i>BR09-GU02 Incident Investigation Guideline</i> . The General Counsel will appoint an Incident Investigator for notifiable incidents. The Incident Investigator must ensure non-disturbance requirements are adhered to.	11 and 12
Employee Assistance Program (EAP)	EAP will be made available to workers impacted by an incident or where requested following an incident.	12
Workers compensation	The Return to Work Coordinator must report compensable injuries / illnesses to Veolia Water Technologies Workers Compensation insurer.	12
Communication of incidents	WHSEQ alerts about incidents are created and distributed to workers.	13



2. Purpose

This procedure:

- Describes the process for managing incidents in terms of:
 - Immediate response (in conjunction with Emergency Response Procedures refer *BR01 Emergency Preparedness and Response Procedure*)
 - Internal and external notifications
 - Welfare
 - Reporting / recording and the requirement to commence an investigation
- Provides:
 - Internal and external systems to communicate that an incident has occurred
 - The immediate actions taken (or required to be taken) to eliminate or reduce the potential for a re-occurrence of the incident
 - Communication protocols regarding a significant issue that is relevant to our organisation

3. Scope

The requirement to manage incidents applies to:

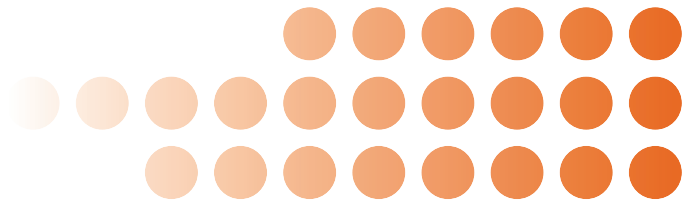
1. All Veolia Water Technologies workplaces
2. Incidents involving Veolia Water Technologies workers, visitors or other persons while they are at a work location controlled by Veolia Water Technologies
3. Environmental incident response and reporting associated with Veolia Water Technologies activities, products and services
4. Quality issues such as customer complaints or non-conformances

BR03-GU01 Business Continuity Planning Guideline details the recovery processes that Veolia Water Technologies apply following business impacts from adverse conditions.

4. Background

An incident may include any event or situation at our workplaces that:

- Has impacted on the health, safety or wellbeing of workers including:
 - An incident where a person requires medical attention
 - A near miss where a person could have been injured



- Any injury that is claimed as work related from which a Workers Compensation Claim is made
- Poses an immediate threat to health safety and environment
- Has impacted the environment
- Has impacted property and equipment
- Has impacted the community
- Has impacted our clients

Effectively managing incidents that occur in our workplace is important to ensure:

- We minimise harm to workers, the environment and property if an incident occurs
- Workers who are injured are effectively looked after
- We meet our regulatory and other stakeholder reporting requirements

Refer to *BR01 Emergency Preparedness and Response Procedure* for guidance on how to prepare for an incident to minimise any damage.

5. Process

The key steps in the incident management are shown in Figure 1.

Figure 2 outlines the actions and responsibilities for managing an incident.

Initial notification should be undertaken via phone call and formal notification should be completed as soon as possible.

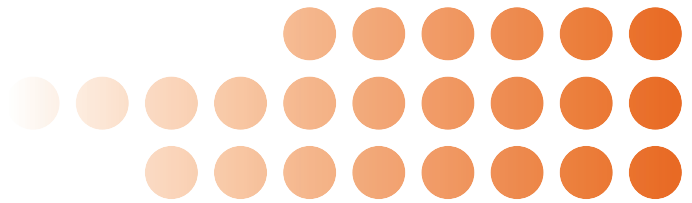
5.1 First Aid / Medical Injuries

The first step in managing any incident is ensuring the health, safety and welfare of any person who has been, or may be, directly impacted by the incident. Supervisors must ensure that appropriate and timely First Aid can be provided in the event of a person being injured. Refer *BR01-GU01 First Aid Guideline* for ensuring appropriate equipment is available.

Where a Veolia worker is injured, the Supervisor / Manager may contact InjuryNET in order to make an appointment with a medical practitioner or seek advice from their triage services (refer *How to Access InjuryNet information sheet* and 5.3 Triage Services).

Where a Veolia Water Technologies worker is injured and is taken to hospital they must be accompanied by another Veolia Water Technologies worker so they can provide support to the injured worker and also provide management with updates about the injured worker's medical condition and requirements for next of kin notifications.

When a worker is taken to hospital, the line manager must contact the person's next of kin as soon as possible. If the next of kin contact details cannot be provided by the injured party, the line manager can obtain these details from Human Resources.



5.2 Notifiable / Serious Harm Incidents

Notifiable / serious harm incidents are work related incidents as defined in state based work health, safety and environmental legislation. Appendix 1 provides an extract of notifiable / serious harm incidents per state and country.

5.3 Triage Services

The triage service assists injured workers to determine whether a treatment appointment is really needed. The program details are below:

- Manager calls InjuryNet
- They initiate/trigger the triage service for the injured worker
- InjuryNet arranges for a nurse to call the injured worker directly onsite to determine whether treatment through a medical practitioner is required or whether the injury can be self-managed.
- Advise is provided to workers on suitable treatment options
- InjuryNet advises manager of outcome of "interview"
- Follow up calls initiated after pre-determined timeframe

Triage services are suited for the musculoskeletal type injuries i.e. strains and sprains, twisted ankles and for first aid type injuries.

5.4 Near Miss / Hazard Reporting

Reporting near misses is vital in maintaining a safe and healthy workplace.

Near Miss / Hazard Reports must be completed as soon as practicable.

NEAR MISS / HAZARD REPORTING FORM

To encourage reporting, Veolia Water Technologies has both a hard copy reporting form and an electronic (online) reporting form. The hard copy *BR09-TOOL01 Near Miss / Hazard Report Form* is available to all workers.

The hard copy of the form is completed, removed from the booklet and delivered to the line manager.

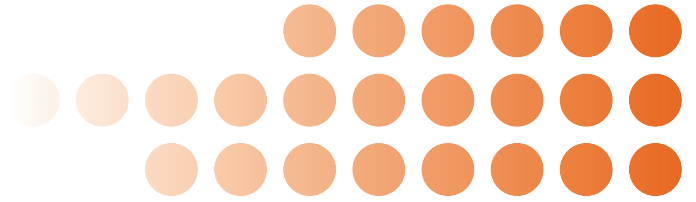
The line manager will discuss the report with the individual then transfer details to the online form accessible on the intranet.

5.5 Environmental Incidents

Environmental pollution incidents include:

- An oil or chemical spill in a sensitive area, drain or waterway of any volume
- A spill that contains hazardous materials
- An oil or chemical spill of 20L in any location

Examples of other environmental incidents include:



- Land contamination
- Damage to heritage items
- Unauthorised vegetation clearing
- Pollution of waterways
- Illegal waste disposal
- Works without planning approval

For incidents involving leaks and spills refer to the Oil Spill Containment and Clean-up guide in Appendix 2.

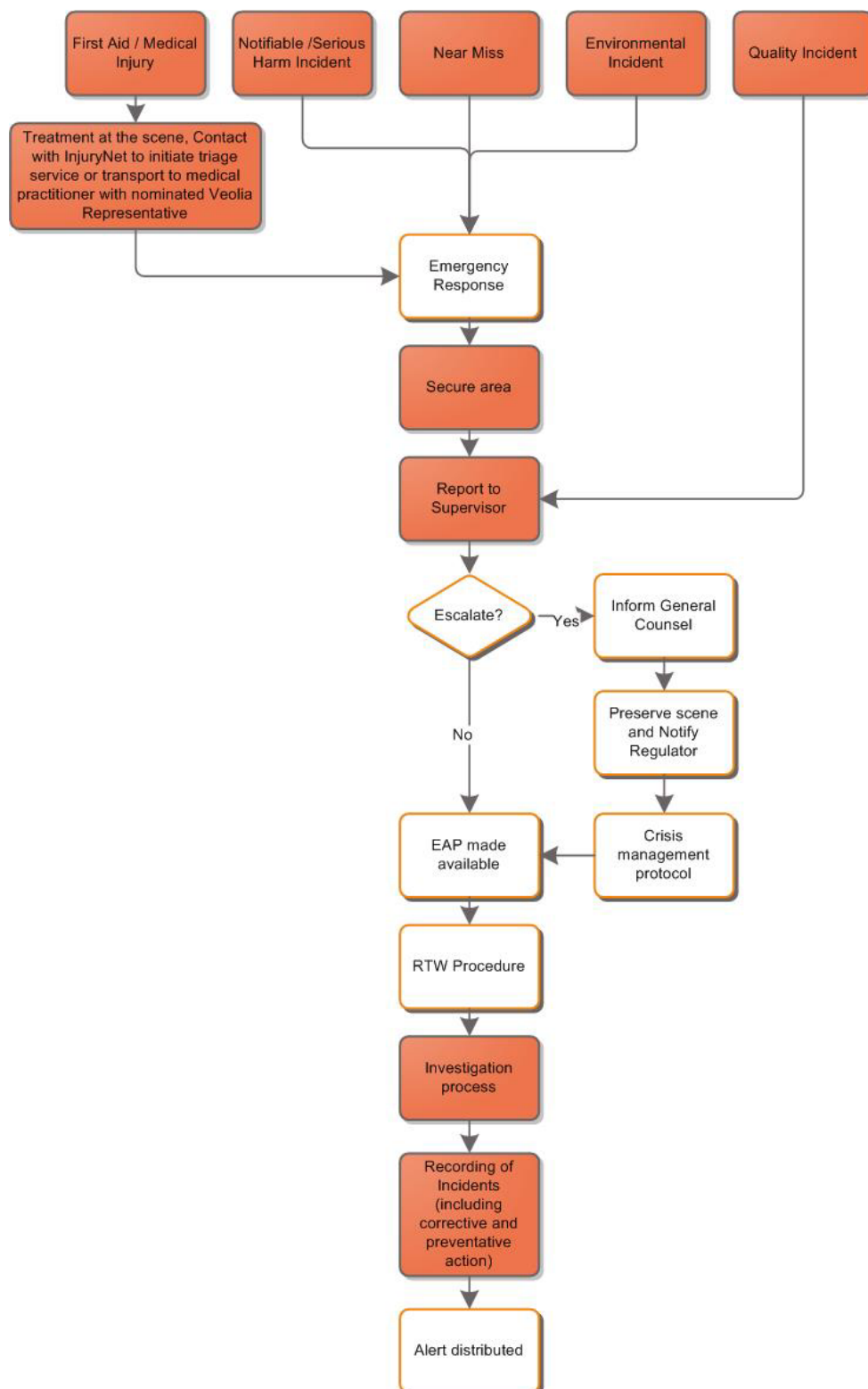


Figure 1: Key incident management process steps

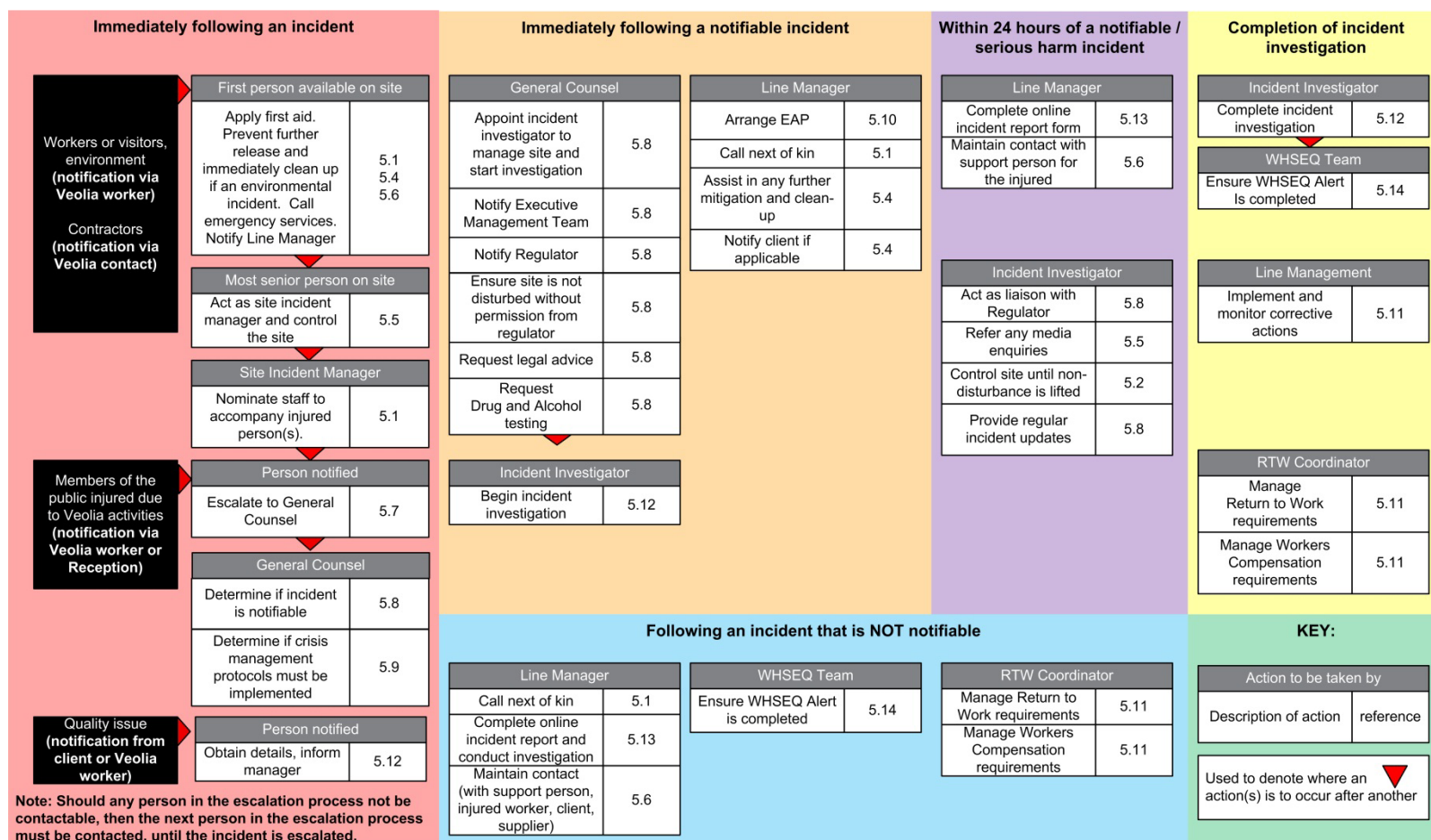
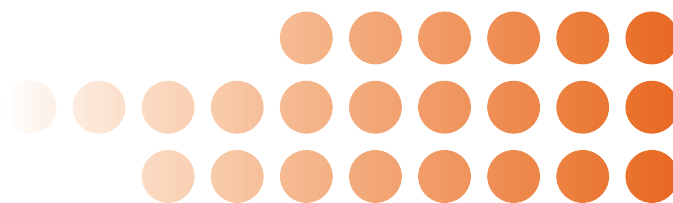


Figure 2: Incident management process



5.6 Quality Incidents

Quality incidents include audit non-conformances, customer complaints, product and / or supplier non-conformances and deviations from procedures, standards and / or guidelines.

Quality incidents are registered and investigated through our online reporting system to ensure:

- Products that do not conform to requirements are identified and controlled to prevent its unintended use
- Services that do not meet the customer's requirements are resolved
- Services provided by suppliers that do not meet our requirements are identified and resolved
- Deviation from our business management system are identified and rectified
- Ideas for improvement are captured

5.7 Emergency Response

In terms of response, the preservation and safety of life over-rides all other categories.

Dangerous incidents must be rapidly escalated (in terms of communication, resources and response) until:

- The site is rendered safe to allow access to injured / impacted persons
- Any persons trapped are rescued (under medical or specialist emergency rescue supervision if required)
- All injured or impacted persons have been provided immediate First Aid treatment and where required transported from the scene to a medical practitioner or hospital for suitable medical care

To assist in preparing for emergencies refer to the *BR01 Emergency Preparedness and Response Procedure*.

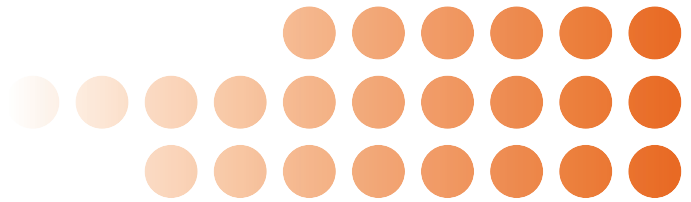
5.8 Secure Area

An incident site is not secure until:

- The source of the hazard has been shut down or isolated to control the potential for further harm
- Injured persons have received appropriate medical treatment or been rescued

The key steps in terms of site control are:

- Nominating an Incident Site Manager (initially this will usually be the most senior person on site)
- Assess immediate hazards and plan a safe method to enter
- Eliminate / control or assess location for harmful energy sources (including stored energy), do not allow further persons or yourself to be harmed
- Establishment of safe access routes and provision of medical treatment for injured persons or rescue of trapped persons
- Shut down site and preserve the incident scene (e.g. people demobilised safely from the site, area isolation - bollards / tape / traffic control)



Where unsafe conditions exist the site supervisor must ensure that work activity ceases, and that appropriate resources are requested (internal or external) to allow for the safe and timely shut down of all hazardous energy sources.

MEDIA ENQUIRIES

The Incident Site Manager or any other workers should not allow media into the incident scene during an incident for safety reasons.

All media inquiries must be referred to members of the EMT.

5.9 Report to Supervisor

All workers and onsite visitors have an obligation to report and escalate incidents as soon as practical. The required reporting and escalation process is set out in Figure 2.

When providing a notification, as much of the following information as available should be provided:

- Time, date and place of incident
- Who is in charge on site and who else is on site
- What damage has occurred
- What injuries have occurred (if applicable) and to whom
- Who is with the injured person and what is their contact number
- What environmental impacts have / are occurring
- The condition of the injured person(s) and their current location
- Known facts / basic overview
- Is the hazard still present / or persons still injured / trapped on site
- What resources are needed to bring the situation under control

Other personnel or clients who may be affected should also be informed of hazards or potential risks to health and safety.

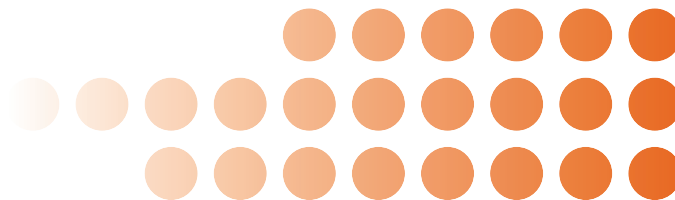
Where a person has been injured it is important to (as far as practicable) obtain and provide information about their injury status as this may have a significant impact on classifying the incident as being Notifiable.

5.10 Escalation

The required escalation and management process is set out in Figure 2:

The Site Incident Manager may consult with the General Counsel to determine if the incident is a 'Notifiable Incident'.

Refer to Appendix 1 for an extract of the legal definitions of a 'Notifiable Incident' in each jurisdiction.



5.11 Preserve Scene and Notify Regulator

If an incident is classified as 'Notifiable' two legal obligations come into immediate effect:

1. Requirement for non-disturbance of the site of a notifiable incident, which includes any plant, substance, structure or thing associated with the notifiable incident
2. Requirement to notify state regulators that a notifiable incident has occurred, immediately after becoming aware of the notifiable incident

For incidents that are determined to meet the criteria of 'Notifiable' the General Counsel will:

- Consult with the relevant divisional General Manager
- Inform members of the Executive Management Team
- Confirm the determination that an incident is classified as notifiable
- Report the incident to the regulator
- Appoint an Incident Investigator to manage the site, provide updates about the incidents and start an investigation
- Seek legal advice

Consider drugs and alcohol testing to eliminate drugs and alcohol impairment as a casual factors as per *BR18-GU10 Fit for Duty Guideline*.

The decision to resume work after a notifiable incident shall be in consultation with the Incident Investigator, relevant line management and statutory authorities (where applicable).

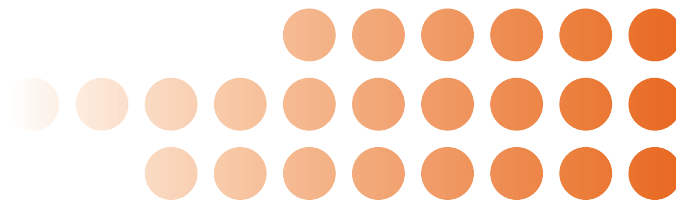
REGULATOR REQUESTS, INSPECTORS AND OFFICERS

Inspectors and Officers have wide ranging powers to enter work sites and conduct investigations. These powers can include the requirement for persons on the premises to answer questions, provide information and / or documents. In addition Inspectors can conduct forensic examinations (sampling, photos etc.) of the site and seize exhibits.

The General Counsel and appointed Incident Investigators are the primary point of contact for inspectors / Officers.

When talking to an Inspector consider the following:

- The Inspector / Officer must be authorised and will have an ID card which should be checked to ensure their authority to enter the site
- It is an offence to obstruct, hinder or impede an Inspector / Officer in the exercise of their official functions. However ensure the Inspector / Officer is advised of any ongoing safety risks on the site
- Keep answers limited to basic facts as you know them (do not guess or fill in the blanks – if you don't know something advise the Inspector accordingly)
- Advise the Inspector / Officer of the primary point of contact (if not already on site) and refer them to that person
- Requests for document must be in writing



5.12 Crisis Management Protocol

A crisis is any event or circumstances that damage or threatens in a material way:

- Health and safety of our workers or other people
- Properties / assets of our company
- Reputation of our company

In these circumstances an immediate response is required in accordance with *BR03-GU01 Business Continuity Planning Guideline*.

5.13 Employee Assistance Program

The Employee Assistance Program (EAP) confidential counselling service should be considered to assist workers who are exposed to incidents. It is important to recognise that EAP may be used not only for persons directly injured or impacted at an incident, but also witnesses who may be traumatised by the event.

Incident debriefs / counselling is available 24 hours / 7 days per week:

- Call 1300 360 364 for assistance

OR

- Online access via www.eapdirect.com.au, sect 'Register Here' and use the initial login:
 - **Organisation Name:** Veolia Environmental Services
 - **User name:** veolia
 - **Password:** usrkey

5.14 Recording of Incidents

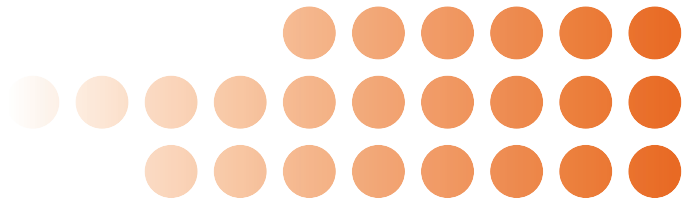
Any worker who is involved in or is witness to an incident can initiate a Report.

Line managers must be informed and are responsible for completing either:

1. Hard copy report - using *BR09-TOOL05 Incident Report Form* then arranging for this to be recorded in the online reporting system
2. Online report form - located in the intranet

The hard-copy or online forms shall be used to report:

- All work related injuries / illnesses including First-Aid, medical treatment or resulting in loss of work-time
- All notifiable and dangerous incidents with the potential for serious injury
- Any event that results in, or could result in, a significant loss or disruption to Veolia its workers or its clients
- Property damage including injuries due to vehicle accidents



- Journey or recess injuries, which occur travelling to or from work, or during meal breaks
- Environmental incidents
- Quality issues

All incident reports are to be forwarded to Human Resources for filing on personal files.

5.15 Return to Work Procedure

Compensable injuries / illnesses must be notified to Veolia Water Technologies Workers Compensation insurer. The nominated Return to Work Coordinator is responsible for making these notifications in accordance with *BR09-GU01 Return to Work Guideline*.

5.16 Investigation Process

Refer to *BR09-GU02 Incident Investigation Guideline* for detailed information regarding how to prepare for and manage investigations.

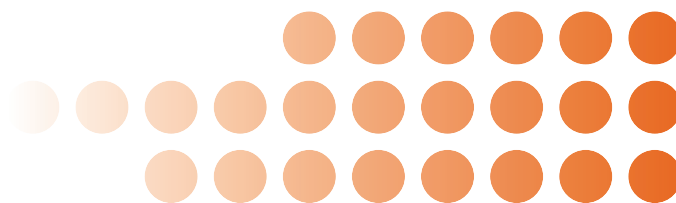
5.17 WHSEQ Alerts

Alerts are used for internal and external communications (including communications to contractors) about safety, health, quality and environmental issues or incidents. WHSEQ Alerts are used to:

- Communicate:
 - Facts about an incident that has occurred
 - Information prepared by regulators
 - Product recalls due to serious defects or incidents that require urgent communication and attention
- Share findings from the investigation that has been conducted
- List the actions taken to control the situation or that may be required to eliminate or control hazards associated with the incident in the future

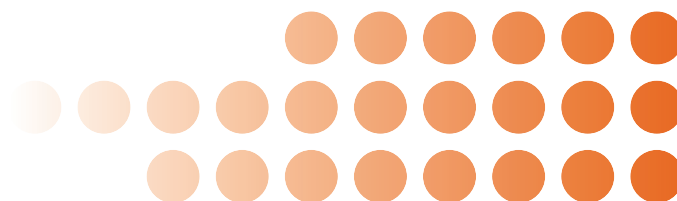
The WHSEQ Team is responsible for:

- Ensuring a WHSEQ Alert is completed for high / extreme risk incidents
- Publishing the alert to the intranet and ensuring there is a notification system in operation to advise workers that a new Alert has been issued



6. Responsible, Accountable, Consulted and Informed

R	The person RESPONSIBLE for doing or delegating the action	Executive Management Team	General Managers	General Counsel	Managers and Supervisors	Site Incident Manager	Incident Investigator	RTW Coordinator	WHSEQ Team	Workers
A	The person who has ultimate responsibility and will be held ACCOUNTABLE for the action									
C	The person who must be CONSULTED during the action									
I	The person who must be INFORMED of the action and / or outcomes									
Report incidents		R	I	C	C	I	I	I	C	A
Provide First Aid (where safe and trained to do so)		I	R	C	C	I	I	I	C	A
Arrange a medical appointment for an injured worker		I	I	I	R	A	I	I	I	C
Notify emergency services		I	I	A	I	C	I	I	I	R
Secure site		I	I	C	I	A	R	I	I	I
Escalate internally		C	R	C	A	I	I	I	C	I
Make EAP available		I	R	I	A	I	I	I	I	C
Enter incident details into online reporting system		I	R	C	A	I	I	I	C	I
Conduct investigation of incidents		I	R	C	R	C	A	I	C	C
Develop and issue safety and / or environment alerts		I	I	R	I	I	C	I	A	I
Determine if an incident is notifiable		R	C	A	I	I	I	I	I	I
Report to regulator		R	C	A	I	I	I	I	I	I
Adhere to non-disturbance requirements		I	I	R	C	C	A	I	C	I
Notify insure of workers compensation injuries / illnesses		I	R	I	I	I	I	A	C	I
Provide media information		A	C	I	I	I	R	I	I	I



7. Training, Skills and Competency

Requirements and responsibilities for reporting incidents are provided to all workers as part of the induction process.

All line managers can find information about the online reporting system using *BR09-TOOL03 Online Reporting System Manual*.

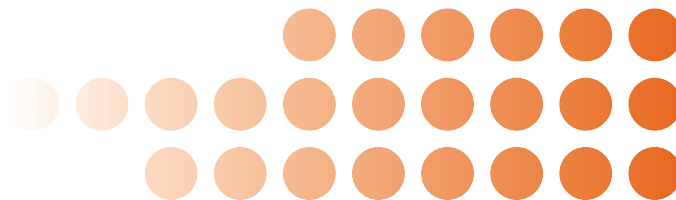
First Aid training is provided as per the requirements of *BR01-GU01 First Aid Guideline*.

Emergency response training is provided as per the requirements of *BR01 Emergency Preparedness and Response Procedure*.

Incident investigation training is provided as per the requirements of *BR09-GU02 Incident Investigation Guideline*.

8. Acronyms, Definitions and Abbreviations

TERM	DEFINITION
Corrective action	Action to be undertaken to eliminate the cause of an incident.
Emergency	An emergency is defined as an abnormal, dangerous or potentially dangerous situation, which requires urgent action to control, correct and return to a safe condition which affects Veolia's assets, its workers, the public and the environment.
Emergency Preparedness	The arrangements made to ensure that, should an emergency occur, all those resources and services needed to cope with the effects can be efficiently mobilised and deployed.
First Aid Injury	An injury where First Aid has been administered in the workplace. This type of injury is less severe than an injury warranting medical attention.
Hazard	A "source" with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.
Incident	An unplanned and unexpected event with undesirable or unfortunate consequences or an unintentional act, results in injury or property damage or near miss. An incident may be immediately preceded by an unsafe act or condition, which triggers the event.
Incident Site Manager	Immediately after an incident this will normally be the most senior Veolia Water Technologies worker on site.
Illness / Disease	Results from repeated or long-term exposure to an agent or event, for example, loss of hearing as a result of long-term exposure to noise; from a single exposure to an infectious agent; or from multiple or uncertain causes.
Injury	Is the result of a single event where the harm or hurt is immediately apparent, for example, a cut resulting from an incident with a knife.
Near Miss	Any unplanned incidents that occurred at the workplace which, although not resulting in any injury or disease, had the potential to do so.



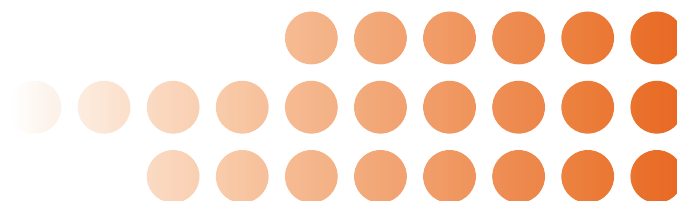
9. References

LEGISLATION

- Work Health and Safety (WHS) Act 2011 and WHS Regulation 2011 NSW
- Protection of the Environment Operations Act 1997 NSW
- Occupational Health and Safety (OHS) Act 2004 and OHS Regulations 2007 (VIC)
- Environmental Protection Act 1970 (VIC)
- OHS Act 1984 and OHS Regulations 1996 (WA)
- Environment Protection Act 1986 (WA)
- WHS Act 2011 and WHS Regulation 2011 (QLD)
- Environment protection Act 1994 (WA)
- WHS Act 2012 and WHS Regulation 2012 (SA)
- Environmental protection Act 1993 (SA)
- Environmental protection Regulations 2009 (SA)
- Health and Safety in Employment Act 1992 (NZ)
- Environment Act 1986 (NZ)
- Conservation Act 1987 (NZ)

BMS DOCUMENTATION

- BR01 Emergency Preparedness and Response Procedure
- BR01-GU01 First Aid Guideline
- BR03 Risk Management Procedure
- BR03-GU01 Business Continuity Planning Guideline
- BR09-GU01 Return to Work Guideline
- BR09-GU02 Incident Investigation Guideline
- BR17 WHS Participation and Consultation Procedure
- BR18 Hazard Management Procedure
- BR18-GU10 Fit for Duty Guideline

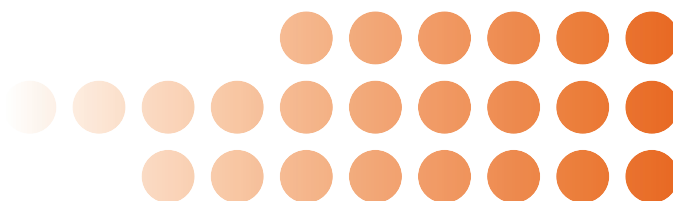


10. Document Control

DOCUMENT CONTROL		
Document Custodian:		National WHSEQ Manager
Document Authoriser:		General Manager, Network Services
REVISIONS		
#	Date	Amendment
0.1	June 2014	Draft for consultation
0.2	August 2014	Updated to reflect the introduction of InjuryNET BR09-TOOL04 InjuryNET Information Sheet created
1.0	March 2015	New form added and clarification provided throughout following incident investigation training
1.1	July 2015	Update to reflect organisational changes
1.2	January 2017	Replace BR09-TOOL04 InjuryNet Information Sheet with How to Access InjuryNet information sheet Update Key Injury Management Process Steps figure
1.3	June 2017	Update section 5.14 - HR to receive records for filing

11. Tools

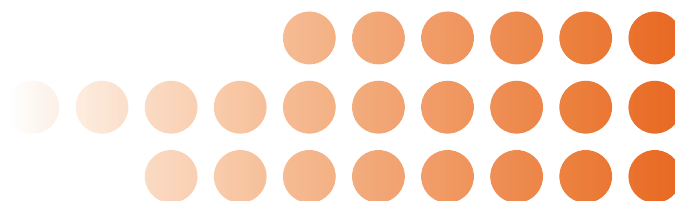
NUMBER	NAME
BR09-TOOL01	Near Miss / Hazard Report Form
BR09-TOOL02	WHSEQ Alert Template
BR09-TOOL03	Online reporting system manual
BR09-TOOL05	Incident Report Form
BR09-TOOL06	Incident Notification Contact Information
BR09-TOOL07	Hazard Reporting App Information Sheet



12. Appendix

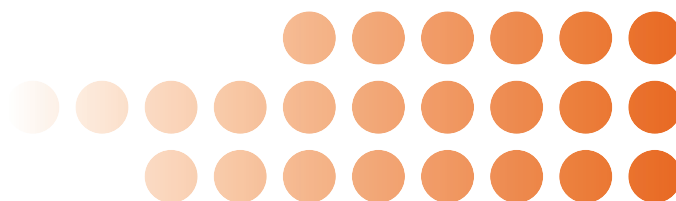
12.1 Appendix 1: State based legal definitions of notifiable incidents

HEALTH AND SAFETY	
Work Health and Safety Act (NSW, QLD and SA)	<p>In this Act notifiable incident means:</p> <ol style="list-style-type: none"> the death of a person, or a serious injury or illness of a person, or a dangerous incident <p>Serious injury or illness of a person means an injury or illness requiring the person to have:</p> <ol style="list-style-type: none"> immediate treatment as an in-patient in a hospital, or immediate treatment for: <ol style="list-style-type: none"> the amputation of any part of his or her body, or a serious head injury, or a serious eye injury, or a serious burn, or the separation of his or her skin from an underlying tissue (such as degloving or scalping), or a spinal injury, or the loss of a bodily function, or serious lacerations, or medical treatment within 48 hours of exposure to a substance <p>A dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:</p> <ol style="list-style-type: none"> an uncontrolled escape, spillage or leakage of a substance, or an uncontrolled implosion, explosion or fire, or an uncontrolled escape of gas or steam, or an uncontrolled escape of a pressurised substance, or electric shock, or the fall or release from a height of any plant, substance or thing, or the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, or the collapse or partial collapse of a structure, or the collapse or failure of an excavation or of any shoring supporting an excavation, or the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or the interruption of the main system of ventilation in an underground excavation or tunnel, or any other event prescribed by the regulations
Health and Safety in Employment Act (NZ)	<p>WorkSafe NZ must be notified as soon as possible of workplace accident and occurrence of serious harm.</p> <p>Serious harm means:</p> <ul style="list-style-type: none"> Any of the following conditions that amounts to or results in permanent loss of bodily function, or temporary severe loss of bodily function: respiratory disease, noise-induced hearing loss, neurological disease, cancer, dermatological disease, communicable disease, musculoskeletal disease, illness caused by exposure to infected material, decompression sickness, poisoning, vision impairment, chemical or hot-metal burn of eye, penetrating wound of eye, bone fracture, laceration, crushing. Amputation of body part.



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	<ul style="list-style-type: none"> • Burns requiring referral to a specialist registered medical practitioner or specialist outpatient clinic. • Loss of consciousness from lack of oxygen. • Loss of consciousness, or acute illness requiring treatment by a registered medical practitioner, from absorption, inhalation or ingestion of any substance. • Any harm that causes the person harmed to be hospitalised for a period of 48 hours or more commencing within seven days of the harm's occurrence.
Occupational Health and Safety Act (VIC)	<p>WorkSafe Victoria must be notified of an incident that results in:</p> <ol style="list-style-type: none"> 1. the death of a person; or 2. a person requiring medical treatment within 48 hours of exposure to a substance; or 3. a person requiring immediate treatment as an in-patient in a hospital; or 4. a person requiring immediate medical treatment for— <ol style="list-style-type: none"> i) the amputation of any part of his or her body; or ii) a serious head injury; or iii) a serious eye injury; or iv) the separation of his or her skin from an underlying tissue (such as de-gloving or scalping); or v) electric shock; or vi) a spinal injury; or vii) the loss of a bodily function; or viii) serious lacerations; or 5. any other injury to a person or other consequence prescribed by the regulations. <p>This also applies to an incident that exposes a person in the immediate vicinity to an immediate risk to the person's health or safety through—</p> <ol style="list-style-type: none"> 1. the collapse, overturning, failure or malfunction of, or damage to, any plant that the regulations prescribe must not be used unless the plant is licensed or registered; or 2. the collapse or failure of an excavation or of any shoring supporting an excavation; or 3. the collapse or partial collapse of all or part of a building or structure; or 4. an implosion, explosion or fire; or 5. the escape, spillage or leakage of any substance including dangerous goods (within the meaning of the Dangerous Goods Act 1985); or 6. the fall or release from a height of any plant, substance or object; or 7. in relation to a mine— <ol style="list-style-type: none"> i) the overturning or collapse of any plant; or ii) the inrush of water, mud or gas; or iii) the interruption of the main system of ventilation; or 8. any other event or circumstance prescribed by the regulations.
Occupational Health and Safety Act (WA)	<p>An employer must notify the Commissioner where:</p> <ol style="list-style-type: none"> 1. at a workplace or residential premises, an employee incurs an injury or is affected by a disease, that results in the death of the employee or is a prescribed injury 2. at a workplace, a person who is not an employee incurs an injury in prescribed circumstances that results in the death of the person or is a prescribed injury <p>A prescribed injury includes:</p> <ol style="list-style-type: none"> 1. a fracture of the skull, spine or pelvis; 2. a fracture of any bone — <ol style="list-style-type: none"> i) in the arm, other than in the wrists or hand; ii) in the leg, other than a bone in the ankle or foot; 3. an amputation of an arm, a hand, finger, finger joint, leg, foot, toe or toe joint; 4. the loss of sight of an eye; 5. any injury other than an injury of a kind referred to in paragraphs (a) to (d) which, in

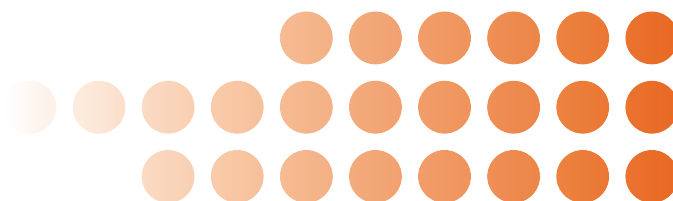


HEALTH AND SAFETY

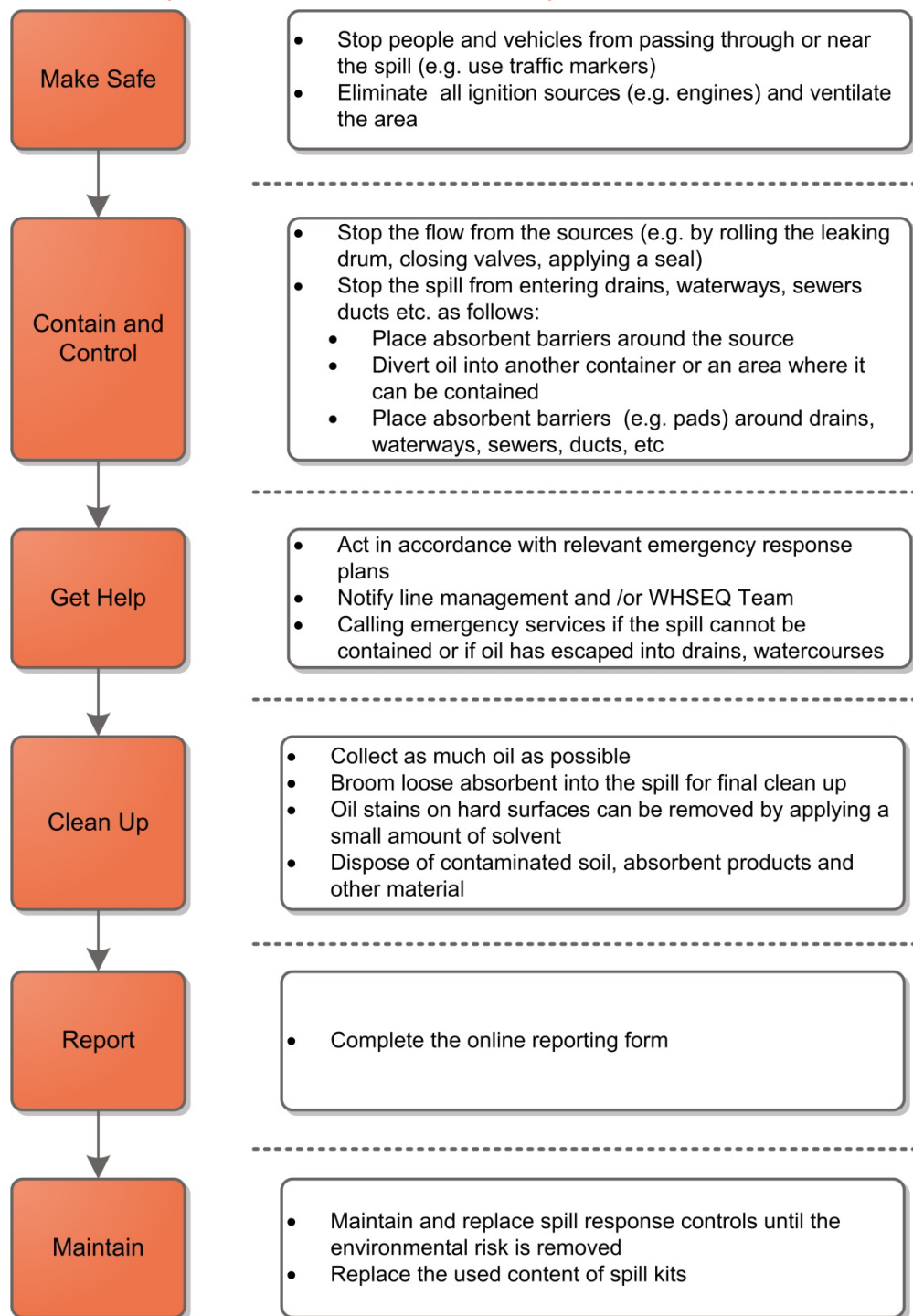
	<p>the opinion of a medical practitioner, is likely to prevent the employee from being able to work within 10 days of the day on which the injury occurred.</p> <p>An employee must notify the Commissioner of the diseases below:</p> <ol style="list-style-type: none"> 1. Infectious diseases: <ol style="list-style-type: none"> i) tuberculosis ii) viral hepatitis iii) legionnaires' disease iv) HIV 2. Occupational zoonosis: <ol style="list-style-type: none"> i) Q fever ii) Anthrax iii) Leptospirosis iv) Brucellosis
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ENVIRONMENT

<p>Protection of the Environment Act</p> <p>All states</p>	<p>Reportable incidents include a leak, Spill or escape of a substance that threatens harm to people of the environment.</p> <p>The type of notification (written or verbal), timeframe for reporting and the authorities which must be notified varies in each state and territory. Generally, notification must be made as soon as possible to the relevant Environment Protection Authority (EPA) or equivalent such as Department of Environment and Heritage Protection, Office of Environment and Heritage or Department of Agriculture, Fisheries, Forestry or administering authority" which may include the local Council.</p> <p>If your site holds an environmental licence, approval or permit, this may also impose duties for notifying pollution incidents to the state regulator.</p>
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12.2 Appendix 2: Oil Spill Containment and Clean Up



A circular inset image showing a close-up of industrial machinery. It features several horizontal yellow rollers with a textured, dimpled surface. Below these rollers is a complex metal assembly with various bolts, nuts, and a central shaft. The background is dark and metallic.

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