

Appendix K

Emergency Response Plan





Mount Hopeful Battery – Emergency Response Plan

25th September 2025

Prepared by Riskcon Engineering Pty Ltd on behalf of Neoen Australia Pty Ltd

Emergency Response Plan

Mt Hopeful BESS

Neoen Australia Pty Ltd

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Quality Management

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Table of Contents

1.0	Introduction	1
1.1	Aim of the Emergency Response Plan	1
1.2	Definition of an Emergency	1
1.3	Levels of an Emergency	1
1.4	Objectives of the Emergency Response Plan	2
1.5	Authorisation	2
2.0	Site Description	4
2.1	Quantities of Dangerous Goods	7
3.0	Site Hazards and Emergency Scenarios	8
3.1	Fire and Explosion	8
3.1.1	BESS Fire	8
3.1.2	Workshop And Site Office Building Fire	9
3.1.3	Combustible Liquid Fires	9
3.1.4	Vehicular Collisions Leading to Fires	9
3.1.5	Bushfire/Grass Fire	9
3.1.6	Construction and Maintenance Hot Work Fire	9
3.2	Hazardous and Dangerous Material Spills	10
3.3	Medical Emergency or Personal Injury	10
3.4	Natural Events (floods / storm / earthquake)	10
3.5	Bomb Threat	11
3.6	Collision of Vehicles	11
3.7	Civil Disturbance, Vandalism or Intruders Onsite	11
3.8	Evacuation Protocols	11
4.0	Roles of External Agencies and Community	12
4.1	Emergency Services	12
4.1.1	Queensland Fire Department (QFD)	12
4.1.2	Queensland Police Service (QPS)	12
4.1.3	Queensland Ambulance Service (QAS)	12
4.1.4	State Emergency Services	12
4.2	WorkSafe QLD	12
4.3	Department of Environment, Tourism, Science and Innovation (DETSI)	12
4.4	Community	12
5.0	Roles and Responsibilities of Internal Personnel	13
5.1	Criteria for Selection of Emergency Response Personnel	13
5.2	Chief Warden	13
5.3	Restoration Team	13
5.4	Communications	13
5.5	Emergency Response Personnel	14
5.5.1	Damage Control	14
5.5.2	Rescue and First Aid	14
5.5.3	Evacuation	14
5.5.4	Traffic Management	15
6.0	Emergency Response Structure	16
6.1	Emergency Command Structure General Notes	16
6.1.1	Immediate Response and Alarm Initiation	16
6.2	Site Command Centre	17
6.3	Principles of Emergency Response	17
6.4	Evacuation	17
6.4.1	Evacuation of Personnel Located Onsite	17
6.4.2	Evacuation of Personnel Offsite (Adjacent Properties)	18
6.5	Emergency Equipment and Alarms	19
6.5.1	Extinguishers	19
6.5.2	First Aid Kits	19
6.5.3	Spill Equipment	19
6.5.4	Emergency Resources in Construction	19

6.5.5	Emergency Resources in Operation	20
6.6	Notification of Incident	21
6.6.1	Combat Agency (Police, Ambulance, Fire Brigade, Rural Fire Service etc.)	21
6.6.2	Authorities	21
6.6.3	Adjacent Properties	21
6.7	Emergency Procedures	21
6.7.1	Activation of the Emergency Plan	22
6.7.2	Communication Onsite	23
6.7.3	Emergency Contact Numbers	23
6.8	Terminating Emergency	25
6.9	Training, Drills and Exercises	25
6.10	Initial Testing	25
6.11	Ongoing Programming	26
6.12	An Emergency During the Emergency Response Drill	26
6.12.1	Chief Warden, Deputy Chief Warden	26
6.12.2	Personnel, Contractors and Visitors	27
6.12.3	First Attack Firefighting	27
6.12.4	First Aid	27
6.12.5	Skill Retention	27
6.12.6	Emergency Services Site Familiarisation	27
7.0	Communication and Reporting	28
7.1.1	Incident Reports	28
7.1.2	Incident Follow-Up	28
7.1.3	Statutory Investigation	28
8.0	Plan Implementation and Distribution	29
9.0	Review	30
10.0	References	31
Appendix A	Emergency Contact Numbers	32
A1.	Emergency Contact Numbers	33
Appendix B	Summary of Emergency Response Roles	34
B1.	Summary of Emergency Personnel Roles and Responsibilities	35
Appendix C	Emergency Response Procedures	38
C1.	ERP-01 Fire and Explosion	39
C2.	ERP-02 BESS Fire	42
C3.	ERP-03 Bushfire Response Procedure	44
C4.	ERP-04 Loss of Containment	47
C5.	ERP-05 Personal Injuries	49
C6.	ERP-06 Natural Events (Flood / Storm / Earthquake)	50
C7.	ERP-07 Bomb Threat	52
C8.	ERP-08 Collision of Road Vehicles	58
C9.	ERP-09 Intruders Onsite (Vandalism, Armed Hold-Up, Assault)	60
C10.	ERP-10 Evacuation as Part of an Emergency	64
Appendix D	QFD Consultation	66

Figures

Figure 2-1: Regional Site Location (Google Maps)	5
Figure 2-2: Site Layout	6
Figure 6-1: Emergency Response Structure	16
Figure 6-2: Emergency Operations Flow Chart	24

Tables

Table 2-1: Maximum Quantities of Dangerous Goods Stored & Preliminary Risk Screening	7
Table 6-1: List of Contacts – Neighbouring Sites	18
Table 6-2: List of Emergency Response Procedures	21

Abbreviations

Acronym	Definition
AC	Alternating Current
APZ	Asset Protection Zone
AS	Australian Standard
BESS	Battery Energy Storage System
CA	Combat Agency
CW	Chief Warden
DC	Direct Current
DETSI	Department Of Environment, Tourism, Science And Innovation
DGs	Dangerous Goods
EPC	Engineering, Procurement and Construction (Contractor)
ERC	Emergency Response Coordinator
ERP	Emergency Response Plan
ESIP	Emergency Services Information Package
HIPAP	Hazardous Industry Planning Advisory Paper
HSE	Health, Safety, Environment
O&M	Operations & Maintenance
PPE	Personal Protective Equipment
PV	Photovoltaic
QAS	Queensland Ambulance Service
QFD	Queensland Fire Department
QPS	Queensland Police Service
SDS	Safety Data Sheet
TFB	Total Fire Ban
WHS	Work Health and Safety

1.0 Introduction

This Emergency Response Plan (ERP) has been prepared for Neoen Australia Pty Ltd (Neoen) for the Mount Hopeful Battery Project (the Project) located near the rural town of Bajool, approximately 50 kilometres (km) south of Rockhampton and 70 km west of Gladstone, Queensland, within the Rockhampton Region Local Government Area (LGA). With a planned capacity of up to 600 megawatts (MW) of power for a duration of up to four hours, the Project will enhance the delivery of clean, reliable electricity to the National Electricity Market (NEM), while supporting grid stability and flexibility.

The contents of this document are to be read and understood by all Neoen personnel at the site and contractors working within the site. It is a requirement that all those with emergency responsibilities as defined in this plan have a copy of this ERP and receive the appropriate level of training needed to allow sufficient response to the incidents identified in this ERP.

The guidelines in this document are simple, but if you are in doubt about any aspect of safety or procedures you must consult the company supervisor in charge immediately.

1.1 Aim of the Emergency Response Plan

This preliminary ERP has been prepared to support the lodgement of a Development Application (DA) for assessment by Rockhampton Regional Council with the aim to minimise any potential adverse impacts on people, property, and the environment that may arise from incidents occurring or impacting onsite during the construction, operational, and decommissioning phases of the Project. The ERP will be updated by the Neoen's EPC Contractor in consultation with emergency services.

This ERP aims to:

- Provide a clear understanding of how to handle and react to any emergency at the Project facility (including non-dangerous and Dangerous Goods (DGs)).
- Prevent or minimise the impact of an emergency.
- Facilitate a return to normal operations as soon as possible.

1.2 Definition of an Emergency

Throughout this document, the term "emergency" refers to a situation that harms (or threatens to harm) people, property, or the environment. The term applies to an event that causes this ERP to be activated. Incidents such as a minor spill of hazardous material onsite, which can be managed without activating this ERP, are not regarded as emergencies by this ERP.

If there is any doubt, any event should be treated as an emergency, leading to the activation of this ERP.

1.3 Levels of an Emergency

The three levels of emergency are defined as:

- 1) Local Alert: Any situation that threatens life, property, or the environment at one location onsite but may not spread to other areas onsite.
- 2) Site Alert: Where effects may spread to other areas on the site.

- 3) External Alert: Where effects may spread and impact people, property, or the environment outside the site.

Each of these three levels of emergency may be further classified as:

- Minor Emergency: Where the emergency can be handled entirely onsite, and no assistance is required from public emergency services.
- Major Emergency: Where the situation requires the assistance of public emergency services, such as ambulance, fire brigade, or police.

An External Alert is automatically considered a Major Emergency, as action cannot be taken outside the site boundary independently of public emergency services. The site boundary delineates the physical, geographical, and legal parameters within which the Site operates, facilitating accurate resource management and regulatory compliance.

1.4 Objectives of the Emergency Response Plan

This ERP provides guidance on response actions to be taken in an emergency that may occur within all areas of the site, aiming to minimize the potential for loss of life, injury to people, damage to the environment, and harm to property.

The objectives of the ERP, listed in order of priority, are:

- 1) Protection of human life and rescue of people.
- 2) Protection of the environment.
- 3) Protection of property, equipment, and products.
- 4) Restoration of safety to affected areas.
- 5) Restoration of facilities.
- 6) Resumption of normal operations.

1.5 Authorisation

During construction, while Neoen's EPC Contractor will be responsible for the development of the ERP, the Site Manager will be responsible for preparing, distributing, and updating the ERP onsite. Once operational, this duty shifts to the Operations and Maintenance (O&M) Site Manager for the Site, who is responsible for preparing, distributing, and updating the ERP. The authority to distribute and execute the plan falls under their delegation. To maximize its usefulness, the Site Manager encourages controlled copyholders and all other interested parties to suggest potential improvements.

The Chief Warden (CW) for the Site will be responsible for implementing the emergency requirements under the direction of the Site Manager. The CWs responsibilities include monitoring the emergency response elements (hardware and software) and raising issues to the attention of the Site Manager for corrections, changes, or updates. The Site Manager may then delegate the responsibility for corrections, changes, and updates to the CW as required.

Section 9.0 gives details on reviewing and updating this ERP.

This ERP has been developed using the guidelines published in the Hazardous Industry Planning Advisory Paper (HIPAP) No. 1 (Ref. [1]) and in accordance with Emergency Planning: Guidelines for Hazardous Industry 1998 (Ref. [2]) fulfils the requirements of the Work Health and Safety (WHS)

Regulation 2011 (Ref. [3]) which requires an emergency plan to be prepared for a facility storing and handling dangerous goods in excess of the threshold quantities listed in the WHS Regulation.

Signed: Chief Warden

.....

.....

[name]:

2.0 Site Description

The Mount Hopeful Battery is a proposed grid-scale battery energy storage system (BESS) in Central Queensland (the Project). With a planned capacity of up to 600 megawatts (MW) of power for a duration of up to four hours, the Project will enhance the delivery of clean, reliable electricity to the National Electricity Market (NEM), while supporting grid stability and flexibility.

The Project is located near the rural town of Bajool, approximately 50 kilometres (km) south of Rockhampton and 70 km west of Gladstone, Queensland, within the Rockhampton LGA (**Figure 2-1**). The Project is mapped within the Rural Zone of the Rockhampton Region Planning Scheme 2015 (planning scheme) and predominately used for low intensity agricultural activities, including cattle grazing. The Project is proposed to occur within the bounds of the 'Study Area' which covers an area of 49 hectares (ha) and occurs across three freehold land parcels and two local roads, being South Ulam Road and an unnamed road reserve. The Study Area also accommodates a Powerlink transmission easement that comprises an existing 275 kilovolt (kV) transmission line, of which the Project will connect into. The Study Area is sparsely vegetated with predominately non-remnant vegetation and is intersected by an unnamed tributary of Eight Mile Creek. The Project gains access via South Ulam Road to the east of the Study Area.

The Project is proposed to be delivered over two stages, which are indicatively described as follows:

- Stage 1: indicative capacity of 430 MW , with construction expected to commence mid-2026 and to complete by end of 2028.
- Stage 2: indicative additional capacity of 170 MW, with construction expected to commence in 2028 and to complete by end of 2029.

Key components of the Project include:

- Up to 650x Battery Modules
- Up to 170x Medium Voltage (MV) Transformers
- 2x High Voltage (HV) Transformers
- A HV Switching Station.

The Project will also encompass associated ancillary infrastructure necessary to the operation of the BESS, including:

- Site access track
- Overhead and underground electrical cables
- Inverters
- High voltage substation
- Earthing and lightning protection
- Security fencing, closed-circuit television (CCTV) and lighting
- O&M building
- Water retention pond
- Lay down areas

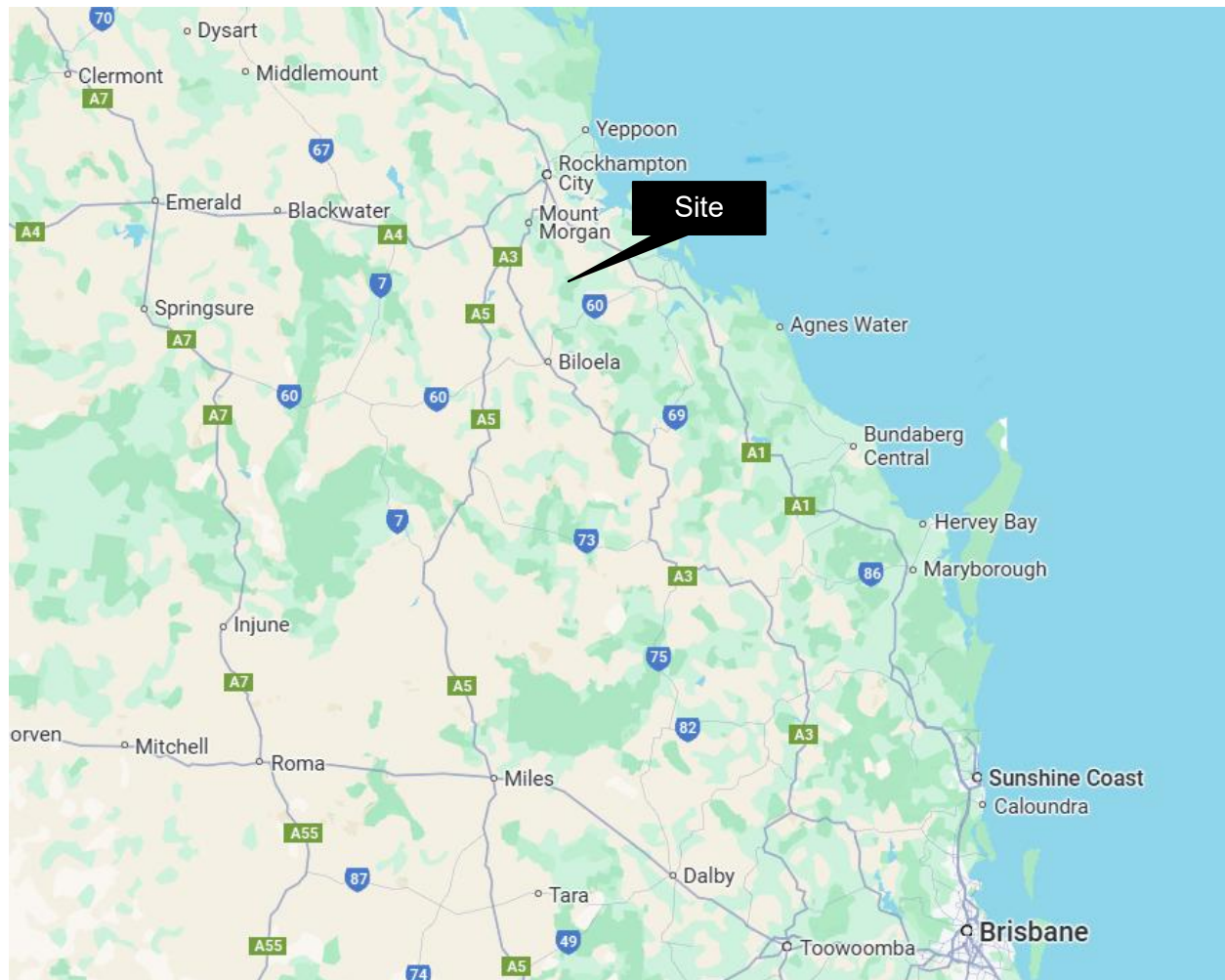
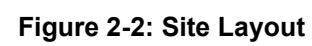


Figure 2-1: Regional Site Location (Google Maps)



2.1 Quantities of Dangerous Goods

The classes and quantities of DGs provided in **Table 2-1**.

Table 2-1: Maximum Quantities of Dangerous Goods Stored & Preliminary Risk Screening

Class	Packing Group	Description	Quantity
2.1	n/a	Spray paint	0.01 T
2.2	n/a	Refrigerant R134A in battery packs (1.5 kg per pack)	0.96 T
3	II	Paints and solvents	0.2 T
8	II	Cleaning products	1 T
9	n/a	Lithium Batteries	722 T*
C1	n/a	Diesel fuel	17 T
C2	n/a	Transformer oils in HV transformers	172 kL
C2	n/a	Transformer oils in MV transformers	541 kL

*Note that this is based on the weight of battery cells contained within the battery packs.

3.0 Site Hazards and Emergency Scenarios

This section delineates potential emergencies and their associated consequences at the Site. **Appendix C** details mitigation measures and procedures aimed at addressing these emergencies. The emergencies encompass:

1. Fire and explosions.
2. Spills of hazardous and dangerous materials.
3. Medical or personal emergencies.
4. Natural events.
5. Bomb threats.
6. Vehicle collisions.
7. Civil disturbances, vandalism and intruder onsite.
8. Evacuation protocols.

3.1 Fire and Explosion

There are several sources where a fire or explosion might occur at the site, including:

- Chemical fires in BESS storage areas (i.e. overheating of equipment, electrical failure resulting in a short circuit and thermal runaway due to battery faults).
- Construction and maintenance activities (e.g. hot work such as welding or grinding).
- O&M Facility fire from electrical faults, sparking, etc.
- Transformer internal arcing, resulting in an oil spill, possible ignition, and bund fire.
- Vehicular accident resulting in a release of fuel as a result of the collision, ignition of released fuels.
- Bushfire/grassfire on adjacent land propagating onsite and igniting transformers, etc.
- Cyberattack and loss of BESS control leading to grid instability and potential off-site fire (i.e., at off-site substation).

The required response procedures for explosions and fires are outlined in **Appendix C ERP-01**.

3.1.1 BESS Fire

In a BESS housing system, an electrical/chemical fire may propagate quickly due to the composition of the batteries stored. Fires may originate from the failure of the batteries, failure of the cooling system resulting in insufficient cooling and subsequent thermal run away, ignition of ancillary electrical components and impact on batteries.

During the construction and operational phases, the site will be staffed during normal working hours. Therefore, in the event of a fire, it is likely to be identified by site personnel. Additionally, the BESS units contain a battery management system (BMS) which will detect pre-fire conditions alerting off-site personnel such that emergency services can be contacted in the incipient stages of a fire.

The BESS Fire response has been provided in **Appendix C ERP-02** with the BESS isolation procedure provided in **Appendix E**.

3.1.2 Workshop And Site Office Building Fire

In the workshop and construction site office building, an electrical fire (computers, servers, printers, photocopiers, etc.) may propagate quickly due to fuel in the form of paper, furniture (wood), carpet, etc. During operation, the O&M Facility will be managed by personnel during standard working hours. Therefore, in the event of a fire, it is likely to be identified by either site personnel or via fire detection devices.

3.1.3 Combustible Liquid Fires

Transformers contain oil (combustible liquid) used to cool the units during operation. If arcing occurs within the transformer, there is the potential for pressure buildup, resulting in the rupture of the oil reservoir and spilling into the bund. This, coupled with the heat within the reservoir, may cause ignition and fire within the transformer and bund. In such a scenario, the fire brigade would need to be called, and the fire would be contained within the bunded area encompassing the transformers.

3.1.4 Vehicular Collisions Leading to Fires

The site will have vehicle access for employees and any visitors. If a collision occurred, there is potential for fuel within the vehicles to ignite, resulting in a fire. In such an event, personnel onsite are present to promptly respond with first-attack firefighting measures using extinguishers. In the event these firefighting systems fail to control the fire, the fire brigade will be required.

3.1.5 Bushfire/Grass Fire

The site is surrounded by farmland which would be subject to fast moving grass fires. There are minor areas of sparse vegetation; however, there are no large dense accumulations of bushland in close proximity to the Project site. It is noted that vegetation control around the site within the Asset Protection Zone (APZ) is part of preventative measures to minimize the risk of bushfires.

Activities that may ignite vegetation include hot works (grinding, cutting, welding, etc.), a fire in the BESS or transformers, vehicle exhaust, hot brakes on vehicles.

During operations the site will be supplied with firewater by two (2) fire water tanks. The total capacity of the tanks is to be determined, however will be sized in accordance with AS 2419.1:2021 (Ref. [4]). The location of the water tanks for regular operations is shown in **Figure 2-2**.

During construction, water will be provided via water carts.

The bushfire response procedure is provided in **Appendix C ERP-03**

3.1.6 Construction and Maintenance Hot Work Fire

A Hot Work Permit form must be completed when planning work that includes:

- Welding, brazing, or soldering.
- Abrasive grinding and cutting.
- Use of oxygen/fuel flame cutting or heating equipment.
- Drilling that is likely to generate a significant amount of heat or where a flammable atmosphere may be present.

- Any other activities that have the potential to generate sparks or sufficient heat that could ignite flammable or combustible materials.

A Hot Work Permit form is provided in **Appendix D**. Any of the above activities may result in an ignition of surrounding vegetation.

3.2 Hazardous and Dangerous Material Spills

While there are DGs stored at the site in the form of oil in transformers, these are not readily moved nor interacted with, resulting in a low potential for loss of containment. The oils within transformers are contained within a bunded area. Notwithstanding this, a spill procedure has been developed and is to be utilized.

The BESS are classified as Class 9 DGs which are composed of solid materials and liquid electrolytes. However, the volume of electrolyte used is minimal and contained within each layer of the battery cells. Loss of containment is expected to be in low quantities forming localised spills in the BESS units and are unlikely to impact external to the BESS containers.

The required response to spillage at the site is outlined in procedure **Appendix C ERP-04**.

3.3 Medical Emergency or Personal Injury

Personal injuries may occur due to work-related accidents or illnesses resulting from operations onsite, such as vehicle movements, tool usage, and vegetation management. These activities may pose a risk of personal injury or illness to staff involved in site operations and/or the handling of materials. In the event of a medical emergency requiring evacuation of personnel, Emergency Response Procedures can be found in **Appendix C ERP-05**.

3.4 Natural Events (floods / storm / earthquake)

All permanent facilities onsite are designed and built to provide 300 mm of freeboard above the peak modelled 1% Annual Exceedance Probability (AEP) flood event, ensuring that flooding is not anticipated to cause any impacts. Notwithstanding this, in the event of a major flood event access to the site will be restricted along the contained low-lying drainage areas.

High rain events can often coincide with storm conditions such as high wind and lightning. Tropical cyclones which have passed through Rockhampton have recorded speeds over 100 km/h which can pose a risk to personnel via airborne debris. The National Construction Code (NCC) requires that all structures be designed accounting for wind loading effects as required by AS 1170.2 and indirectly requires that lightning protection be provided via AS 3000 and AS 1768. In the event of a storm, personnel should be able to safely take shelter in suitably designed structures (O&M building).

Whilst the facility shall be constructed using the appropriate earthquake design codes (AS 1170.4 as required by the NCC), in the unlikely event of an earthquake, there is a potential for damage to occur to infrastructure; however, this would be expected to be localised and unlikely to result in escalation. Notwithstanding this, damage to the transformers may result in loss of containment. It is noted that the transformers are bunded making loss of containment beyond the bund even more unlikely due to the need for multiple failures.

Spill clean-up is covered in **Appendix C ERP-06**.

3.5 Bomb Threat

The potential for bomb threat exists at the site. To assist in controlling this hazard, a bomb threat procedure forms part of this plan, the procedure is included in **Appendix C ERP-07**.

3.6 Collision of Vehicles

As the site is small, transport around the site area will be via vehicle. It is noted that the staffing levels will be minimal during the operational phase; hence, the potential for a collision of vehicles is not expected to occur. However, during the construction phase greater vehicle activity is expected hence increasing the risk of collisions. Whilst there are speed limits placed on all vehicles onsite, there is a potential for incidents involving vehicles.

To ensure rapid response to any collision incidents, a procedure has been developed. This can be found in **Appendix C ERP-08**.

3.7 Civil Disturbance, Vandalism or Intruders Onsite

The site is located in a sparsely populated area and intrusion, or civil disturbance is not expected to occur at the site.

Notwithstanding the low potential for civil disturbance, there is a potential for vandalism and intruders onsite. The most likely scenario is an intrusion onsite during normal operations (i.e., an intruder walking into the facility). The site will be fenced with strict access control, however in the event a member of the public attempts to enter the facility the main hazard arises when personnel approach a potential intruder. A procedure for handling civil disturbance, vandalism and/or intruders has been developed as part of the site emergency plan detailed in **Appendix C ERP-09**.

3.8 Evacuation Protocols

In the event of an emergency requiring evacuation, it is imperative that personnel are familiar with designated emergency assembly points. These locations enable fire wardens to identify if all personnel are in attendance or if personnel may be trapped within the facility.

The procedure for managing an evacuation has been developed and is located in **Appendix C ERP-10**.

4.0 Roles of External Agencies and Community

The involvement of state and local government agencies as well as the community in emergency planning is of significant importance to ensure the ERP facilitates an adequate response in the event of an emergency.

4.1 Emergency Services

4.1.1 Queensland Fire Department (QFD)

QFD, which include the former Queensland Fire and Rescue (QFR) and Rural Fire Service Queensland (RFSQ) is the designated Combat Agency (CA) for the Site. In an emergency, it is most likely that personnel from Gladstone will be deployed to assist with Mt Morgan volunteers assisting based on availability.

Under the WHS Regulation (Ref. [3]), QFD are to be consulted during the development of this document with any provided recommendations being adopted into the final version. A record of engagement is provided in **Appendix D** for the purpose of record keeping and quality control.

4.1.2 Queensland Police Service (QPS)

The QPS is the designated agency for law enforcement and evacuation of persons in the surrounding community. QPS would lead the response to security threats and assist with the evacuation of persons under threat as a consequence of a hazardous event at the Project.

4.1.3 Queensland Ambulance Service (QAS)

QAS is the designated agency for pre-hospital care and transport of sick and injured persons as well as coordination of all health systems involved in emergency response. QAS would attend to sick and injured persons during an emergency event.

4.1.4 State Emergency Services

The State Emergency Services (SES) is the designated combat authority dealing with natural disasters (e.g., floods) and assists as required to aforementioned emergency services.

4.2 WorkSafe QLD

WorkSafe QLD will become involved should a workplace injury or illness occur (a WorkSafe notifiable incident) or in the event of a significant dangerous occurrence at the Site.

4.3 Department of Environment, Tourism, Science and Innovation (DETSI)

DETSI is the designated agency for environmental protection during emergency response and recovery. DETSI will be involved in the investigation of any contamination at the site following an incident and the coordination and clean up of land or inland waters affect by a serious incident.

4.4 Community

A fire event at the Project that has the potential to propagate off-site as a bush or grass fire is considered a hazardous event that could have a significant impact on neighbouring properties. The neighbouring properties will be notified in the event of a fire event that has the potential to propagate off-site.

5.0 Roles and Responsibilities of Internal Personnel

It is necessary for personnel to be allocated key emergency response duties. Key positions and duties are listed below. **Appendix B** provides a summary of the roles and responsibilities of key personnel in emergency response positions onsite.

5.1 Criteria for Selection of Emergency Response Personnel

Persons appointed to deal with emergencies will in general:

- Be physically capable and willing to carry out the respective function.
- Have leadership qualities and command authority.
- Have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure.
- Have clear diction and be able to communicate with the majority of persons in their care.

These points shall be considered when selecting personnel for emergency response tasks.

5.2 Chief Warden

The CW and Deputy Warden(s) will be pre-selected by the Site Manager. In the event that the CW is unavailable at the time of the emergency, emergency control will be the responsibility of the Deputy Warden.

The CW will take responsibility for control of onsite emergencies and direct the emergency response until the arrival of CA. The CW will then hand control over to the CA Commander. The CW will brief the CA Commander and remain close to the CA Commander to provide advice onsite-specific issues as required.

5.3 Restoration Team

A restoration team will be established by the Site Manager (or delegate) to firstly establish site operations (based on the scale of the incident). The restoration team shall be responsible for establishing a recovery plan and all further actions required until the resumption of business operations. The restoration team will be headed by the Site Manager.

5.4 Communications

The role of communications will be managed by the CW. It will be their task to monitor communication and facilitate the effective exchange of information between the site and the CA.

The Communications Manager is the only person responsible for relaying information to the media and other public bodies. The contracted Communications Officer and staff will be instructed not to discuss issues with any persons outside the site as this is the role of Neoen Communications Manager only.

When a significant incident occurs, a media statement should be prepared as quickly as possible, and include:

- A description of the nature of the emergency.
- The corrective action taken, and its effectiveness.

- When the emergency is expected to be over.
- The investigative action that is to be taken.
- Any assistance that can be given by the media.

Only facts should be stated. Statements as to the cause and effects of the emergency should be avoided until a thorough investigation has been conducted.

5.5 Emergency Response Personnel

Combating emergencies will mainly be the responsibility of the relevant CA. However, initial response to an emergency will be provided by site personnel. The emergency response personnel (Fire Wardens) will operate under the direct control of the CW; it will be the CW's responsibility to co-ordinate first attack response to emergencies.

The CW will direct the emergency response personnel to assist in the following emergency response areas:

5.5.1 Damage Control

Whilst the site is fitted with fire water tanks (during operations) and will utilise water carts (during construction), there will be no requirement for company personnel to operate fire hoses. Firefighting on a scale requiring a fire hose will be the responsibility of QFD.

The Site is fitted with extinguishers during both construction and operations; this equipment will be used in first-attack firefighting by site personnel where safe to do so and within the experience / abilities of personnel. This will aid in controlling the growth of incidents allowing the CA to provide more effective emergency response on their arrival. Selected site staff will be trained in first aid firefighting. Although this equipment and training will be provided, it is up to the discretion of site personnel whether or not to fight a fire. If a fire cannot be effectively controlled by a fire extinguisher, evacuation is recommended as opposed to further firefighting action.

5.5.2 Rescue and First Aid

Selected staff will be trained in first aid. It will be their task to render assistance in removing any injured staff from the emergency area and to provide effective management of injuries until the CA (ambulance) arrives.

5.5.3 Evacuation

Evacuation will be controlled by the CW. The CW will direct staff to evacuate the site should the emergency grow beyond manageable proportions. A site staff member will be delegated to facilitate the evacuation and ensure all staff have left the area to be evacuated. This staff member will report to the CW when evacuation has been completed.

To aid in facilitating evacuation an employee checklist will be used to mark names and ensure all employees working in the affected area have been safely evacuated. (See Procedure **ERP-07** for more details). The emergency egress points are the emergency access gate and the site entrance as shown in **Appendix Figure C-3**.

5.5.4 Traffic Management

The CW will nominate site personnel to direct traffic in the event of an emergency. It will be this person's task to ensure the free flow of traffic in the areas immediately off-site. The task will also involve the removal of any vehicle that may obstruct the free flow of CAs in and out of the site.

On arrival at an emergency incident, it may be difficult for the attending Fire Brigade response crew to locate the source of the fire where the incident is not immediately evident (i.e., smoke cannot be seen). Hence, it would be necessary for a member of the emergency team (typically the nominated traffic management officer) to meet the Fire Brigade response crew at the site entrance and direct the crew to the specific emergency location.

6.0 Emergency Response Structure

Emergency planning shall be coordinated by the CW and Workplace Health and Safety team. Emergency planning shall include establishing and implementing an emergency plan, ensuring that personnel are appointed to all positions in the emergency organisation, arranging for their training, arranging to conduct evacuation exercises and emergency response drills, reviewing the effectiveness of exercises and drills, and arranging for procedural improvements.

The site emergency response structure shown in **Figure 6-1** be implemented in emergency situations. The responsibilities of each role are noted in **Section 6.12** and summarised in **Appendix B**. It is noted that each role may be filled by a solitary person or multiple roles allocated to a solitary person due to the nature of the site being minimally staffed.

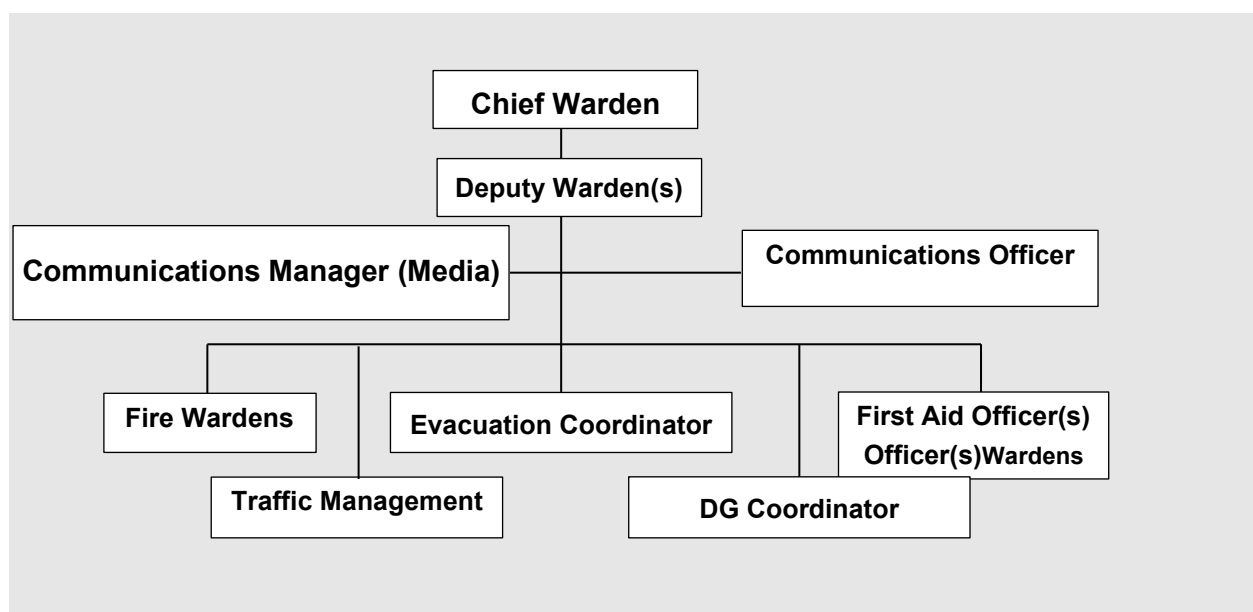


Figure 6-1: Emergency Response Structure

6.1 Emergency Command Structure General Notes

The Queensland Police Service (QPS) is the designated agency for law enforcement and evacuation of persons in the surrounding community. QPS would lead the response to site security threats and assist with the evacuation of persons under threat as a consequence of a hazardous event.

6.1.1 Immediate Response and Alarm Initiation

Any person discovering an emergency situation or a situation, which is likely to give rise to an emergency, shall:

- Consider controlling the situation alone.
- Control it (only if safe to do so).
- Alarm - raise the alarm by contacting the CW who shall decide on the level of alert and details of the emergency.
- Rescue - assist or alert persons in immediate danger.

If in doubt, the alarm shall be activated first and then the doubt will be clarified.

6.2 Site Command Centre

In the event of an emergency, control will be taken by the CW. The CW will be located in the site command centre, which shall be in the O&M Facility at the front of the site. During construction, the site command centre will be the Site office.

6.3 Principles of Emergency Response

All emergency positions will be allocated to specific staff onsite and regular exercises conducted to monitor the effectiveness of the ERP. A list of emergency response roles and contact information is given in **Appendix B**.

The principles of response will be based on prevention, containment, rescue and first aid. These have been summarised below:

Prevention

- Maintenance and testing of all detection and protection equipment on a regular basis (e.g., in accordance with the requirements of AS 1851-2005, Ref. [3]).
- Inspection of all plant and storage facilities on a regular basis.
- Regular emergency response drills to ensure site readiness which may be as frequent as quarterly for responses that are relevant to the site conditions and activities with full emergency drill response occurring within 1 month of opening the site and annually thereafter.

Containment

- Switch off any operating equipment (dock levellers, etc.).
- Isolate electrical supplies at the main switchboard.
- Take any operating equipment (e.g., forklifts) outside.
- Co-ordinate with CW.

Rescue

- Recovery of site personnel if incapacitated in a hazardous location (i.e. in proximity to fire, BESS container, etc.).
- Relocation to a safe area for treatment.

First Aid

- First aid is to be given only by trained first aid officers.

6.4 Evacuation

6.4.1 Evacuation of Personnel Located Onsite

The order to evacuate the site shall be issued by the CW or the responsible CA.

For the operational phase, emergency evacuation plan drawings should be located throughout the site where occupants and visitors are able to view them, include a "YOU ARE HERE" location and be positioned and oriented in accordance with Clause 3.5.3 and Clause 3.5.4 of AS 3745-2010.

During construction, the location of works and certain construction activities are likely to result in the need to alter evacuation routes at times. If/when this occurs, location specific evacuation plans will be provided to contractors (e.g., with manual mark ups to indicate alternate exit paths and the location of any egress obstructions). Furthermore, the Deputy CW will contact personnel, contractors and visitors working remotely from their location via UHF radio on channel X to evacuate should the CW initiate an evacuation. The Deputy CW will sound the air horn at the construction compound they are located and contact the other construction compound via UHF radio and request that the air horn be sounded.

All personnel are to move quickly to emergency assembly areas via the emergency egress points. Staff are to warn others as they go.

- Report to the Evacuation Officer (nominated Fire Warden), this person will mark names off the evacuation list.
- Do not move or leave assembly area without permission from Evacuation Officer or responsible CA unless the area is under direct threat.
- Priority that must be observed during a building evacuation are:
 - Those who are able to walk without assistance leave first.
 - Those who require some assistance leave next; and
 - Those who must be carried leave last.

Mobility impaired persons should be assembled in a safe area away from immediate danger.

6.4.2 Evacuation of Personnel Offsite (Adjacent Properties)

While there are no areas directly adjacent to the site with a significant accumulation of people requiring evacuation, a table has been included in this ERP. This table allows for the inclusion of residences or adjacent operations within the area, enabling them to be contacted in the event of an emergency.

The contact numbers for nearby sites are given in **Table 6-1**. This list will be populated before start of construction.

Table 6-1: List of Contacts – Neighbouring Sites

Neighbour	Site Contact	Contact Number

Evacuation procedures are found in **ERP-08** along with exit points at the site which are located on the access road to the site as shown in **Appendix Figure C-3**.

The emergency operations flow chart, shown at **Figure 6-2**, indicates actions to be taken by persons responsible for undertaking actions and how they will be performed.

6.5 Emergency Equipment and Alarms

Equipment will be installed around the site for use in response to emergencies. It shall be maintained and accessible for immediate use, and its location appropriately sign posted. The range of equipment installed at the site includes the following.

6.5.1 Extinguishers

Fire extinguishers will be provided for first-attack firefighting, when safe, by employees trained in their use. Procedures for the use of extinguishers are given in **ERP-01**.

Note that it can be hazardous to use the incorrect extinguisher on some types of fires (e.g., water extinguisher on electrical fires). The location of the extinguisher throughout the site will be finalised during detailed however they will be located around the site in accordance with AS 2444:2001 and maintained in accordance with AS 1851-2005.

6.5.2 First Aid Kits

First aid kits will be provided in the O&M facility and maintenance vehicles during the operation of the project and located in construction compounds (first aid room) and vehicles during construction. First aid kits will be regularly checked and maintained and any components used between review periods will be replaced immediately to ensure equipment in the kit is serviceable and available when required.

6.5.3 Spill Equipment

Safety Data Sheets (SDS) detailing action to be taken to safely control spills of hazardous materials and DGs will be available at O&M Facility. Only trained persons in spill control procedures will engage in spill response. Spill Kits will be located either on plant or nearby, where fluids other than water could be spilled as a result of a fault during construction, and the same during the operation of the project.

6.5.4 Emergency Resources in Construction

During construction, the following protocols and features are implemented onsite:

- Primary Emergency Centre Assembly Point A: Located at the construction compound site office adjacent to the primary site access point. In case of inaccessibility, Emergency Access Point B or C will be used if deemed safe. If these access points are also inaccessible, the emergency response will be coordinated from the main emergency assembly point, or an alternate point as directed by the CW.
- Induction Program: Ensures that all contractors and visitors understand construction site hazards, are aware of their emergency responsibilities, and know evacuation routes and muster points relative to their work location.

- Emergency Alarm System: Consists of air horns at each construction compound to signal evacuation needs. UHF radios are used to communicate ALERT, EVACUATE, and ALL CLEAR messages to personnel, contractors, and visitors located remotely.
- Sign-in Register: Requires all individuals attending the site to provide contact details.
- UHF Radios: All groups working remotely from the construction compound must have a UHF radio switched to channel X for emergency communication.
- Fire Safety Measures: Includes fire extinguishers (dry chemical powder and carbon dioxide) and fire blankets at construction compounds.
- First Aid: Provision of first aid kits at construction compounds, with all vehicles and mobile plant equipped with a dry chemical powder fire extinguisher and first aid kits.
- Chemical Spills: For works where chemical spills are identified as a risk, an appropriate spill kit will be maintained at the works location in work or in maintenance vehicles for the duration of the works.
- Construction vehicles and all plant must be equipped with a dry chemical powder fire extinguisher and first aid kits.
- Hazardous Materials: All hazardous materials will be stored in accordance with relevant standards and guidelines.
- An emergency evacuation diagram will be prepared ahead of the construction phase of the Project to show the locations of site hazards and emergency features including ERP documents, spill kits, emergency assembly areas, firefighting equipment and first aid kits.

6.5.5 Emergency Resources in Operation

During the operation stage, the following protocols and features are subject to the site:

- Primary Emergency Centre Assembly Point: Located at the O&M Facility site office. In case of inaccessibility, secondary emergency assembly points B or C to be used if deemed safe. If these access points are also inaccessible, the emergency response will be coordinated from the main emergency assembly point, or an alternate point as directed by the CW.
- Induction Program: Ensures that all Neoen personnel, contractors, and visitors understand site hazards, are aware of their emergency responsibilities, and know evacuation routes and muster points relative to their work location.
- Emergency Alarm System: Consists of air horns located at the O&M Facility to indicate the need to evacuate. UHF radios are used to communicate ALERT, EVACUATE, and ALL CLEAR messages to personnel, contractors and visitors located remotely from the O&M Facility.
- Sign-in Register: Requires all individuals attending the site to provide contact details.
- UHF Radios: All groups working remotely from the O&M Facility must have a UHF radio.
- Fire Safety Measures: Includes fire extinguishers (dry chemical powder and carbon dioxide) and fire blankets at O&M Facility, substation, inverter stations, site vehicles and intermediate kiosks/feeders if applicable. Fire water supply via fire water tanks (operations) and water carts (construction).
- First Aid: Provision of first aid kits at O&M Facility, all vehicles equipped with first aid kits.

- Chemical spills: Spill kits at the O&M Facility. For maintenance works where chemical spills have been identified as a risk, an appropriate spill kit will be maintained at the works location for the duration of the works.
- Hazardous Materials: All hazardous materials will be stored in accordance with relevant standards and guidelines.
- An emergency evacuation diagram will be prepared ahead of the construction phase of the Project to show the locations of site hazards and emergency features including ERP documents, spill kits, emergency assembly areas, firefighting equipment and first aid kits.

6.6 Notification of Incident

6.6.1 Combat Agency (Police, Ambulance, Fire Brigade, Rural Fire Service etc.)

In the event of an incident, the following is to be instigated with the Combat Agencies:

- Raise vocal alarm and make sure it is acted upon and/or phone 000.
- Advise: Neighbours of the incident and inform of potential evacuation.
- Advise the Combat Agency of the type of emergency including:
 - Casualties
 - Assistance required
 - Hazards
 - Telephone Contact Number
 - Name

6.6.2 Authorities

Contact with authorities in relation to the consequences of the emergency is covered in more detail in the individual ERP sections in **Appendix C**, with **Section 6.8** detailing terminating an emergency.

6.6.3 Adjacent Properties

The surrounding land is mostly agricultural in nature and sparsely populated. The adjacent residents and businesses are to be advised of any incidents. A list of neighbouring sites is displayed in **Table 6-1**.

6.7 Emergency Procedures

In any emergency that arises, clear and explicit communications are essential to maintain control. All staff are expected to maintain a thorough knowledge of emergency procedures. The responses to specific emergencies as listed below in **Table 6-2** and further outlined in **Appendix C**. A general flowchart of an emergency procedure is given in **Figure 6-2**.

Table 6-2: List of Emergency Response Procedures

Procedure	Emergency Procedure Number
Fire (including grass / bush fire) and Explosion	ERP-01
BESS Fire	ERP-02

Procedure	Emergency Procedure Number
Bush Fire	ERP-03
Loss of Containment (Spill)	ERP-04
Medical Emergency/Personal Injury	ERP-05
Natural Events	ERP-06
Bomb Threat	ERP-07
Collision of Road Vehicles	ERP-08
Intruder(s) onsite	ERP-09
Evacuation	ERP-10

6.7.1 Activation of the Emergency Plan

The following sections describe the general procedures for response to emergency situations.

If an emergency situation arises:

- Personnel, contractors, and visitors who have witnessed the event should immediately move to a safe location, directing others as required, and notify the CW and/or Deputy Chief Warden by UHF radio on channel X.
- The CW (or Deputy Chief Warden/nominated delegate in CWs absence) will determine an appropriate action in line with nature of emergency and implement emergency event specific procedures as required (refer to **Appendix C**), including contacting required emergency services.
- In an emergency event that does not require immediate evacuation, the Deputy Chief Warden will contact personnel, contractors, and visitors via UHF radio on channel X and say ALERT, ALERT, ALERT to indicate that an emergency situation has arisen, and the personnel, contractors and visitors are to prepare for evacuation (shutdown plant and equipment if safe to do so) and await further instruction.
- In an emergency event that requires evacuation, the Deputy Chief Warden will commence immediate evacuation and direct personnel and visitors to the Emergency Assembly Point. Given the broad area covered by the Project Area, an evacuation may only be required for a localised works area and can be initiated by the relevant works area supervisor if they are in the best position to make that determination.
- For site wide and localised evacuations, the Warden (or nominated delegate(s)) will, if safe to do so, check that the areas requiring evacuation have been evacuated and report the results of the check to the CW and/or Deputy Chief Warden.
- The Warden will complete a role call at the Emergency Assembly Point to check whether all personnel, contractors and visitors are accounted for and report the results of the check to the CW and/or Deputy Chief Warden. All attempts to respond to an emergency situation should at all times ensure personal safety and only be attempted if within the capabilities of the individual (e.g., using a fire-extinguisher for first-attack firefighting only if appropriately trained).

For emergencies requiring the assistance of emergency service agencies, the initial advice to be provided is detailed within the emergency response procedures contained in **Appendix C**.

6.7.2 Communication Onsite

Communication with onsite personnel, contractors, and visitors in the event of an emergency will be via UHF radio on channel X and mobile phones. In the event of an emergency requiring evacuation, an evacuation alert (EVACUATE EVACUATE EVACUATE) will be made over the radio.

6.7.3 Emergency Contact Numbers

The telephone numbers, which should be used in emergency, as appropriate, are listed in **Appendix A**.

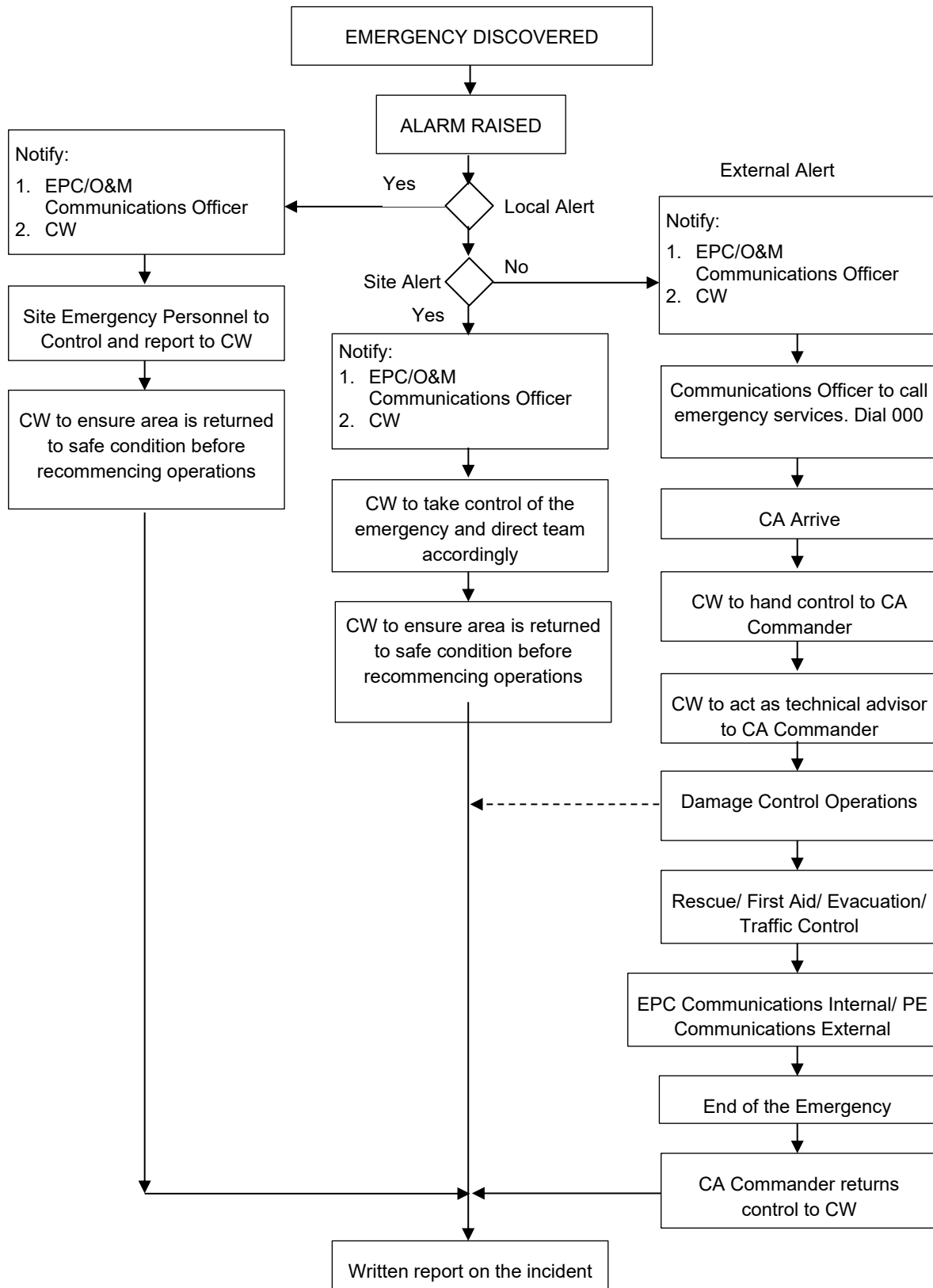


Figure 6-2: Emergency Operations Flow Chart

6.8 Terminating Emergency

When the CA Commander's role is complete, they will hand back control to the CW. The CW should carefully consider the overall situation and review the following:

- Re-organisation of staff.
- Re-construction of damaged equipment.
- Clean-up, safe storage and disposal of all contaminated material.

To facilitate immediate removal off site of contaminated liquids (e.g., firewater) contact:

Company Name: TBC

Phone Number: TBC

The CW will notify the Deputy CW and Warden to have personnel, contractors and visitors return to the site. The CW will also:

- Organise a debrief with Deputy CW and, where appropriate, works area supervisors and emergency services personnel and site personnel.
- Compile a report of the emergency event.

The emergency event report will then be reviewed and any changes to the emergency preparedness and response measures (in conjunction with the CW) required based on the findings of the emergency event report will be implemented.

6.9 Training, Drills and Exercises

A general training in emergency preparedness shall be provided to all Employees on the following subjects as a minimum:

- Definition and types of emergencies.
- Emergency facilities, their function, location and how to use them.
- Means of communication and the location of communication facilities.
- Actions in case of emergency.
- Evacuation procedures.
- Different alarm types which may sound at the site.

The training shall be provided to all new employees at the start of their employment. The training of each employee shall be recorded, and the records of training shall be kept in personnel files. Specific training shall be provided to the appropriate staff as listed in the following subsections.

This ERP shall be evaluated by simulated emergencies. The simulated emergencies and drills involving all emergency functions and all employees shall be performed biannually, proposed to be in March and September.

6.10 Initial Testing

All emergency response procedures are to be tested within the first month of construction and annually thereafter. The first emergency response exercise shall be a full Project Area evacuation.

Local emergency services personnel will be invited to participate in the emergency response exercise subject to their availability.

6.11 Ongoing Programming

Emergency response exercises will be undertaken involving all emergency functions and all employees shall participate quarterly for relevant for site activities and conditions with a full evacuation conducted annually. The emergency response exercises will involve the simulation of one of the identified potential emergency events listed in **Appendix C**. Local emergency services personnel will be invited to participate in an emergency response exercise. The CW, Deputy Chief Warden or nominated delegate shall act as an observer during the emergency response exercise and be prepared with a checklist specific to the planned emergency event to be simulated. The checklist will provide the basis for discussion of emergency response performance at a post-exercise debriefing. The Deputy Chief Warden, observer and other key participants shall attend a debriefing session conducted by the CW immediately after an emergency response exercise. Any deficiencies identified during the debriefing session will be recorded and implemented as updated to the ERP as needed.

6.12 An Emergency During the Emergency Response Drill

The phrase 'EMERGENCY, EMERGENCY, EMERGENCY' shall be used over UHF radio on channel X when an actual emergency occurs during an emergency response exercise. The 'EMERGENCY, EMERGENCY, EMERGENCY' signifies that the emergency response exercise has been terminated and the personnel, contractors and visitors are to stand by for further instruction from the Deputy Chief Warden. This phrase will be defined in all personnel/contractor and visitor inductions.

6.12.1 Chief Warden, Deputy Chief Warden

The CW and Deputy Chief Warden will be provided with appropriate training to develop the skills and knowledge necessary to undertake their duties outlined in **Appendix B**. The training shall include:

- their duties and responsibilities (pre-emergency, during emergency and post-emergency) as described in this ERP.
- procedures for identified potential emergency events
- responding to alerts and reports of emergency events.
- reporting emergencies and initiating emergency warning equipment
- communication during emergencies
- human behaviour during emergencies
- the use of emergency response and communication equipment
- decision making, command and control
- liaison with emergency services
- emergency response coordination including coordination of evacuation activities
- implementation of post-emergency activities

- record keeping.

6.12.2 Personnel, Contractors and Visitors

The site induction (personnel/contractor induction and visitor induction) will include training in relevant aspects of the ERP including identified potential emergency events, personnel, contractor and visitor responsibilities in an emergency event, emergency communication procedures and evacuation procedures.

6.12.3 First Attack Firefighting

The first attack firefighting training will include:

- preparing for site-specific fires (i.e., bush or grass fire, electrical, combustible, or flammable liquid)
- reporting fires
- evacuating from endangered areas
- identifying, correcting, and reporting unsafe conditions (e.g., combustible materials located too close to flammable liquid storage)
- identifying the classes of fire (i.e., solid, liquid, gas, involving live electrical equipment) and selecting the correct first-attack firefighting equipment for each class of fire
- safe operating procedures for first-attack firefighting equipment
- procedures to be followed after the first-attack firefighting equipment.

6.12.4 First Aid

As the Workplace first Aid Code of Practice 2021, one first aider for every 10 workers (due to the remoteness of the site) are to be trained in occupational first aid by a nationally accredited registered training organisation.

6.12.5 Skill Retention

An Emergency Coordination Organisation will be established which will be composed of wardens which will meet to periodically discuss any issues that have arisen at the site. Discussion points within the meetings may include

- Addressing the specific requirements of the Site and this ERP.
- Include a review of roles and responsibilities.
- Include instruction in emergency communication equipment.

6.12.6 Emergency Services Site Familiarisation

At commencement of construction and prior to commissioning and annually thereafter, local emergency services personnel will be provided with the opportunity to attend a Project Area familiarisation inspection.

7.0 Communication and Reporting

7.1.1 Incident Reports

As soon as possible after the emergency a full written report on the incident must be compiled. This will be reviewed by the Site Manager and passed to the appropriate authorities within 7 days of the incident.

The report must cover in detail the following items:

- Relevant aspects of the ERP report
- Summary
- Conclusions
- Recommendations
- Remedial Action Report

7.1.2 Incident Follow-Up

A review will be conducted within 7 days of the emergency in relation to the effectiveness of the ERP. Areas of ineffectiveness or inefficiency will be noted, and the ERP modified to reflect the required actions. The modifications will be tested at the ensuing drills.

7.1.3 Statutory Investigation

There may be a statutory investigation into any emergency depending on the requirements in the various regulations.

A coronial inquiry may be held in the case of fire resulting in fatality(ies):

- Investigating authorities may be:
 - QPS
 - QFD
 - WorkSafe QLD
 - DETSI
- The CW is to ensure no movement of any evidence apart from that necessary to control the emergency.
- The CA will nominate a senior police officer to take charge of any situation which may later become subject to a coronial inquiry.

8.0 Plan Implementation and Distribution

Hard copies of the most recent version of the ERP will be:

- In weatherproof cases just inside the primary site access and two emergency site access points.
- Available in the construction compound site offices and lunchrooms.
- Available in the O&M Facility site office.
- Available in the O&M facility lunchroom.
- Site inductions (personnel/contractor induction and visitor induction) include training in relevant aspects of the ERP including identified potential emergency events, emergency communication procedures and evacuation procedures. Updates to the ERP will be communicated to personnel, contractors and visitors at toolbox meetings and onsite safety notice boards as required. A hard copy of the site ERP will be located at a prominent position at the site entry.

9.0 Review

In addition to review and revision arising from real emergency situations and training exercises, the ERP shall be subjected to a periodical review. This review shall be carried out annually to ensure that the Plan is up-to-date, effective and in line with changing community standards.

The amendments to the Plan shall be made by the CW and HSE team and approved by the Site Manager.

The ERP shall be audited annually by the Site Manager and HSE Team.

Commencing an update, all previously distributed versions of the ERP shall be collected, accounted for and replaced with the updated version.

The Fire Management and Emergency Response Plan shall be evaluated by simulated emergencies. The simulated emergencies and drills involving all emergency functions and all employees shall be performed bi-annually.

10.0 References

- [1] Department of Planning, Housing, and Infrastructure, "Hazardous Industry Planning Advisory Paper No. 1 - Industry Emergency Planning," Department of Planning, Housing, and Infrastructure, Sydney, 2011.
- [2] Queensland State Government, "Work Health and Safety Regulation 2011," Queensland State Government, Brisbane, 2011.
- [3] Standards Australia, "AS 1851-2012 - Routine service of fire protection systems and equipment," Standards Australia, Sydney, 2012.

Appendix A

Emergency Contact Numbers

Appendix A

A1. Emergency Contact Numbers

List of Contacts

A list of roles, personnel in those roles and contact information is provided in **Appendix B**. This list will be populated before start of construction.

The list of contacts shall be located in the Emergency Services Information Package (ESIP). This package shall be located in the following areas:

- Office
- Site Emergency Box

Position	Name	Contact Number
Chief Warden		
Deputy Warden		
Fire Warden		
First Aid		
DG Coordinator		
Communications		
Traffic Management		
Waste Management		

Neighbouring Sites

Neighbour	Site Contact	Contact Number

Appendix B

Summary of Emergency Response Roles

Appendix B

B1. Summary of Emergency Personnel Roles and Responsibilities

1) Site Managers (Construction and Operational)

The Site Manager is to select the CW and DW and is responsible for preparing, distributing, and updating the ERP.

2) Chief Warden (CW)

The CW will be the controller of the hazard/emergency response. They will control all response actions and delegate authority as required by the specific situation. They will control the hazard/emergency response from the site control centre and will be assisted by the other members of the emergency response team as required.

The CW will also be the liaison between the site emergency response team and the CA. In the event of an emergency requiring attendance at the site of the CA, the CW will relinquish control to the CA Commander and assist the CA Commander as required.

The CW will be the control authority for update of the site ERP. They will co-ordinate review and update annually.

The CW will also be responsible for arranging emergency drills and exercises throughout the year. These will consist of desktop exercises and a full emergency exercise/evacuation quarterly for relevant site activities and conditions with a full evacuation occurring within the first month and annually thereafter.

3) Deputy warden (DW)

The deputy warden is to assist the CW and step in when the CW is unavailable to conduct their duties.

4) Communications Officer

The Communications Officer will assist the CW as required. They will assist in the emergency command centre and field communications (e.g., phones, radios, etc.) as required.

5) First Aid

The site first aid officer (for emergency response) will be responsible for attending any emergency where personnel are injured. They will be directed by the site emergency commander as required.

The site emergency first aid officer will also be responsible for ensuring the emergency response first aid kit is well stocked and any items with “use-by” dates are regularly replenished as required.

The site first aid officer will also be responsible for ensuring their first aid qualifications and certification are valid at all times. This will involve regular refresher training as required.

6) Fire Wardens

An overarching category for emergency response personnel. They are the primary emergency team which encompasses the following.

- Traffic management.
- Evacuation Control/Co-ordination
- Emergency Response Co-ordinator

Fire Wardens will be allocated duties (i.e., traffic management, evacuation control, etc.) by the CW as required during the emergency situation.

7) Traffic Management

The site is located in an agricultural / rural area. On arrival at an emergency incident, it may be difficult for the attending fire services to locate the exact source of the incident, where the incident is not immediately evident (i.e., smoke cannot be seen). Hence, it would be necessary for a member of the emergency team to meet fire services at the site entrance and direct the crew to the specific emergency location.

Notwithstanding this, the emergency response traffic management officer shall not commence any traffic management operations without the express direction of the CW.

In the event of an incident onsite it will be necessary to ensure a clear traffic path is available for CA vehicles to approach the site. It will be the responsibility of the traffic management emergency response officer to clear the path of vehicles that may block the way into the Site.

It will also be the responsibility of the emergency response traffic management officer to direct traffic at the front of the site. This may require the establishment of a traffic zone at the front of the site. The emergency response traffic management officer is to wear highly visible clothing at all times during the emergency to ensure they are clearly seen, limiting the potential for accident and vehicle impact to the officer.

8) Evacuation Control/Co-ordination

The evacuation control/co-ordinator will be responsible for ensuring all personnel are safely evacuated off-site to one of the assembly points. This position requires the incumbent to be familiar with the main and alternate assembly points and to arrange for communication of the evacuation order under the direction of the CW. The evacuation co-ordinator shall not instigate an evacuation without the express permission of the CW.

The evacuation control/co-ordinator will be responsible for obtaining the employees/visitors list of names and marking these names off at the assembly point. Where any person's whereabouts cannot be verified, details shall be passed to the Site Emergency Commander for action.

9) Emergency Response Co-ordinator

Whilst the CW is located in the site emergency centre, it will be necessary for physical response to the emergency to be actioned. This will be the responsibility of the Emergency Response Co-ordinator (ERC).

In the event an emergency occurs, the ERC will immediately contact the CW for direction on how to respond to the specific emergency. The ERC shall be fully conversant with the emergency response equipment onsite. The ERC shall have first attack firefighting equipment, spill response training, hazardous materials knowledge/training and cursory first aid training.

The ERC will control the emergency response personnel allocated as part of this plan.

10) Emergency Response Personnel (DG Co-ordinators)

The emergency response personnel will be under the control of the ERC. They will take direction from the ERC as required, specific to the type of emergency at hand. These personnel must be fully conversant with the emergency response equipment onsite and shall have (as a minimum) the following training:

- First Attack Fire Fighting
- Spill Response
- Hazmat Knowledge

11) Equipment Officer

The Equipment Officer or delegate will undertake the maintenance and checks of key site equipment and systems. The role will also involve the maintenance of the APZ and other associated protections against bushfire impacts.

Appendix C

Emergency Response Procedures

Appendix C

C1. ERP-01 Fire and Explosion

1. General

Activities that may ignite vegetation include hot works (grinding, cutting, welding, etc.), a fire in the BESS or transformers, vehicle exhaust, hot brakes on vehicles.

It is imperative that for all fires and explosions, the alarm is raised as early as possible. In the event a fire is discovered, or an explosion is identified (i.e., heard), the person detecting the incident shall raise the alarm by immediately notifying others in the immediate vicinity and then contacting the CW. The CW will then make further decisions regarding fire response. Where the CW cannot be immediately located, the site Manager shall be contacted, and the location of the CW identified so that the incident details can be relayed.

Any alarm given for a minor fire (e.g., a small fire in a rubbish bin in a non-hazardous area and not in danger of spreading) that is extinguished by the person on the spot should be “Terminated” as in **Section 6.8** and the Fire Brigade immediately notified, whilst the Brigade will still attend the site, to ensure there will be no re-ignition, there will be less urgency on the brigade’s behalf. It is noted that this only applies to the operational phase as such equipment is not active during construction.

In any fire situation, the first minutes are most critical and the initial decision to fight or to report can only be based on the estimate by the individual of their capacity to extinguish the fire with what equipment they have immediately on hand.

All explosions should be carefully assessed to determine whether they should be treated as a serious and major incident. Where small explosions occur (i.e., localised around small packages, etc.), it may be possible to respond and rectify the problem with onsite resources. However, in the unlikely event that a major explosion occurs and significant damage results, external assistance will be required. The CW must be contacted in the event of any explosion (or fire). They will decide on the appropriate action.

If in doubt – Summon Assistance.

Incidents occurring outside site hours would initiate site detection systems and alarms, however, no personnel will be onsite to attend to the incident. In this case, the alarm will be raised Neoen’s Operations Control Centre who will relay the alarm to the Fire Brigade and then to the CW (or deputy). The site will then be attended by the Fire Brigade and the CW (or deputy). The ERP and emergency procedures will be located at the site entrance emergency box. The Fire Brigade will have access to the site emergency box on entry to the facility. The CW (or deputy) will attend the site and assist the CA as required. It is noted that this only applies to the operational phase as such equipment is not active during construction.

2. Procedure

1. Fire

All Employees

- a) Warn personnel close by or those who may be in immediate danger.
- b) Immediately notify the CW. If the CW cannot be located, notify their deputy.
- c) If appropriate, the CW will notify the Fire Brigade (000).
- d) The CW will direct CA to commence evacuation if required.

- e) Emergency Team (Fire Wardens) shall attempt to extinguish the fire if it is feasible and rescue personnel casualties if involved in fire area, but only where a rescue can be accomplished without undue risk to the rescuer. Use fire extinguishers or hose reels as required. Take care to select the correct firefighting medium based on the fire type (i.e., care must be taken with electrical fires and water).
- f) The CW will direct emergency response personnel (e.g., Fire Wardens) to ensure clear access for Fire Brigade (i.e. remove trucks off site).
- g) The CW will advise the Fire Brigade of the situation and be prepared to assist as required.
- h) Secure records and make visitors book available.
- i) Staff are expected to be familiar with and be prepared to carry out the following Action Plan.

2. CW

Take charge of the emergency until the Fire Brigade arrives, then provide support to local authorities. Take a mobile phone, if available.

Turn off power at main switchboard. If nighttime, light circuits should be left on in the offices.

Drivers: Stop operations. If possible, move vehicles to a safe area. Assemble at the emergency evacuation assembly point(s).

Staff: On the instruction by the CW, proceed to "Safe Assembly Areas". Ensure free access to roadway for vehicles leaving site. Prevent entry of vehicles other than the Fire Brigade, Ambulance, etc.

3. Explosion

All Employees

Notify the CW and the O&M Manager of the emergency and its location.

- a) If appropriate, the CW will notify the Fire Brigade.
- b) Ensure clear access for Fire Brigade (i.e., remove trucks off site).
- c) The CW will advise Fire Brigade of situation and be prepared to assist.

4. Total Fire Ban

During a Total Fire Ban (TFB), certain activities are prohibited to prevent the outbreak of bushfires. A TFB is declared when the fire danger is extreme to catastrophic (due to favourable conditions for a bushfire), and the risk of fire starting and spreading rapidly is extreme. Provided below is a list of works and activities that should not be carried out during a TFB:

- Lighting fires. No fires are to be lit in the open.
- Use of outdoor cookers. Barbecues are prohibited.
- Hot work activities. These include welding, grinding, soldering, gas cutting and any other activity that generates sparks or heat unless exemption from RFS has been obtained or certain conditions are met, such as a risk assessment or appropriate fire extinguishing equipment.
- Unnecessary use of operational plant and machinery such as lawn mowers, tractors and chainsaws are restricted.
- Burning off (e.g., hazard reduction, pile burning, agricultural burns) are suspended.

- ## 5. Hazards

[illegible]

Appendix Figure C-1: Site Hazards

6. Telephone Numbers

See Emergency Contact List - **Appendix A**

Note: After an explosion occurs, do not approach the explosion area until the CW has assessed the situation. Where safe to do so, rescue injured people but do not attempt to investigate the explosion area without appropriate authority.

C2. ERP-02 BESS Fire

1. General

In the event of a BESS fire the underlying response will be similar to a generalised fire scenario. However, there are some deviations which are best outlined in a separate response.

2. Procedure

1. Fire

All Employees

- a) Warn personnel close by or those who may be in immediate danger.
- b) Immediately notify the CW. If the CW cannot be located, notify their deputy.
- c) If appropriate, the CW will notify the Fire Brigade (000).
- d) The CW will direct CA to commence evacuation (per ERP-10) if required.
- e) Electrically isolate the BESS (Per **Appendix E**) from other infrastructure if safe to do so / and or experienced staff capable of undertaking this activity are present.
- f) **Extinguishing the BESS fire shall not be undertaken.** Application of water to the BESS may exacerbate the formation of by-products (i.e. hydrogen fluoride gases). The fire cannot be extinguished and will continue until the stored energy has dissipated. The evacuation point shall be selected considering the wind direction to prevent personnel from being exposed.
- g) The CW will direct emergency response personnel (e.g., Fire Wardens) to ensure clear access for Fire Brigade (i.e. remove trucks off site).
- h) The CW will advise the Fire Brigade of the situation and be prepared to assist as required.
- i) Secure records and make visitors book available.
- j) Staff are expected to be familiar with and be prepared to carry out the following Action Plan.

2. CW

Take charge of the emergency until the Fire Brigade arrives, then provide support to local authorities. Take a mobile phone, if available.

Turn off power at main switchboard. If nighttime, light circuits should be left on in the offices.

Staff: On the instruction by the CW, proceed to "Safe Assembly Areas". Ensure free access to roadway for vehicles leaving site. Prevent entry of vehicles other than the Fire Brigade, Ambulance, etc.

3. Explosion

An explosion is not expected to occur due to the protection systems present within the BESS containers (i.e. ventilation system, explosion venting), etc. Nonetheless, in the unlikely event of an explosion, the following procedure is to be followed.

All Employees

Notify the CW and the Site Manager of the emergency and its location.

If an incident occurs after hours (explosion raising an alarm), the Neoen's Operations Control Centre are the to first notify fire services and then the CW of an incident. The CW will then attend site to assist the Fire Brigade as required.

- a) If appropriate, the CW will notify the Fire Brigade.
- b) Ensure clear access for Fire Brigade (i.e., remove trucks off site).
- c) The CW will advise Fire Brigade of situation and be prepared to assist.

3. Total Fire Ban

During a TFB, certain activities are prohibited to prevent the outbreak of bushfires. A TFB is declared when the fire danger is extreme to catastrophic (due to favourable conditions for a bushfire), and the risk of fire starting and spreading rapidly is extreme. Provided below is a list of works and activities that should not be carried out during a TFB:

- Lighting fires. No fires are to be lit in the open.
- Use of outdoor cookers. Barbecues are prohibited.
- Hot work activities. These include welding, grinding, soldering, gas cutting and any other activity that generates sparks or heat unless exemption from RFS has been obtained or certain conditions are met, such as a risk assessment or appropriate fire extinguishing equipment.
- Unnecessary use of operational plant and machinery such as lawn mowers, tractors and chainsaws are restricted.
- Burning off (e.g., hazard reduction, pile burning, agricultural burns) are suspended.
- Trenching and land clearing.

4. Hazards

Hazards that are present at the site have been identified in **Appendix Figure C-1** in **ERP-01**.

5. Telephone Numbers

See Emergency Contact List - **Appendix A**

Note: After an explosion occurs, do not approach the explosion area until the CW has assessed the situation. Where possible rescue injured people but do not attempt to investigate the explosion area without appropriate authority.

C3. ERP-03 Bushfire Response Procedure

1. Fire Suppression

During regular operation, fire water is provided in two (2) tanks with capacity in accordance with the requirements of AS 2419.1:2021 (Ref. [4]). Fire water during construction will be provided via water carts). Fire safety equipment (fire extinguishers and fire blankets) will be installed in accordance (and maintained) with relevant codes and standards (as applicable) at the O&M Facility. All site vehicles and mobile plants will be equipped with a dry chemical powder fire extinguisher and first aid kit.

2. Bush Fire Procedure

First Responder

- a) If you discover a fire onsite follow the Onsite Fire Response Procedure (i.e. Fire response above).
- b) If you become aware of a bushfire in the vicinity of the site, immediately notify the CW and or DCW.
- c) If the bushfire is approaching, the CW or DCW are to contact emergency services on 000 and provide the following information:
 - i. Your name
 - ii. The type of incident – Bushfire
 - iii. The company name, address, and nearest cross street
 - iv. Any other information you believe is relevant to the bushfire situation (e.g., directions of fire relative to the site, bushfire is restricting egress etc.)
- d) Notify the Chief Warden and/or Deputy Chief Warden (via UHF radio on channel X, mobile phone or in person) of the bushfire situation by providing the following information:
 - i. If you have contacted emergency services.
 - ii. The location of the bushfire relative to site
 - iii. If there is an immediate risk to your safety.
 - iv. If the area has been evacuated.
 - v. If egress from the area is restricted.
- e) Electrically isolate the BESS from other infrastructure if safe to do so / and or experienced staff capable of undertaking this activity are present.

Chief Warden, Deputy Chief Warden, and Warden Response

- a) If a bushfire is in the vicinity of the site, assess the extent of the emergency and establish direct contact with QFD and coordinate/manage the site and actions in accordance with relevant advice from emergency personnel at the time.
- b) If the bushfire is approaching the site, alert emergency services (call 000) and Initiate the Emergency Evacuation Procedure. Provide emergency services with the following information:
 - i. Your name

- ii. The type of incident – Bushfire
 - iii. The company name, address, and nearest cross street
 - iv. Any other information you believe is relevant to the bushfire situation (e.g., directions of fire relative to the site, bushfire is restricting egress etc.)
- c) If the bushfire front impacts the site, Initiate the Emergency Evacuation Procedure, and alert emergency services (call 000) providing the information listed in Step 2.
- d) The Chief Warden will liaise with emergency services to determine when it is safe to return to the site. All employees and visitors are to remain at the Emergency Assembly Point until instructed that it is safe to re-enter the site or leave in the event that it is unsafe to re-enter the development area.
- e) When an emergency event is rendered safe or emergency services relinquish control of the development area, the Chief Warden will notify the Deputy Chief Warden and Warden to have personnel return to the development area. The Chief Warden will also:
- i. Organise a debrief with Deputy Chief Warden and, where appropriate, works area supervisors and emergency services personnel
 - ii. Compile a report of the emergency event for the HSE team
- f) The HSE team will review the emergency event report and initiate the implementation of any changes to the Bushfire Response Procedure and response required based on the findings of the emergency event report.

3. Operational Phase

Outside of Bushfire Season

a. Maintenance

The CW and all staff are to ensure all APZs are to be maintained as specified and access tracks, water supply and firefighting equipment are to be maintained at all times.

b. Training and Awareness

Bushfire response drills are to be undertaken alongside drills outlined in **Section 6.9**.

c. Recording and Reporting

The CW and DW are to review, record and maintain bushfire management measures. The recording will include:

- a) Date.
- b) name of the recorder.
- c) Confirm that bushfire management measures have been checked and are in place.
- d) any maintenance works undertaken.
- e) any further action required and responsible personnel.

Bushfire season

a. Preparation

The CW and DW are to review and address outstanding requirements in preparation for the bushfire season. Bush fire management measures and maintenance are to continue.

4. Total Fire Ban

During a TFB, certain activities are prohibited to prevent the outbreak of bushfires. A TFB is declared when the fire danger is extreme to catastrophic (due to favourable conditions for a bushfire), and the risk of fire starting and spreading rapidly is extreme. Provided below is a list of works and activities that should not be carried out during a TFB:

- Lighting fires. No fires are to be lit in the open.
- Use of outdoor cookers. Barbecues are prohibited.
- Hot work activities. These include welding, grinding, soldering, gas cutting and any other activity that generates sparks or heat unless exemption from RFS has been obtained or certain conditions are met, such as a risk assessment or appropriate fire extinguishing equipment.
- Unnecessary use of operational plant and machinery such as lawn mowers, tractors and chainsaws are restricted.
- Burning off (e.g., hazard reduction, pile burning, agricultural burns) are suspended.
- Trenching and land clearing.

5. Hazards

Hazards that are present at the site have been identified in **Appendix Figure C-1** in **ERP-01**.

C4. ERP-04 Loss of Containment

1. Product Spills Onsite (i.e. Transformers, BESS)

1. General

While spills are not expected to occur at the site, in the event of spill, the following procedure should be followed.

2. Procedures

1.2.1. Person Discovering the Spill

- a) Warn any personnel in immediate danger.
- b) Report the spill to the CW.
- c) If safe, protected (i.e., PPE) and trained (e.g. Fire Wardens), contain the spill using the site spill kits.
- d) If not trained or competent in spill clean-up, evacuate the area and contact the CW.

Note: Do not use water to wash down spills

1.2.2. Communications Officer

- a) Alert the CW.
- b) If instructed by the CW call the Fire Brigade (Call 000).
- c) Notify site emergency response personnel (Fire Wardens) of the incident by phone or message (e.g., via runners).

1.2.3. Site Emergency Response Personnel

- a) Evacuate areas if required, or under the direction of the CW.
- b) Conduct personnel count and account for all personnel onsite.
- c) Perform duties as required by CW.

1.2.4. CW

- a) Assess the incident and formulate response.
- b) Ensure CA are called as required (Call 000).
- c) Co-ordinate emergency actions.
- d) Contact tenants on adjacent sites if required and notify of potential evacuation (per ERP-10) if required.
- e) Arrange for evacuation of onsite personnel and offsite facilities if required.
- f) Provide advice to CA as required and liaise with CA commanders.

2. Product Spills Outside of Site

1. General

Spills off-site constitute a serious incident and must be responded to immediately. An off-site spill would be classified as an external alert requiring the response of CA.

In the event of spill, the following procedure should be followed.

2. Procedures

2.2.1. Person Discovering the Spill

- a) Warn any personnel in immediate danger.
- b) Contact the CW (or their deputy if they cannot be located). If an incident occurs after hours, Neoen's Operations Control Centre are to notify the CW of the incident.
- c) If safe (i.e., trained to do so, e.g. Fire Wardens) attempt to contain the spill from spreading further using the spill containment kits onsite.

Note: Do not use water to wash down spills

2.2.2. Communications Officer

- a) Alert the CW.
- b) Call the Fire Brigade (Call 000).
- c) Notify site emergency response personnel of the incident by phone or message (via runners).

2.2.3. Site Emergency Response Personnel

- a) Evacuate areas if required, or under the direction of the CW.
- b) Conduct personnel count and account for all personnel onsite.
- c) Perform duties as required by CW.

2.2.4. CW

- a) Ensure CA are called immediately (Call 000).
- b) Assess the incident and formulate a first attack response (i.e., containment).
- c) Co-ordinate emergency actions.
- d) Contact landowners on adjacent sites if required and notify of potential evacuation (per ERP-10) if required.
- e) Arrange for evacuation of onsite personnel and offsite facilities if required.
- f) Provide advice to emergency services as required and liaise with CA commanders.

3. Notification

For any suspected breach of the environmental protection regulations, notification to DETSI or other environmental may be required. This should be completed ASAP once the details of the release are known.

C5. ERP-05 Personal Injuries

1. Equipment location

First Aid Kits are located in the O&M facility office areas during operation and construction compounds. First aid kits are located in all vehicles onsite.

2. Procedures

If injured, seek first aid/medical treatment immediately. If a person is severely injured, has collapsed or is in distress, do not panic. The following procedure shall be carried out:

- The person discovering the casualty shall:
 - a) Advise the supervisor of the injured person.
 - b) Contact the O&M Manager and advise of the casualty.
 - c) If qualified, apply first aid, if not qualified await arrival of first aid officer or qualified first aid person.
 - d) Prevent unqualified persons from attempting to assist or treat the casualty.
- Communications Officer:
 - a) Alert the duty first aiders and notify of the casualty location.
 - b) Notify the CW and, under their direction call the ambulance (call 000).
 - Describe the nature of the emergency
 - Say how many are injured, if known
 - Give your name and where you are telephoning from
- CW
 - a) Assess the injury and call assistance from ambulance service as required.
 - b) Assist onsite response (first aiders) as required.
 - c) Arrange for guidance of the ambulance to the scene of the casualty.
 - d) Arrange for the accident/incident investigation and completion of the appropriate forms.
- First Aiders
 - a) Treat the casualty as required

Notes:

- 1) Where an accident occurs involving loss of life or serious personal injury, or is an accident involving plant and equipment, written notice of this accident is to be forwarded to the relevant Government Authorities, which include WorkSafe QLD, HSE and Police.
- 2) Where an accident or incident occurs with actual or potential significant off-site impacts on people or the biophysical environment, a report may need to be submitted to DETSI. Notification should be completed ASAP and a further detailed report shall be submitted following investigation of the causes and identification of necessary additional preventative measures.

C6. ERP-06 Natural Events (Flood / Storm / Earthquake)

A key preventative measure for emergency planning for natural events is preparedness and availability of information prior to the event. For severe storm events, the CW or DW should monitor available weather warning systems such as the Bureau of Meteorology (BoM) website or the Rockhampton emergency planning dashboard.

1. Flood Response Procedure

In the event of a flood:

- 1) If high and/or prolonged rainfall is expected, the CW or DW should monitor warnings. The CW or DW should also be registered to receive mobile alerts via the location-based Early Warning Network (EWN) that tracks potentially dangerous weather systems.
- 2) If the forecast and warnings indicate that localised flooding at the Development Site is likely, the CW or DW is to liaise with works area supervisors (during construction) and/or directly with personnel, contractors, and visitors to ensure:
 - a. All equipment and materials are moved to areas of the site that are not subject to concentrated flows and/or inundation.
 - b. All personnel, contractors and visitors vacate works areas subject to localised flooding prior to the onset of the storm event.
 - c. Remind all personnel, contractors, and visitors of the dangers of driving or walking through flood waters.
- 3) If the forecast and warnings indicate that regional flooding at the Site is likely, the CW or DW is to liaise with works area supervisors (during construction) and/or directly with personnel, contractors, and visitors to:
 - a. Ensure all personnel, contractors and visitors have a safe route home (or elsewhere) from the Development area. The website <https://www.livetraffic.com/desktop.html> can be accessed to identify road closures along an employee's typical route from site.
 - b. Should regional flooding prevent an individual from travelling home (or elsewhere), the CW or DW are to ensure that alternate accessible overnight accommodation is available/arranged for the individual.
 - c. Remind all personnel, contractors, and visitors of the dangers of driving or walking through flood waters.

2. Storm Response Procedure

In the event of a severe storm:

- 2) If you are inside:
 - i. stay there and keep clear of windows.
 - ii. stay inside until the storm has passed and when the CW or DW indicates that it is safe to move to a different location or return to work.
- 3) If you are outside:
 - i. move inside, stay there, and keep clear of windows.
 - ii. if remote from site buildings, move inside a vehicle if possible and only drive back to the construction compounds or O&M Facility if it is safe to do so.

- iii. stay inside until the storm has passed and when the CW or DW indicates that it is safe to move to a different location or return to work.
- 4) The DW and/or nominated delegates will undertake a site inspection to ascertain whether any unsafe conditions have developed because of the storm and direct personnel, contractors, and visitors appropriate.

C7. ERP-07 Bomb Threat

1. General

Threats of this nature are usually made:

- 1) By telephone to a location.
- 2) By telephone through the local police, who may have received the message direct, or who may be repeating a communication to the press, radio, television or authorities.
- 3) By anonymous letter.

Letters received containing information on the alleged placing of a bomb should be handed to the police for any action they consider desirable. They should be handled as little as possible and by a minimum number of persons.

2. General Planning

The objectives of the guidelines, which follow, are:

- 1) To ensure maximum safety of personnel.
- 2) To protect Company property.
- 3) To minimise interference with normal production, business etc.
- 4) To enable an early appreciation of the situation to be made and to arrive at the correct decisions without anxiety and confusion.

Bomb threat cards will be located adjacent to each phone and a search procedure has been developed to facilitate rapid location of potential explosive devices in areas allocated as assembly points. Detailed bomb searches will be conducted by Police or other combat agencies.

3. Procedures

1. Initial Response

Threats by mail or other published media should be passed immediately to the supervisor and then to the CW. Staff receiving phone threats should:

- a) Remain calm (or appear to be) and do not hang up; let the caller finish message.
- b) Obtain information and record on the nearest paper; wording is a priority. Keep answers to one or two words.
- c) Warn others if possible.
- d) Listen to background noises and voice mannerisms.
- e) When caller hangs up, complete checklist.
- f) Inform Supervisor or site emergency response personnel.
- g) Await interview by Site Emergency Commander.

A bomb threat checklist is provided in **Appendix Figure C-2**.

2. Site Emergency Response Personnel

- a) Notify the CW of the incident.
- b) Act under instructions from the CW as directed.

3. CW

- a) The CW shall notify police of details, ask them for their recommendation for immediate action, and ask them to attend site to assess further required actions with management input.
- b) On Police advice, take action to safeguard personnel (i.e., possible evacuation).
- c) Consult with the site management and provide advice to the Police onsite-specific issues.
- d) If appropriate, and in consultation with the police, form a bomb search team and brief them on their duties. Arrange for temporary relocation of any evacuated person.
- e) In consultation with the Police, advise neighbouring properties of the situation, if required.
- f) If any suspicious device is located, do not touch it, and hand over disposal operations to the police.

Note: You should also familiarize yourself with the bomb threat call sheet and other instructions in this section.

4. Search Procedures

A search team shall be established under the direction of the CW. The following general procedures will apply:

The CW shall nominate and search a safe area to be used for evacuation (per ERP-10). A search procedure is given at **Section 4.3.7** below:

- a) Search of area(s) for bomb; the search to be organised by the police if they deem it necessary with management advice. All personal effects must be removed before search.
- b) If a potential bomb is found by an employee, it should be reported to the CW. The device/object shall not be handled or disturbed. The CW shall notify police and bomb squad.

5. Evacuation

- a) If evacuation (per ERP-10) is required, leave all windows and doors open as you leave to reduce damage if bomb explodes.
- b) Where a bomb is identified in other areas of the site, the area is to be evacuated immediately. It is noted that explosions in open air have less impact than when enclosed. If an explosion does occur, exposed persons away from the immediate area will be impacted by an overpressure wave with damage a function of distance from the bomb source. The emergency assembly point providing the greatest distance from the bomb shall be selected.
- c) On instruction to evacuate, evacuate the nominated area of all personnel not required for the safe running of the facility, to the site assembly point(s). Those remaining shall bring the facility to a safe condition and then immediately evacuate to the safe area.
- d) The evacuation time shall be for a period instructed by the police or CW.

6. All Clear

The police shall declare when the bomb threat no longer exists to the CW, or his representative who shall declare it to all personnel.

4. Bomb Threat Assessment and Checklist

1. Preamble to Bomb Threat and Search Checklists

This section is designed to give information on how to respond to bomb threats.

Bomb threats, and other similar types of threats, may arise from a number of causes.

They may simply be made for harassment purposes, as a diversion, or as a 'party prank'.

Alternatively, they may be a part of an extortion attempt (with or without an actual explosive device), part of the operations of a terrorist group, or an individual's malicious attempt to inflict injury or damage.

The threat may be specific or non-specific. In a specific threat the caller is prepared to give detailed information about the bomb; why it has been placed, when it will explode etc. Non-specific threats are more common, and typically consist of the caller simply stating a bomb has been placed and hanging up.

Most threats are hoaxes, but this is of little consolation when you are faced with deciding how you will respond to one. It may appear that evacuation of people is the best response, but there are really a number of options open to you, and you have to decide which, in these circumstances, will be the safest. For example, if an explosive device has been set in a car park you would be placing people at greater risk by evacuating them to or through such an area. However, if the location of the bomb is given, or the bomber is thought to be genuinely motivated, evacuation of the known danger area may be the best response.

A check of the evacuation route and the assembly area should be made prior to the evacuation. Note: Do not use the fire assembly area in a bomb threat situation if there is the likelihood that the area may be a target. Direct people to the nearest alternative emergency assembly point.

In some cases, it may be best to tell people the reason for the evacuation and ask them to check their area for any suspicious objects and report, but do not touch them as they leave. In other circumstances it may be possible to safely conduct a discrete search while the building is still occupied, or the building may be evacuated as a 'fire drill' and then discretely search.

The point is, there is no standard response to a bomb threat which will give the best (safest) result in every situation. Each threat has to be individually evaluated.

2. Things to Consider when Assessing a Threat

- How did the threat sound? Was the caller familiar with the premises? Were they familiar with the nature and location of the alleged explosive device?
- Was the tone of the call consistent with a genuine threat? Was the call related to a current bomb threat climate? (Company pursuing a controversial policy, significant visitors onsite, recent sacking etc.)
- How much time you have. When is the device set to go off?
- What options do you have open to you? Is a specific area under threat, or the whole site? What is the best way of safely and quickly conducting a search?
- What is the safest place for people on the site; where they are, in standard evacuation areas, or in some other area? Are your actions likely to encourage other threats?

The basic rule is to look at the threat and, given the known details, decide what should be done that will minimize the risk to human life.

The police must always be advised of any threat, and their advice considered in working out your response. As they are unfamiliar with your site, the job of searching for an explosive device may

fall largely to Company personnel. Guidelines on bomb searches are given in this section of the manual.

If an evacuation is implemented, ask occupants to take personal effects with them and report any suspicious objects noticed.

If a suspicious device is found, it should not be touched or interfered with in any way. It shall be immediately reported to the police who will take charge of disposal operations.

If it appears that the threat is a hoax, a decision must be made about re-occupation of the area. People will need reassurance that there is no further danger, and a reasonable criterion is how comfortable you personally feel about going back in the area. In some circumstances, re-occupation may be better left to the next day, or shift.

3. Explanation of Bomb/Extortion Threat Call Sheet

Copies of the call sheet should be kept out of sight, but readily available to O&M Manager and other persons likely to receive such calls. The purpose of the call sheet is to enable the call recipient to extract as much information as possible from the caller, so that the safest response to the threat can be worked out. To this end, the layout follows the logical sequence of such a call.

4.3.1. The Instructions

The Instructions are in a brief form at the top of the sheet to remind the recipient what to do, rather than give any detailed explanation.

4.3.2. Call Tracing

Some call tracing may be possible, even if one of the parties have already hung up, hence Instruction 3 not to hang up. The police will action this if appropriate.

4.3.3. Exact Wording of Threat

Here the exact wording of the threat should be recorded. The time and date may be added later.

4.3.4. Questions to Ask

If the caller has not already given these details, ask specifically the questions listed. If the call is genuine, they will probably give straight answers to them. Extensive hesitation may tend to indicate a hoax. In Point 7 on the bomb threat check list is the question, "Why are you doing this?" this question gives some scope for delaying tactics and for narrowing down the psychological make-up and identity of the caller. Following this is a request for the caller to give his/ her name and address. These are unlikely to be given, even if the call is a sympathetic warning. Leave these questions till last, as they may well cause the caller to hang up.

4.3.5. Notification of Call

As soon as possible, the CW should be advised of the threat. If another person can do this while the call is in progress, well and good. If not, do it immediately the caller has hung up.

4.3.6. Analysis of Call

Tick the appropriate squares. Add any details as necessary.

4.3.7. Search of the Areas.

If it has been established that a bomb may have been placed onsite, a search should be conducted whenever it is considered that it is safe. The search team will consist of responsible people who normally work in the area, and will therefore be familiar with what is, and is not, out of place. As the

police will not have this familiarity, they will need this assistance in the search. As a general rule it is advisable to secure the co-operation of potential searchers in advance of a threat being received.

1) Organise a search team/s

- Select responsible volunteers to carry out the search.
- Determine the exact area to be searched by the team/s.
- Determine a deadline for completing the search, including a safe margin before the threatened detonation time, if given.

2) Brief the Searchers

- Advise the type of explosive device, if known; and any other details given by the caller, which may be relevant.
- Tell them to look for out-of-place items in the open, or in hidden, but accessible spots. Tell them to search in a methodical manner (See attached sheets).
- Tell them not to touch or tamper with any suspicious device.
- If there is the possibility of a booby-trap device, tell them to avoid any action which might trigger it. These may include opening doors, cupboards or hatches, or operating equipment or light switches in some circumstances.
- Tell them to immediately report any suspicious devices found.

3) Carry out Search

- Conduct the search in accordance with the briefing and in co-operation with the police. (In some cases, the Police may provide specialist assistance, e.g., sniffer dogs etc.)
- If a suspicious device is found, withdraw from the area and allow Police/ Military Bomb disposal units to handle the situation. If a suspicious device is not found, a decision on re-occupying the building should be made. When people are permitted to re-enter the area, they should be briefed so as to reassure them that no further danger exists and be accompanied back into the area by management personnel.

Note: When people have been evacuated from an area due to a bomb threat, they should be kept well clear of the danger area, and only the minimum number of people required for the purpose should be in the area during the search.

Bomb Threat Check List

Instructions: Use this sheet while receiving the call, complete as soon as possible
Obtain as much information as possible, ask questions
Do not hang up at the end of the call

Questions to Ask: When is the bomb going to explode? Where is the bomb right now? What does the bomb look like? What kind of bomb is it? What will cause the bomb to explode? Did you place the bomb? Why did you place the bomb? What is your name? What is your address?		Caller's Voice ☒ ☐ Man ☐ Child ☐ Calm ☐ Excited ☐ Talking Slow ☐ Soft ☐ High ☐ Clear ☐ Nasal ☐ Lisp ☐ Ragged ☐ Laughing ☐ Deep Breathing ☐ Distinct ☐ Foreign	☐ Woman Age:..... ☐ Angry ☐ Uneducated ☐ Talking Fast ☐ Loud ☐ Deep ☐ Clearing Throat ☐ Stuttering ☐ Raspy ☐ Slurred ☐ Crying ☐ Drunk ☐ Disguised ☐ Familiar
☐ Well spoken ☐ Foul ☐ Irrational		☐ Taped ☐ Incoherent ☐ Message Read	Whom does it sound like? (someone you know/movie star/radio personality)
TELEPHONE CALL		BACKGROUND NOISES	
☐ Local ☐ Trunk/Toll ☐ STD ☐ Mobile	☐ Private ☐ Extension ☐ Public Phone	☐ Street Sounds ☐ Crockery/Plates ☐ Other voices ☐ Static ☐ Short echoes ☐ Traffic ☐ Office Sounds ☐ Boat Sounds	☐ Factory/Machines ☐ Animal Noises ☐ PA System ☐ House Noises ☐ Long Echoes ☐ Aeroplanes ☐ Train Sounds ☐ Music (type)

REPORT THE CALL IMMEDIATELY TO YOUR SUPERVISOR OR CHIEF WARDEN

Did the caller appear familiar with plant/buildings by their description of the bomb location?

☐ Yes ☐ No

Call Recipients details:

Name - Location - Phone -

Date - Time -

Appendix Figure C-2: Bomb Threat Checklist

C8. ERP-08 Collision of Road Vehicles

1. Objectives

It is unlikely that a serious accident involving a transport vehicle will occur in the immediate vicinity of the facility due to speed limits at the site which are graded depending on the operational area. It is noted that the speed limits have been set depending on the potential risk posed by a collision to site assets. However, a minor collision resulting in product spillage and fire may occur on the roads within the facility and outside the facility. Notwithstanding the nature of the incident, the immediate objectives after a vehicle incident are to:

- Protect life and property.
- Control and prevent any spillage from spreading.
- Extinguish any fire if safe and possible.
- Remove ignition source (to prevent any fuel spills from igniting).
- Prevent spilt product from entering drains.
- Contain spilt product for subsequent removal.
- Prevent or minimise further spillage.

If the accident is serious enough to call the CA (Police, Fire Brigade, etc.) allow the Emergency Service Commander to assume traffic control on their arrival. Make all efforts to stop or divert approaching vehicles, depending on the risk and circumstances. Warn people to remain at a safe distance, taking into consideration the type and likely flow of liquid and vapour (e.g., Fuel, acid, liquefied gas) and prevailing climatic conditions. Vehicle safety triangles are to be used where available.

2. Protecting Watercourses

Make every effort to prevent spilt product from entering drains or watercourses.

The priority actions are:

- Contain.
- Minimise spread of the product and prevent water usage, particularly in toxic/bioactive chemical spills.

Avoid hosing down, but the responder must use their discretion. The responder's prime concern is for public safety, so they must evaluate the potential risks involved in alternative courses of action. If flammable or combustible liquid is spilled and cannot be prevented from entering drains, foam can be applied to minimise flammable vapour generation.

Block inlets to drains by using drain covers, dirt, sand, paper, rags, old clothing or similar material.

3. Incident Location Restoration

After an accident any contamination of the incident location is to be restored as soon as possible (in consultation with Management).

Make good damage to the road surface, surroundings or drainage systems. Co-operate with the local authorities. Clean the road surface of spilled materials or oil to prevent subsequent accidents from vehicles skidding or sliding on the chemical residue or oil. Notify public utilities, such as telecommunications authority, electricity supply authority, water board, etc if their property has

been damaged so that they can affect the necessary repairs. Similarly, damage to any signs, notices or hoardings should be made good or those responsible for them notified of the need for repair.

Assure owners of damaged private property such as houses, fences, gardens, motor cars, boats, etc. that their claims for compensation or repair will be promptly and sympathetically handled but no acknowledgment of liability should be made. Any employees on the scene should ensure that the company does, in fact, take appropriate follow-up action promptly.

If land has been polluted by chemicals, flammable/combustible liquids or vehicle oil, it may be necessary to remove soil and replace it with fresh material to restore the area to its original condition. Consult Management.

4. Fire Fighting

If a fire has started (e.g., as a result of ignition of combustible materials (no flammable materials stored at site), extinguish it (if safe and practicable) using the portable extinguishers (dry powder) from the vehicle or site. Try to limit the use of water until drains have been effectively covered and spill control is in place. See Procedure **ERP-01**.

C9. ERP-09 Intruders Onsite (Vandalism, Armed Hold-Up, Assault)

1. Preamble

The infrastructure onsite may be attractive items and can draw particular attention from certain elements of the community. Whilst the entrance to the site is by secure access only, there may be times when intruders could access the site (although it is noted that the site undertakes CCTV monitoring and a security perimeter fence constructed) and, hence, the products may draw unwanted attention. Site staff should be on the lookout for any suspicious activity by persons or vehicles onsite.

Note the description and registration number of suspicious vehicles and/ or persons. Inform the site management personnel and Police immediately. Action can then be taken before a crime is committed.

2. Objectives

The objective of this procedure is to minimise the contact between site staff and intruders and to ensure intruders are apprehended with the minimum impact on the site.

3. Procedure

1. Armed Hold-Up - Staff involved directly in the incident.

- During an armed hold-up co-operation is more important than intervention. Remember: No amount of money is worth a human life, don't be heroic.
- Try to remain calm, control your emotions and avoid any action which may incite violence.
- Obey the intruder's instructions, do precisely as they say, and nothing more.
- Tell the intruders what you're doing, make no sudden movements.
- Observe as much as possible as to the description of the intruders, including clothing and other distinguishing features (i.e., voice, accent, movements). Do not stare at the intruders.
- Do not touch anything which may be handled by the intruders.

2. After the Armed Hold-up, as soon as it is safe to do so.

- Call for assistance or activate an alarm – Notify the CW of the incident.
- Give details to the CW of the incident (CW to use components of the list below to gather details)

3. CW to do the following:

- Telephone Police (000) and say "Mt Hopeful BESS on S Ulam Rd in Bajool".
- Give your name, telephone number, exact location of the incident, and description of any person(s) and vehicle(s) involved.
- State clearly if the person(s) were armed and the type of weapon.
- Close the premises completely and do not allow unauthorised people to enter.
- Do not allow any person into the area accessed by the intruders and do not let any personnel handle objects touched by the intruders.
- Ask any employee witnesses to remain until interviewed by Police or if they insist on leaving ask for their permission for Police to interview them either at home or a later date.

- Do not discuss with any persons outside the business the goods or valuable stolen.
- Ensure staff or witnesses are provided with any trauma counselling if required.

4. Identification of Intruders onsite

- Where intruders are identified onsite, be it identification of an armed hold up in progress, identification of an unfamiliar person wandering around the site (i.e., person without a temporary identification badge that should have been obtained from O&M office), or identification of vandals, the following procedure should be followed:
- Immediately notify the Site Manager and ascertain whether the possible intruder is a visitor or is authorised onsite, if this cannot be verified, notify the CW or a member of the site emergency team (who will locate and notify the CW).
- The CW will decide on the action to be taken; however, it is not recommended that the intruder(s) be approached, the recommended action is to immediately notify the Police (external line - 000).
- Lock all entry and exit gates.
- Attempt to keep intruders in view from a safe distance.
- Write down description of intruders (use the personal description form **ERP-09**)

Note: Do not at any time attempt to confront or arrest intruders. This is not your job.

4. Civil Disorder

1. Preamble

It is unlikely that civil disorders (like bomb threats or large protesting crowds) will occur due to the reasonably remote location from residential, sporting or commercial (shops) outlets. Notwithstanding this, disruptive crowds can cause severe damage and major disruption to the RCB operations, both directly to the facility and to the infrastructure immediately surrounding the site. It is therefore essential that the site emergency response contains procedures for coping with civil disturbance.

Examples of civil disturbance include:

- Industrial disputes.
- Unpopular political decisions.
- Emotional international situations.
- Demonstrations and marches that get out of control.

The procedure below is designed to minimise the danger to personnel and the risk of damage to assets.

2. Procedure

1) As soon as the CW is aware of a civil disorder occurring:

- on the site
- in the vicinity of the site
- such that the event is imminent of unauthorised entry to the site by a disaffected person or group.

The following action should be taken:

- Alert members of the CA
 - Initiate action to restrict entry to the buildings onsite.
 - Prevent contact between demonstrators and the site occupants (employees)
 - Notify the Police of the incident and request assistance.
 - Notify nominated Managers.
- 1) Restrict entry to the site – site emergency personnel, under direction from the CW, should check security in their area and ensure all external gates and entry points to the site are locked.
 - 2) The CW shall restrict contact between the site personnel and the demonstrators.
 - 3) The CW shall contribute in a practical manner by:
 - Withdrawal of staff where necessary
 - Supervising the locking up of offices
 - Securing all records, files, cash, and other valuables
 - Promoting an air of confidence and calmness.
5. Personal Description Form
- Separate form required for each person.
 - To be completed immediately after incident by each staff member, also, passers-by if possible.
 - Place tick in the box applicable ☐, if answer is unknown draw a dash “-“.
 - Do not consult others during the completion of the form.
 - Site Communications Officer to collect the forms, copy and hand to Police.

Name/Nickname Used:		Sex: Male ☐ Female ☐			
Approximate Age:		Nationality:			
Height (feet or metres):		Weight:			
Complexion	☐ Fair ☐ Dark ☐ Pale ☐ Fresh ☐ Pimply				
	☐ Ruddy ☐ Suntanned ☐ Dirty				
Build	☐ Thin ☐ Medium ☐ Stout ☐ Nuggetty				
Voice	☐ Clear ☐ Loud ☐ Quiet				
Accent:		Eyeglasses (Colour/shape):			
Stature	☐ Straight ☐ Stooped ☐ Slouchy				
Walk	☐ Quick ☐ Slow ☐ Limp ☐ Springy ☐ Pigeon toed				
Disguise:					
Moustache/Beard (Colour/type):					
Hands	☐ Soft ☐ Hairy ☐ Calloused				
Nails:					
Hair (Colour):					
Hair Style	☐ Straight ☐ Bald ☐ Curly ☐ Thick ☐ Thin				
	☐ Wavy ☐ Long ☐ Cut				
Eyes (Colour):					
Size	☐ Large ☐ Little/Piggy ☐ Squint ☐ Staring ☐ Sore/irritated				
Gloves (type/Colour):					
Scars or Marks					
Ears (Size/Shape)					
Nose (Size Shape)					
Teeth	☐ Good ☐ Bad ☐ Spaced ☐ Blackened ☐ Protruding				
	☐ Uneven ☐ Missing				
Weapon					
Other distinguishing features (clothing, hat, tie, coat, shirt, etc.):					
Method and direction of escape (car model, registration, on foot, etc.):					
Method of operation (what did the intruder do, say, touch, take, etc.):					

C10. ERP-10 Evacuation as Part of an Emergency

1. Evacuation Procedure and Emergency Assembly Areas

On the instruction to evacuate, all personnel will assemble in the Primary Emergency Assembly Point located near the main site entrance. This assembly point will be used by all site personnel for all emergency situations onsite.

In the event the main assembly point is affected by the incident, several alternative assembly points are designated. Personnel will be informed to assemble at the Secondary Emergency Assembly Points A, B or C depending on the access and suitability of the location due to the situation at hand.

2. Emergency Control Centre

The emergency control centre will be at the Primary Emergency Assembly Point. If this area is affected by the emergency, the emergency control centre will be at the Secondary Assembly Points A, B, or C.

3. Alarms

Alarm is raised manually by personnel physically identifying an incident. Personnel will then notify the CW, who will initiate the site emergency evacuation as necessary. Notice to evacuate will be relayed by voice to all staff onsite.

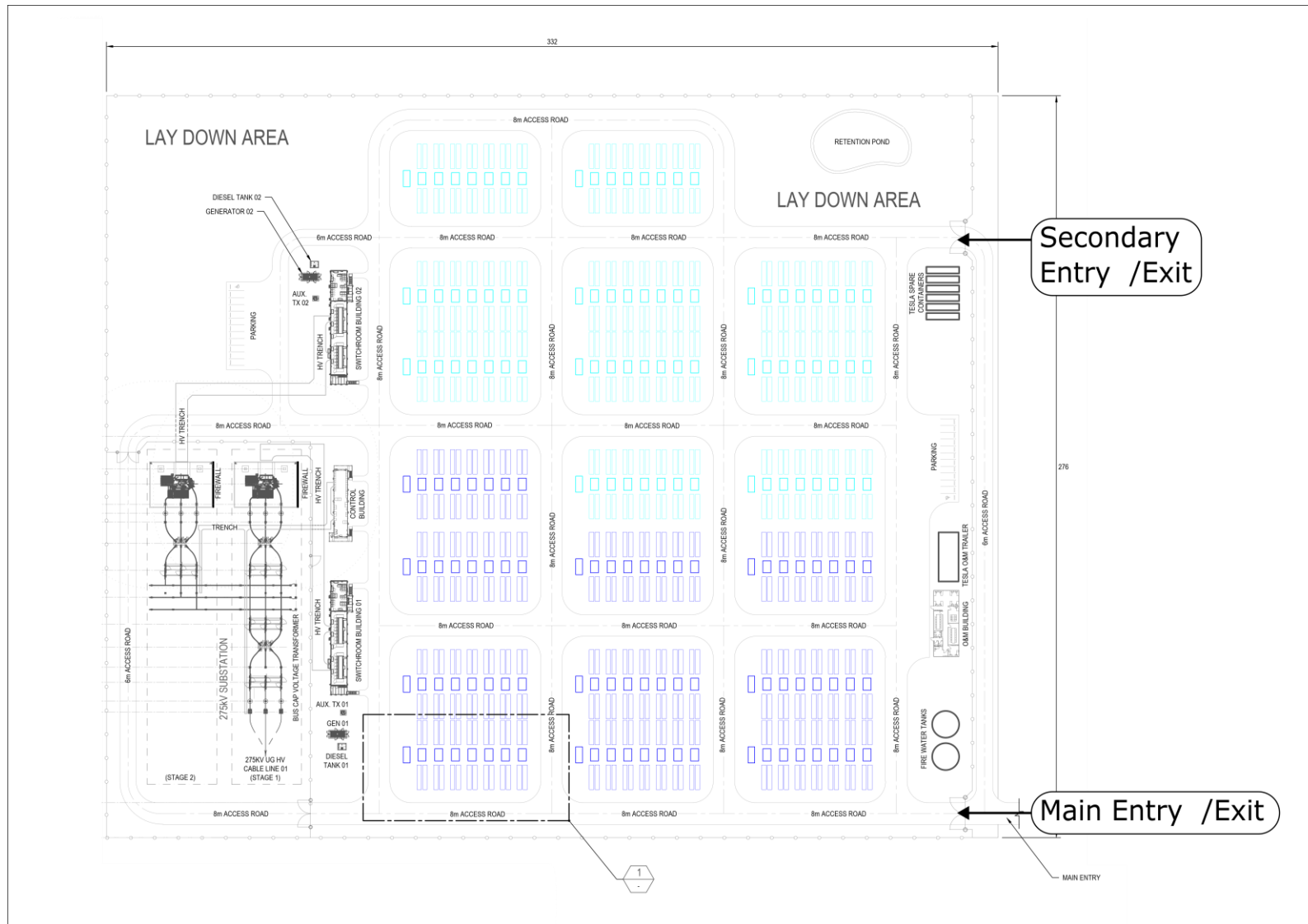
4. Procedure

On the instruction to evacuate given by the CW or their Deputy, all personnel, including contractors' personnel, shall proceed to the Primary Emergency Assembly Point. This assembly area will be used for all staff and contractors onsite. The CW will arrange for the mark off of names to ensure all staff have evacuated safely. At the assembly point, staff and contractors will be given instructions onsite evacuation or return to work as stipulated by the emergency condition.

In the event that the primary evacuation point is not available (i.e., the emergency is affecting the location), the alternate assembly point (Secondary Emergency Assembly Points A, B or C) will be used.

5. Emergency Exits

Should an evacuation from the site be required, the emergency exits are provided in **Appendix Figure C-3**.



Appendix Figure C-3: Emergency Exit

Appendix D
QFD Consultation

QFD Consultation Table

Comment No.	Date	Raised (Affiliation)	by	Section - Comment	Action Taken	Date