



Transport Emergency Response Plans (TERP)

NBTA - Bulk Tanker Day Sept 2019



National Bulk Tanker Association



Panel

- **Shane Falkiner** – National Transport Compliance Manager – Fuels
(Toll Energy - Fuels)
- **Matt Arkell** – Principle Technical Officer
(EPA NSW)
- **Anthony Pospisil** – Manager Quality, Risk and Compliance
(ISS First Response)



Session overview

- What is the relevance of having a TERP?
- Why do we need a TERP?
- How do we construct and put into action?
- Training
- Working together
- Equipment and expertise
- Post Incident Debrief
- Questions



TERP

- Why do we need to have a TERP?
 - ✓ Under current legislation for Dangerous Goods industry, the regulation applies if a vehicle transporting dangerous goods by road is involved in an incident resulting in a “Dangerous Situation”.
 - ✓ **Reference:** Transport and Infrastructure Council’s Model Dangerous Goods Transport Regulations as implemented in each state and territory
 - ✓ A TERP must be available and maintained
 - ✓ Within this regulation its known as an “Emergency Plan”, means a written plan, for dealing with a dangerous situation arising from the transport of the goods
 - ✓ Making sure that the TERP meets the legislated requirements
 - ✓ Understanding when a TERP should be activated



Construction/Development/Maintenance

- Who develops/constructs and maintains them? In Toll Energy - Fuels that would be me.
- A well-constructed TERP could prevent a minor incident from escalating
- Having a plan does not ensure readiness!
- Training, practice and review are key actions



TERP

- The purpose of our Transport Emergency Response Plan (TERP) is to provide guidance to Toll Energy - Fuels Managers and Supervisors during transport related emergency situations; and to ensure a planned response to support emergency services in managing an emergency involving Toll Energy - Fuels personnel and assets.

Six stages to incident response:

- ✓ **Notification** (What has happened?)
 - ✓ **Plan** (Gather **facts**, prepare a plan)
 - ✓ **Respond** (Based on these facts/plan, apply the agreed actions)
 - ✓ **Resolve** (At scene work with ER responders, equipment, tools)
 - ✓ **Remediate/Recover** (Clean-up)
 - ✓ **Investigate/learn** (Gather info, de-brief and take away key learnings)
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- Driver response is simple and clear - make area safe, act if possible, contact applicable persons and don't put themselves in harm's way.



Toll Energy - Fuel

TEF NAT PLN 001 Transport Emergency Response Plan – Fuel (TERP)

ISS First Response	1800 639 621
GOS National Control Room 24/7	1800 040 162
Emergency Services	000



Exercises

- TERP Exercises Desktop or Field Exercise? Or mixture of both, who should be involved etc.
 - Desktop Exercises every 6 months
 - Full ER Exercise every 24 months, that includes but not limited to:
 - 3rd Party Responders
 - Emergency Services i.e. Police, Fire Brigades and Ambulance
 - Customer
 - Drivers
 - Ops Staff
 - Regulatory agencies i.e. RMS, VicRoads, NHVR, Worksafe etc.
 - Others as required i.e. media, customer ER teams, IMT (Toll Leadership Team)
- Record / Scribe events / debrief / develop learnings

Working together

- Responders and ER Agencies will have TERP's (or procedures) so how do communicate and work with each other at the scene to ensure best outcome?
- How do we work together at the scene?
 - Initial and ongoing meetings during the recovery
 - Communication
 - Liaise with Senior Responder/Incident Commander
 - Develop and coordinate plan
 - Mutually support each other
 - If told to leave, do so until advised otherwise



Equipment/Expertise

- How do we access equipment and expertise to attend to an incident?
 - What types of equipment is required?
 - Have equipment on standby even if not required
 - If providing your own support and equipment what, how and when?
 - If using 3rd party responders develop a clear understanding of possible equipment required, providers, partnerships/contractors and timelines
 - Call in 3rd party expertise if required
 - Bobcats, tippers, cranes, people, road sweepers, disposal, and more
 - If you can't get it, let incident commander know, other resources maybe available



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Post Incident De-Brief

- Post exercise debrief, what is the best way to get constructive outcomes from them?
 - ✓ Post incident:
 - How the incident was managed
 - Where changes to process identified as being required
 - Equipment
 - Remediation
 - Any deficiencies identified during exercises
 - ✓ Whenever a significant change is made to the operations. e.g. change to key personnel, suppliers, equipment, products, routes, procedures etc.
 - ✓ TERP shall be reviewed and updated as per your document management system
 - ✓ Changes to training needs and/or learnings
 - ✓ Include 3rd parties in the post incident de-brief (if applicable)

Training

- What training should be provided to your staff?
- Do we train to respond appropriately?
- All Toll Energy - Fuels
 - All drivers complete Emergency Response Training as part of their induction
 - Participate in ER Exercises
 - All Operations Staff are required to attend Emergency Response training (in-house)
 - ICAM training provided to Ops Staff
 - Participate in ER Exercises



Training

- TERP awareness training is no longer run
- ER course needs to become more accessible and relevant
- All prime contractors need to better understand their obligations
- Do current 3rd party ER providers need to be tested for compliance? If so how?

NBTA is looking to educate members by:

- Facilitating TERPS awareness
- Supporting ER training in locations around Australia
- Encouraging 3rd party providers to improve their service offering and compliance



Conclusion

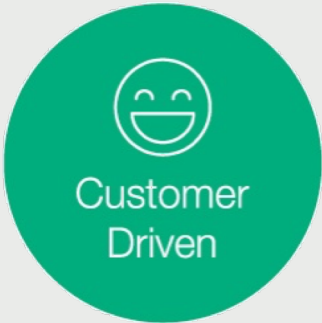
- We now know the relevance of having a TERP
- We know why we need a TERP
- TERP construction and implementation
- Training that must be provided
- Working together is integral to incident management
- Having the right equipment and expertise available
- Post Incident Debrief, good investigation and learnings are mandatory



Our Strategic Priorities



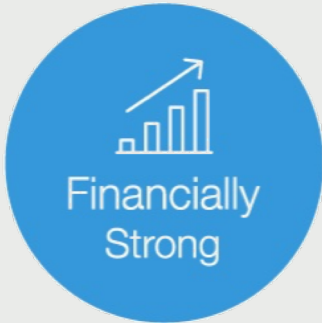
Safety Obsessed



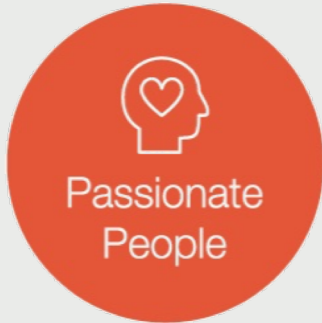
Customer Driven



Operationally Excellent



Financially Strong



Passionate People





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