



SUPAGAS
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SUPAGAS PTY LIMITED

POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN

SITE: THORNTON

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Revision Number:	11
Document Date:	09/01/2014
Review Date:	10/01/2025

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1 INTRODUCTION

1.1 Background

This Pollution Incident Response Management Plan (PIRMP) has been prepared for Newcastle (NSW) depot of Supagas Pty Ltd. The facility at 4A Glenwood Dr, Thornton will be used for the filling of LPG and Acetylene cylinders and distribution of Industrial Gas cylinders.

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

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.

This Pollution Incident Management Response Plan fulfils the requirements of the EPA, which calls upon the PIRMP to be prepared in accordance with the Protection of the Environment Operations Act 1997.

1.2 Aim of the Emergency Response Plan

The purpose of this document is to:

- provide a clear understanding of how to handle and react to any pollution incident in the storage facility;
- prevent or minimise the impact of a pollution incident; and
- Facilitate a return to normal operations as soon as possible.

1.3 Definition of a Pollution Incident

A pollution incident is defined as an incident or set of circumstances during or as a consequence of which there is or is likely to be a leak, spill or other escape or deposit of a substance, as a result of which pollution has occurred, is occurring or is likely to occur. It includes an incident or set of circumstances in which a substance has been placed or disposed of on premises, but it does not include an incident or set of circumstances involving only the emission of any noise.

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2 OBJECTIVES

2.1 Purpose

The purpose of the PIRMP is to prevent or minimise the impact of a pollution incident and to facilitate a return to normal operations as soon as possible, by providing effective:

- Pollution Incident Management;
- Training; and
- Updating and reviewing of the pollution incident procedures.

2.2 Objectives

This PIRMP provides guidance on response actions to be taken in a pollution incident which occurs within the Supagas facility limits to minimise the potential for loss of life, injury to people, damage to the environment, and damage to property.

The objectives of the PIRMP are:

- ensure comprehensive and timely communication about a pollution incident to staff at the premises, the relevant authorities specified in the Act and people outside the facility who may be affected by the impacts of the pollution incident
- minimise and control the risk of a pollution incident at the facility by requiring identification of risks and the development of planned actions to minimise and manage those risks
- ensure that the plan is properly implemented by trained staff, identifying persons responsible for implementing it, and ensuring that the plan is regularly tested for accuracy, currency and suitability

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3 BRIEF SITE DESCRIPTION

Figure 3.1 shows the site location of the Supagas facility at Thornton including the discharge location of the stormwater drain. The site layout is shown in **Figure 3.2** which includes the location potential pollutants and stormwater drains.

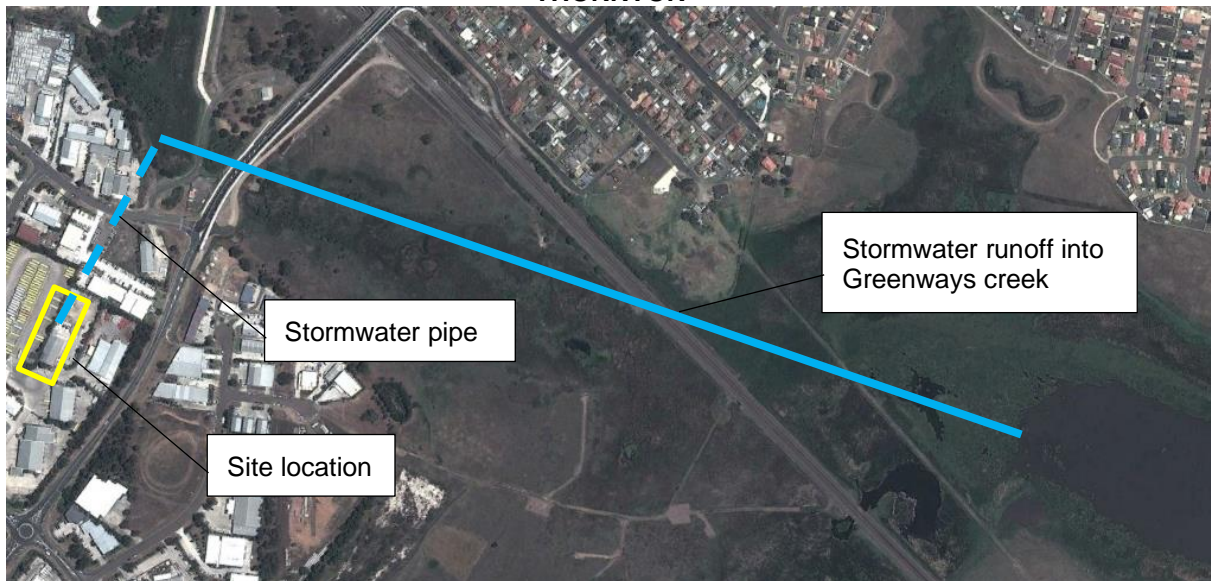
3.1 Neighbouring businesses

The businesses adjacent to the Supagas site are:

- North – McDonald Jones, a home design construction company.
- West & South– Hunter Buses, a public transport company servicing the Hunter/Maitland region.
- East – Novocastrian Scaffolding, a supplier of scaffolding and hoist equipment sales and hire.

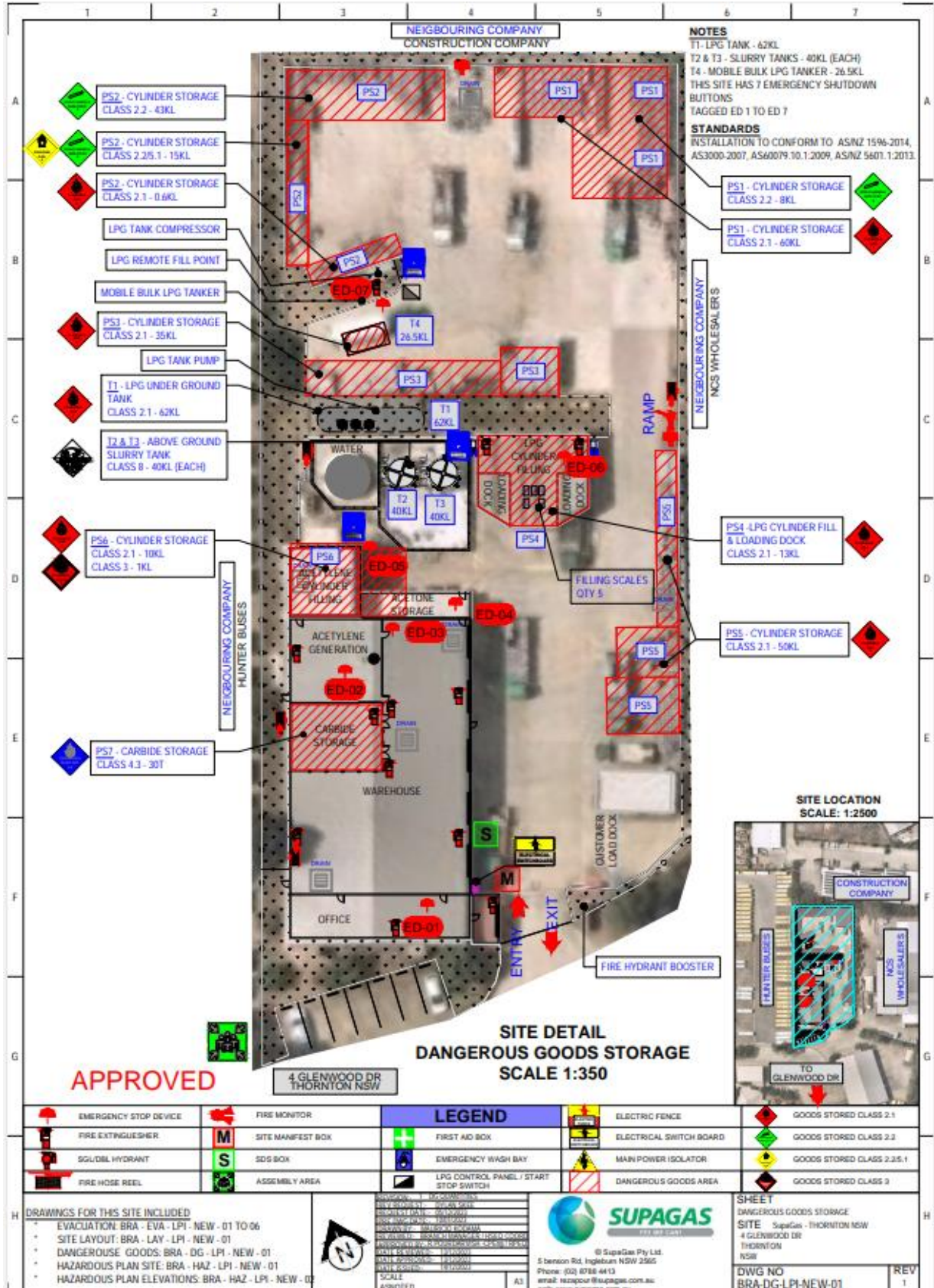
3.2 The Site

**FIGURE 3.1
SITE LOCATION OF THE SUPAGAS GAS CYLINDER FILLING FACILITY
THORNTON**



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**FIGURE 3.2
SUPAGAS SITE MAP**



3.3 Potential Pollutants Stored on Site

The chemicals that are present on site which have the potential of harming the environment are lime slurry (calcium hydroxide) and acetone. Basic health information and storage quantities are in the table below. Detailed SDS are available on our website or by request.

**TABLE 3.4
POTENTIAL POLLUTANTS STORED AT THE SUPAGAS FACILITY, at 4A GLENWOOD DR, THORNTON**

Chemical	Health hazard information	Maximum quantity on site
Lime Slurry (Calcium Hydroxide Solution)	Corrosive - avoid contact with skin and eyes, do not inhale or ingest	60T - stored inside 40kL tanks
Acetone	Causes irritation to skin and eyes, do not inhale or ingest	1000L – stored in 250L drums

4 TYPES OF EMERGENCY RESPONSE AND STRUCTURE

A PIRMP shall be co-ordinated by the Branch Manager. This shall include establishing and implementing the PIRMP, ensuring that personnel are familiar with the plan, arranging for their training, arranging to conduct simulated incident exercises, reviewing the effectiveness of the exercises, and arranging for procedural improvements.

4.1 Emergency Command Structure General Notes

4.1.1 Immediate Response and Alarm Initiation

Any person discovering a pollution incident or a situation, which is likely to give rise to a pollution incident, shall:

- **Consider** to contain the situation alone.
- **Contain** it only if safe to do so.
- **Alarm** - raise the alarm by contacting the branch manager who shall decide on the level of the pollution incident and details of the emergency.
- **Rescue** - assist or alert persons in immediate danger.
- **Notify** the relevant authorities, neighbours and community if the pollution incident was unable to be wholly contained on site.

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

4.2 Principle Roles and Responsibilities

It will necessary for personnel to be allocated key emergency response duties. Key positions and duties are listed below.

4.2.1 Site Emergency Commander

The Site Emergency Commander (SEC) will be the Branch Manager. The SEC will take responsibility for control of pollution incidents.

4.2.2 Restoration Team

A restoration team will be established by the Branch Manager 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 Branch Manager.

4.2.3 Communications

Internal

The Administration Manager is nominated as the communications officer. It will be their task to monitor communication and facilitate the effective exchange of information between the site and the relevant authorities.

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External

The Managing Director (or delegate) is the only person authorised to relay information to the media and other public bodies. Staff will be instructed not to discuss issues with any persons outside the site.

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; and
- 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.

4.2.4 Emergency Response Personnel

Rescue and First Aid

Selected site 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 SES (ambulance) arrives. Lists of trained first aid officers are on site notice boards.

Evacuation

Evacuation will be controlled by the Site Emergency Commander (SEC). They will activate the Site Emergency Response Plan and direct staff to evacuate should the pollution incident grow beyond manageable proportions. The Emergency Response Team (ERT) will facilitate the evacuation and ensure all staff has left the area to be evacuated. They will report to the SEC when evacuation has been completed.

Traffic Control

A traffic control officer (emergency response team) will be nominated by the SEC. 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 SES in and out of the site.

4.3 Principles of Pollution Incident Response

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
- Inspection of all plant and storage facilities on a regular basis
- Regular emergency response drills to ensure site readiness
- Procedures and training

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Containment

- Switch off any operating equipment
- Isolate electrical supplies at the main switchboard
- Take any operating equipment (e.g. forklifts) outside the warehouse if safe to do so.
- Co-ordinate with Site Emergency Commander

Rescue

- Supagas **will not** undertake rescue operations
- To be coordinated with Emergency Service. Emergency Services will take the lead in these situations with Supagas personnel providing support

First Aid

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

EVACUATION

4.4 Evacuation of Personnel Located Onsite

The order to evacuate the site shall be issued by the Site Emergency Commander (SEC) or the responsible emergency service.

- All personnel are to move quickly to assembly areas
- Staff are to warn others as they go.
- Wardens conduct a two sweep pass of the site to ensure the site is clear.
- Do not move or leave assembly area without permission from Evacuation Officer or responsible emergency service unless the area is under direct threat.

4.5 Evacuation of Personnel Located Offsite (adjacent properties)

If an incident affects neighbouring facilities, it will be necessary to contact these sites and facilitate evacuation. The contact numbers for each of the adjoining sites is given in **Table 6.1**.

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5 SAFETY EQUIPMENT

Equipment has been 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 Supagas facility includes the following:

- Bunding around slurry tanks
- Spill kit
- Bunded room for the storage of chemicals
- SDS

In the event of a spill, the following Personal Protective Equipment (PPE) is available for the clean-up process:

- Chemical gloves
- Half face mask
- Chemical suit
- Safety glasses
- Hydrocarbon and oxygen personal monitors

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6 NOTIFICATION OF INCIDENT TO AUTHORITIES AND ADJACENT BUSINESSES

6.1 Relevant Authorities

If a pollution incident should occur, **all** relevant authorities need to be contacted. Contact details for each of the relevant authorities are listed below:

- EPA 131 555
- Safework NSW 13 10 50
- Fire and Rescue NSW 1300 729 579
- NSW Department of Health (02) 9391 9000
- Hunter Water 1300 657 000
- Maitland Council (02) 4934 9700

6.2 Neighbours and local community

In the event of a pollution incident, anyone that may be affected must be notified immediately. This may include neighbouring business as well as people downstream of the stormwater outlets.

**TABLE 6.1
LIST OF CONTACTS - NEIGHBOURING SITES**

Site	Location	Contact No.	Contact Person
McDonald Jones	9B Huntingdale Dve	02 4918 2200	Reception
Hunter Buses	6 Glenwood Dve	02 4935 7200	Reception
Novocastrian Scaffolding	4 Glenwood Dve	02 4028 6858	Reception

7 POLLUTION INCIDENT RESPONSE PROCEDURES – SPECIFIC EMERGENCIES

7.1 General

In many industries, safe and efficient operation depends upon the observance of basic safety principles, which have been developed through experience, and careful analysis of the nature of potential hazards associated with the processes carried out at a site.

In any pollution incident that arises, clear and explicit communications are essential to maintain control. All Supagas staff are expected to maintain a thorough knowledge of pollution incident procedures. Supagas Safe Operating and Quality Procedures must also be followed; these are part of the general operating procedures and Quality Assurance procedures.

7.2 Contact Details

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

7.3 Emergency Procedures

This section details the responses to specific emergencies as listed below. A general flowchart of an emergency procedure is given in **Figure 6.1**.

Subject	Reference.
Chemical Spill	7.3.1
Evacuation	7.3.2

7.3.1 CHEMICAL SPILL

7.3.1.1 PRODUCT SPILLS ON SITE

7.3.1.1.1 GENERAL

Spills within the site are generally preventable and would only occur due to equipment failure.

In the event of spill, the following procedure should be followed. Refer to the SDS of the chemical for the specific hazards and safe handling.

7.3.1.2 PROCEDURES

Person Discovering the Spill

- (a) Warn any personnel in immediate danger.
- (b) Report the spill to the Site Emergency Commander.
- (c) If the Site Emergency Commander cannot be located, notify the Site Emergency Commander's deputy and send someone to reception to physically report the incident.
- (d) If safe, protected (i.e. PPE) and trained, contain the spill by turning off any immediate equipment, isolate any valves, and use equipment in the spill kit where necessary.
- (e) If not trained or competent in spill clean-up, evacuate the area and contact the Site Emergency Commander.

Communications Officer

- (a) Alert the Site Emergency Commander.
- (b) If instructed by the Site Emergency Commander, call the relevant authorities and neighbouring businesses.
- (c) Notify site emergency response personnel of the incident by phone or message (via runners).

Site Emergency Response Team

- (a) Evacuate areas if required, or under the direction of the Site Emergency Commander.
- (b) Conduct personnel count and account for all personnel on site.
- (c) Perform duties as required by Site Emergency Commander.

Site Emergency Commander

- (a) Assess the incident and formulate response.
- (b) Ensure the relevant authorities and neighbouring businesses are called as required.
- (c) Co-ordinate pollution incident response actions.
- (d) Arrange for evacuation of on-site personnel and offsite facilities if required.
- (e) Provide advice to emergency services as required and liaise with emergency service commanders.

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7.3.2 EVACUATION REQUIRED AS PART OF ANY EMERGENCY

7.3.2.1 EVACUATION PROCEDURE AND EMERGENCY ASSEMBLY AREAS

On the instruction to evacuate, all personnel will assemble in the Safe Assembly Point located at the Supagas Thornton Site. This assembly point will be used by all site personnel for all emergency situations on site.

In the event the Thornton Site is affected by the pollution incident, an alternative assembly point is designated. Personnel will assemble on the advised location.

7.3.2.2 EMERGENCY CONTROL CENTRE

The emergency control centre will be in the Main Office. If this area is affected by the emergency, the emergency control centre will be in the car park at the front of the Warehouse Office.

7.3.2.3 ALARMS

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

7.3.2.4 PROCEDURE

On the instruction to evacuate given by the Site Emergency Commander or his Deputy, all personnel, including contractors' personnel, shall proceed to the Safe Assembly Point. This assembly area will be used for all staff and contractors on site. Fire Wardens will conduct a two pass sweep of the site to ensure all personnel have evacuated safely. At the assembly point, staff and contractors will be given instructions on site 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 will be used.

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8 TERMINATING AN EMERGENCY

When Emergency Services have deemed the emergency over, they will hand back control to the Site Emergency Commander.

Only the Site Emergency Commander will declare the emergency over and allow staff to return to site.

The Site Emergency Commander will 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
- Complete relevant paperwork
- Conduct a debrief of the incident and response.

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9 TRAINING

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

- Definition and types of pollution incidents
- Emergency facilities, their function, location and how to use them
- Means of communication and the location of communication facilities
- Actions in case of emergency; and
- Evacuation procedures.

Specific training shall be provided to the appropriate staff on:

- First aid
- Pollution incident management
- Supagas spill containment and clean up equipment.

The training shall be provided to all new employees at the start of their employment as part of their Induction training.

Retraining shall be provided annually.

Simulated pollution incidents shall be carried out annually.

The PIRMP shall be evaluated by simulated pollution incidents. The simulated pollution incidents shall be performed annually.

Complete records of this training shall be maintained for all workplace participants.

9.1 Testing of the plan

The PIRMP shall be evaluated by simulated pollution incidents. The simulated pollution incidents shall be performed annually. PIRMP was last tested on 09 January 2025 by Lex Boucher and Tyler Nicholson.

Complete ERMD-01-NAT Post Evacuation Drill Brief Report to capture the details of the exercise. Complete records of this training shall be maintained for all workplace participants.

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10 ADMINISTRATION

10.1 Action with Emergency Services

The Site Emergency Commander will invoke the provisions of the appropriate emergency plan. The site will ensure that the following occurs:

- Site Emergency Commander to assist the Emergency Services Commander whenever possible.
- All company personnel to assist the local Site Emergency Commander whenever possible.
- All safety, emergency and firefighting equipment to be made available to emergency services.
- Any documents to be made available to emergency services (eg. SDS)
- All entrances are cleared for emergency vehicles access.
- All access doors cleared for emergency services access.

10.2 Public Relations

Supagas personnel are **NOT** to speak to the media unless authorised by the Managing Director.

Any press releases issued to the media will be done so through the Managing Director and are to contain the following information.

- 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 will or has been taken;
- Any assistance that can be given by the media.

NOTE: ONLY THE FACTS SHOULD BE STATED

10.3 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 and will be held in the case of fatalities:

- Investigating authorities will be:

Police

Fire Brigade

SafeWork NSW

EPA

Department of Infrastructure, Planning and Natural Resources (DIPNR) Major Hazards Branch.

- The Site Emergency Commander is to ensure no movement or disturbance of any evidence apart from that necessary to control the emergency.

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10.4 Reports

10.4.1 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 Branch Manager, and the Managing Director, and passed to the appropriate authorities within 28 days of the incident.

The report must cover in detail the following items:

- Objects of the report
- Summary
- Conclusions
- Recommendations
- Remedial Action Report

10.4.2 Incident Follow-Up

A review will be conducted within 28 days of the emergency in relation to the effectiveness of the PIRMP. Areas of ineffectiveness or inefficiency will be noted and the PIRMP modified to reflect the required actions. The modifications will be tested at the ensuing drills.

10.4.3 Review and Revision of the Emergency Response Plan

In addition to review and revision arising from real emergency situations and training exercises, the PIRMP shall be subjected to a periodic 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.

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APPENDIX A EMERGENCY CONTACT NUMBERS

Contact Details of Relevant Authorities

If a pollution incident should occur, **all** relevant authorities need to be contacted. Contact details for each of the relevant authorities are listed below:

- EPA 131 555
- Safework NSW 13 10 50
- Fire and Rescue NSW 1300 729 579
- NSW Department of Health (02) 9391 9000
- Hunter Water 1300 657 000
- Maitland Council (02) 4934 9700

SITE EMERGENCY COMMANDER

Dylan Skee

Mobile: 0411 591 028

Communicating with neighbours and local community

In the event of a pollution incident, anyone that may be affected must be notified immediately. This may include neighbouring business as well as people downstream of the stormwater outlets. The table below is a list of those that may require notification:

Business Name	Location in respect to site	Contact number
Novocastrian Scaffolding	East – 4 Glenwood Dr	02 4028 6858
MacDonald Jones	North – 9B Huntingdale Dr	02 4918 2200
Hunter Buses	West – 6 Glenwood Dr	02 4935 7200

APPENDIX B

Safety Data Sheet (SDS) of Potential Pollutants

SDS Acetone Available on the Supagas server and onsite.

SDS Lime Slurry Available on the Supagas server and onsite.

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