Taronga Zoo

Pollution Incident Response Management Plan

Appendix 1 - During Business Hours - Incident Response Flow Chart

Pollution Incident or near-miss occurs.

Summer: Sep-Apr (8.30am-5pm)
Winter: May-August (8.15am-4.30pm)

Is there risk of "material harm to the environment" (if unsure, see PIRMP definition) or an exceedance in discharge Licence conditions (elevated TSS, BOD, pH, Enterococci)

No → Commence corrective actions to protect human health and the environment.

Yes

Notify **TZ Contact Centre** so they can forward the concern to TZ Base.

Phone Number: (02) 9969 2777
Ext. 0

Yes

Is there immediate threat to human health or property?

No → **Internal Notification**
(TZ Base to contact most appropriate staff on the list)

1. **Manager, Environmental Sustainability**
2. **Director, Taronga Zoo**
   Head of Asset Management
3. **Manager, Security**
4. **Manager, Media Relations**

Yes

If required, TZ Base to contact Emergency Services and advise of situation.

Emergency Services to undertake clean up. Follow direction from Emergency Services

Is external authority notification required?

No → Complete the Incident Report on Riskware & review the effectiveness of any corrective action taken.

Test PIRMP (run drill/post-incident debrief) within 30 days.

Yes

External Notification (within 1 hour)

Only Taronga Directors or the Manager Environmental Sustainability should make contact with external authorities.

Environment Protection Authority Hotline 131555
Sydney Ports Corporation Emergency (02) 9296 4000
WorkCover NSW Hotline 131055
NSW Health Hotline (02) 9391 9000
Mosman Council (02) 9978 4000

Yes

Ask EPA: do neighbours need notification?

No → Does Mosman Council want to voluntarily notify neighbours?

Door knock neighbours ← Yes

Notification on website ← No

Commence corrective actions to protect human health and the environment.

Complete Incident Report on Riskware & review the effectiveness of any corrective action taken.

Test PIRMP (run drill/post-incident debrief) within 30 days.

TARONGA CONSERVATION SOCIETY AUSTRALIA