Richmond Dairies Pty Ltd
100 Dyraaba St. Casino NSW 2470 Australia
ABN 79 106 445 881- ACN 106 445 881
Tel: +61 2 6660 1111
Fax: +61 2 6660 1100

Rev.15
11/02/2025

Pollution Incident Response Management Plan

Notification Procedure to be followed if a pollution incident occurs which could cause material harm to the environment.

Material harm as defined in the *Protection of the Environment Operations Act 1997* is:

- It involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial.
- It results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding $10,000

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1. Pollution Incident Response Management Plan Details

License Number: 1693

Approved Date: 01/07/2007

Purpose: The purpose of the Pollution Incident Response Management Plan is to address potential pollution incidents arising from the nature of the business operations and the types of materials stored and handled at the site. The objectives are:

- To control and mitigate the impact of pollution incidents on the environment and surrounding community.
- To ensure a prompt and effective response to pollution incidents.
- To comply with regulatory requirements and industry standards for environmental protection.
- To minimise the risk of pollution incidents through proactive planning and preventive measures.
- To ensure communication of all vital information as soon as possible.
- To enhance awareness and preparedness among employees and stakeholders regarding pollution incident management.

2. Contact Details

Premises name and address: Richmond Dairies Pty Ltd
100 Dyraaba Street,
Casino, NSW 2470

Website address: https://richmonddairies.com.au/

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3. Persons Responsible

The names positions and 24hr contact details of persons responsible for implementing and controlling the plan

Company Manager:	Sabina Gleicher	0419 857 293
Engineering Manager/Chief Warden:	Terry Hicks	0427 675 104
Technical Manager:	Cameron Cole	0412 200 718

4. Notification of Relevant Authorities

It is necessary to notify all the following authorities in the order listed as soon as possible after an incident occurs.

1. Call 000 if there is a threat to human health or property (Fire and Rescue, Police and Ambulance).
2. Notify EPA – Environmental line 131 555
3. The Ministry of Health via Public Health Unit Lismore 6620 7585. A/H 0428 882 805
4. Safe Work NSW 131 050
5. Richmond Valley Council 6660 0300
6. Adjoining residents in the affected area
7. If not already notified, Fire and Rescue NSW 1300 729 579

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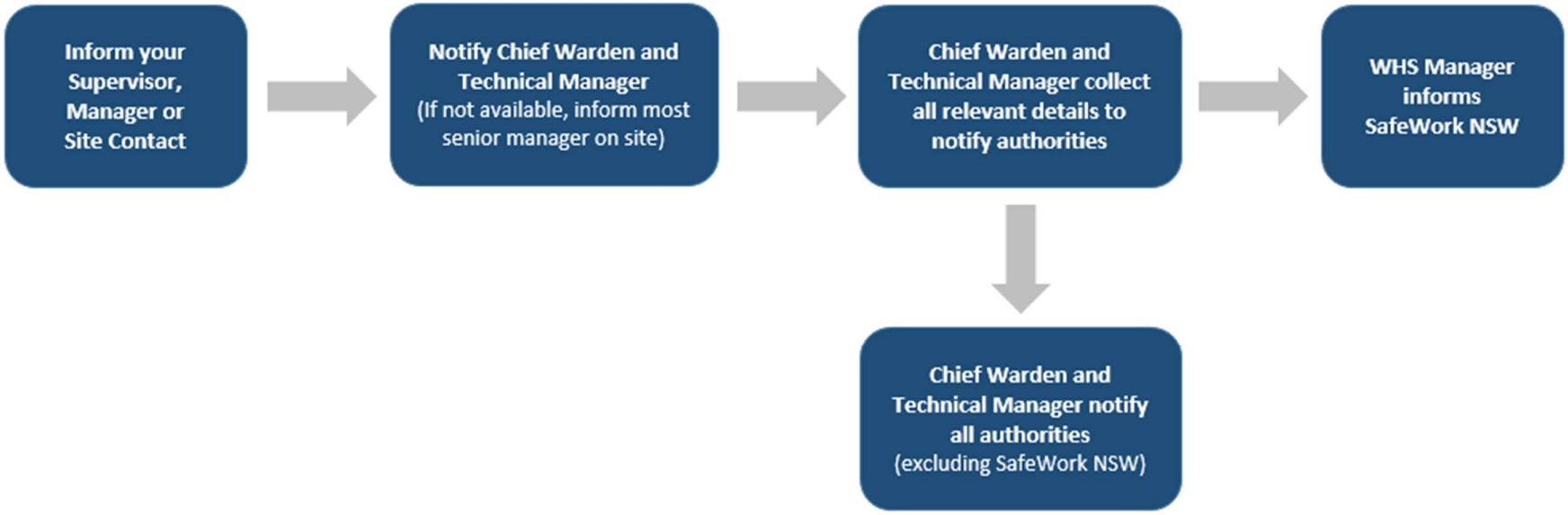
5. Notification Process

Immediate Notification Action: Promptly inform the relevant authorities listed under Section 4 without any delay when a pollution incident occurs or threatens to occur.

Notification Responsibility:

Who Notifies: Any Richmond Dairies employee or contractor who causes or becomes aware of an incident must follow the notification responsibility flowchart. If the incident presents an immediate threat to human health or property, contact emergency services, followed by each other authorities as ordered under "Notification of relevant authorities".

Incident Notification Flowchart:



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6. Notification of Neighbours and Local Community

The names and contact details of owners and occupiers of possible affected properties by an incident:

SRH Transport:	Jacob Fraser	0437 552 045
Casino Engineering:	61+ 6662 3855	
Norco Rural Store:	61+ 6661 2100	

7. Method of Providing Early Warnings and Updates of Pollution Incidents to Affected Parties

Affected business will be contacted by phone.

Affected residents will be contacted by doorknock.

Keep them informed of any changes to the situation or control measures put in place.

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8. Inventory of Pollutants Located on the Premises

1.	LNG	up to 32 tonnes
2.	Liquid ammonia	up to 5 tonnes
3.	Diverflow HE	up to 5,000 litres (Alkaline cleaner)
4.	Divosheen 209	up to 5,000 litres (Acid cleaner)
5.	Milk	Up to 700 KL
6.	Waste water	Up to 2,200 KL
7.	Vegetable oil	Up to 24 tonnes

9. Action to be Taken to Control the Pollution Incident

Diverflow He, Divosheen 209, Milk and Waste Water:

Follow the Incident Notification Flowchart under Section 5. Refer to safeguards under Section 11.

When safe, isolate the product involved and take appropriate measures to contain the incident on site. Take care to follow safe handling procedures for the chemicals involved by referring to its Safety Data Sheet (SDS). These are available near the storage area.

LNG and Ammonia:

For LNG refer to the LNG Emergency plan.

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10. Possibility of the Hazards Causing an Incident

The risk to the environment, posed by products stored on the site is considered reasonably low.

With the exception of LNG and Liquid Ammonia it should always be possible to contain them within the site.

11. Location, Description and Likelihood of Hazards

Description	Storage Area	Hazard	Available Safeguards/Pre-Emptive Actions	Risk Rating
LNG	LNG storage tank is on the eastern boundary of the site adjacent to Blu Transport	• Rupture of tank • Fire resulting from leak and external ignition source • Health hazard from potentially hazardous gas	• LNG system has automated shutdown system and 24 hours remote monitoring • Emergency shutdown points located at all points along distribution system • Tank is filled by reputable LNG supplier • Area of tank maintained and free of ignition sources • Fire hoses and fire extinguishers provided and serviced at tank area • Emergency response procedure	LOW
Liquid Ammonia	The ammonia bulk storage vessels are situated in the Plant Room on the northern boundary of the site	• Leak • Health hazard from potentially hazardous gas	• Ammonia Leak detector is monitored by 24-hour security • Refrigeration plant has continuous monitoring of levels and faults with messaging to responsible persons • Ammonia detection will automatically shut down the Refrigeration Plant • Ammonia is confined to the plant room freezer and plate freezer areal all on the northern boundary above the freezer plant. • Emergency response procedure	LOW

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Diverflow HE	Chemical Store	• Spillage in chemical storage area • Spillage may contact other incompatible dangerous goods causing a chemical reaction • Toxic or corrosive vapour evolution from pool of liquid • Spill to river via stormwater drain	• Spill kit and sandbags located on site • Careful handling by operators • Licensed forklift drivers • Well-ventilated chemical storage area • Different classes of dangerous goods separated from each other • Perimeter of chemical storage area is bunded • Appropriate PPE in place • Emergency response plan in place	MED
Divosheen 209	Chemical Store	• Spillage in chemical storage area • Spillage may contact other incompatible dangerous goods causing a chemical reaction • Toxic or corrosive vapour evolution from pool of liquid • Spill to river via stormwater drain	• Spill kit and sandbags located on site • Careful handling by operators • Licensed forklift drivers • Well-ventilated chemical storage area • Different classes of dangerous goods separated from each other • Perimeter of chemical storage area is bunded • Appropriate PPE in place • Emergency response plan in place	MED
Milk	Silo Area	• Spill to river via stormwater drain • Surface water contamination	• Spill kit and sandbags located on site • Careful handling by operators, including safe unloading of milk tankers • Appropriate PPE in place • Emergency response plan in place	LOW
Waste Water	The Wastewater Plant is located at the Northern Easterly perimeter	• Spill to river via stormwater drain	• Wastewater plant has continuous monitoring of levels and faults with messaging to responsible persons. • Spill kit and sandbags located on site	LOW

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Risk Rating Matrix

	Likelihood				
Consequences	Certain to Occur	Very Likely	Possible	Unlikely	Rare
Catastrophic *Death or disability*	Critical 5	Critical 5	High 4	Moderate 3	Moderate 3
Major *Hospital treatment*	Critical 5	High 4	Moderate 3	Moderate 3	Low 2
Moderate *Medical treatment*	High 4	Moderate 3	Moderate 3	Low 2	Low 2
Minor *First Aid only*	Moderate 3	Moderate 3	Low 2	Low 2	Very low 1
Insignificant *No treatment*	Moderate 3	Low 2	Low 2	Very low 1	Very low 1

12. Safety Equipment Held and Structures in Place to Control the Impact of an Incident

- Emergency breathing apparatus is available on site for personnel evacuation and control of minor ammonia leaks.
- Personal protective equipment is available to deal with acids and alkali products.
- The only stormwater drain leaving the site along the southern boundary has a gate valve and pump to pump water back to our water treatment plant.

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13. Minimising Harm to Persons on the Premises / the Environment

Spills

- Main storm water drain from site has a manual gate to enable containment of spills on site.
- All storm water drains are painted the colour blue for easy identification.

- Sandbags and absorption material are stored in the undercover tanker bay area.
- If any liquid was to exit the premises onto Dyraaba Street, sandbags should be deployed around the storm water grate just east of the main building entrance (see below) to stop or minimise any product entering the underground storm water system.
- Check which way the liquid will pool.

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- A plastic sheet should be laid down over the top of the grate with sandbags laid in an interlocking pattern in the following position shown below.

Correct Use of Sandbags

Step 1: Flap down

Step 2: Overlap

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- If any liquid was to enter the council underground stormwater system, the spill could be isolated using sandbags at the point on the map below (marked with a yellow star). This can be accessed from East Street.

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- Sandbags should be placed across the full length of the open concrete drain in an interlocking pattern as seen below.
- In the case of a serious spill, a second perimeter of interlocking sandbags should be placed 10-15cm from the first line of sandbags

14. Contact Details of Most Readily Available Sucker Truck Company

Ballina Pumping Service Mega Waste: 02 6683 4843
Summerland Environmental: 02 6687 2880
Lucks Waste Removal: 0413 184 984

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15.Staff Training

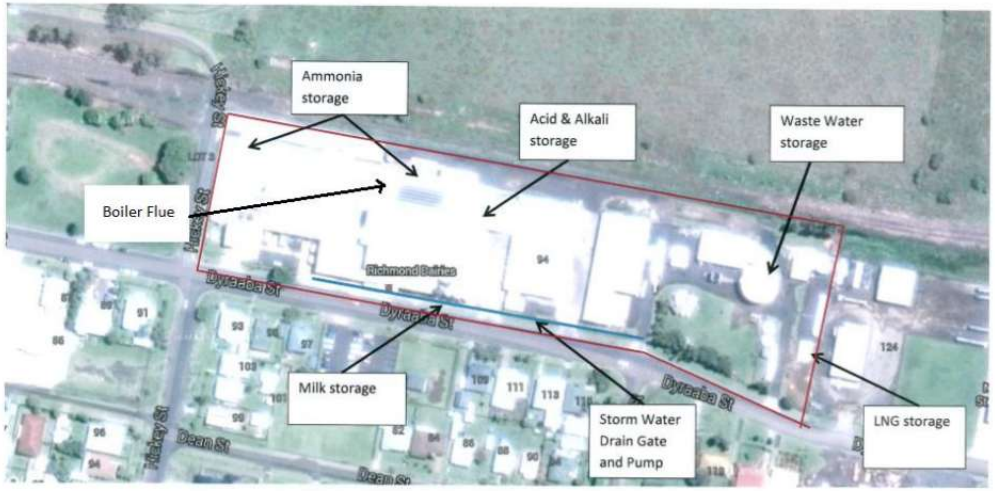
On-going training will be provided to all persons who could be involved in an emergency on-site.

Specialist training will be provided, i.e. fire awareness, safe handling of chemicals, LVR and CPR.
Records of training will be kept. Plans will be tested at least once every 12 months.

Date Tested	Tested By	Testing Details
18/11/2024	Cameron Cole Hannah Hobson	• Conducted PIRMP training for all on-site staff. • Provide a case study of a spill scenario with guided questions on spill management strategies. • Hands-on assessment demonstrating proper techniques for stacking sandbags.

Appendix

Site Map



Richmond Dairies Site Map

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