

Pollution Incident Response Management Plan

Public Version

PIRMP

616 Great Western Highway
Arndell Park NSW 2148

PROCEDURE

PIRMP Arndell Park Public Version

Version 3.0 Revision Date 13/10/2025 Valid Until 13/10/2026



TOLL

1 Purpose

The Pollution Incident Response Management Plan (PIRMP) is a document that outlines what procedures are in place to minimise the risk of pollution incidents on premises. It defines clear notification and communication protocols to ensure incidents are handled appropriately and that all relevant stakeholders and authorities are notified and kept informed throughout an incident.

Toll Arndell Park hold an EPA licence and has prepared this PIRMP summary in accordance with the section 153A of the Protection of Environment Operations Act 1997 (POEO Act).

Facility Name	Toll Global Logistics, Arndell Park	
Facility Address	616 Great Western Highway, Arndell Park NSW 2148	
Licences	Environment Protection Licence: Storage 6152, Transport 6335 EHC34 Major Hazard Facility (MHF) Licence: 10137	
Procedures for contacting the relevant authorities	The facility's Emergency Response Plan (ERP) and Pollution Incident Response Management Plan (PIRMP) note that the Facility Emergency Controller (FEC) is responsible for contacting the relevant authorities. The FEC is normally the facility manager and deputy FEC controllers are listed in the ERP and PIRMP if the (FEC) is absent from duty. The plans provide contact telephone numbers for all relevant authorities, and these are extracted below:	
	Emergency Services	Call 000
	Fire and Rescue NSW – Non-Emergency for Pollution Incidents	1300 729 579
	EPA	131 555 (24hr Emergency Hotline)
	Safe Work NSW	13 10 50
	Public Health Unit	1300 066 055 (24hr) 02 4924 6477 (Public Health Officer 24hr)
	Blacktown Council	(02) 9839 6004/100
Pollution Incident Response Flow Chart	For procedural response refer to Appendix A Pollution Incident Response Flow Chart	
Procedures for Site Evacuation	Automated systems linked to building control systems and fire panels will sound an alarm that is audible across the Toll premises triggering an evacuation. Toll's ERP assigns responsibility to chief wardens and areas wardens to clear their designated sections during an emergency.	

Procedures for communicating with the community	A contact listing for neighbours affected by a pollution incident is maintained in the facility's emergency response plan. Initial contact with the community will be instructed by the Incident Controller (relevant authority i.e. Fire and Rescue or EPA) or if the community are at an immediate risk of harm. Toll's FEC will follow guidance and direction from responding relevant authorities regarding direct contact with the community relating to pollution incident status and updates. Contact with the community, during the pollution incident or post the pollution incident, will occur either through a media release, phone call or door-to-door communication. Where appropriate after a pollution event has ceased, Toll will provide communication with the affected community by way of the most appropriate method, including but not limited to written correspondence, media release, community meetings or phone contact.
Mechanisms for providing early warning and regular updates to premises in the vicinity	The mechanisms used for providing early warning and regular updates to premises in the vicinity once the FEC has communicated such intents with the relevant authorities is via telephone calls, SMS messages, emails and door-to-door notifications. This information is stored within the ERP. Automated systems linked to building control systems and fire panels will sound alarm that is audible across the Toll premises adding to the early warning systems.
Toll Disclosure Hotline	Toll Group is committed to accountability and integrity. The Toll Disclosure Hotline is a completely independent online reporting service that gives the opportunity to confidentially report breaches or complaints and unethical or improper conduct. Reports can be conducted by phone to an independent Toll disclosure hotline operator who will ask you some questions to record details of the report. Hotline number (Australia) 1-800-62-3925

Appendix A Pollution Incident Response Flow Chart – Toll Global Logistics, Arndell Park

