Level:	CS ENERGY
Procedure No:	CS-IM-01
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Reviewed:	05/26
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CS ENERGY PROCEDURE

INCIDENT MANAGEMENT
CS-IM-01

Responsible Officer: Principal Health and Safety Specialist
Responsible Managers: Head of Health and Safety and Head of Environment and Cultural Heritage
Responsible Executive: Chief Operating Officer

DOCUMENT HISTORY

Key Changes	Prepared By	Checked By	Approved By	Date
Original Release	D Clarke	B Andrew	B Andrew	17/12/2009
Inclusion of section 11.5 Internal Legal Counsel Intervention	B Johnson	M Turner	M Turner	16/07/2010
Formatting upgrade, Appendix 5 updated, Section 7 Communication updated	D Clarke	A Brown	A Brown	17/11/2011
Updated requirement to notify 30 days after cat.3&4 incidents	D Clarke	A Brown	A Brown	04/06/2012
Updated Appendix 5 to require line management to lead incident investigations. Section 12 adjusted to suit.	D Clarke	J Judge	J Judge	31/10/2012
Updated First Aid and Medical treatment definitions	D Clarke	M Kelly	K Ussher	13/05/2013
Complete revision (including RCA for Ops)	S Price (AusSafe)	D Clarke	S Faulkner	19/06/2017
Clarified the interpretation of the WHSQ Serious Injury definition in the incident category matrix.	D Clarke	B Pike	S Faulkner	06/09/2017
Inclusion of Process Safety Event (PSE) Management	Y Chok	L Kayess D Clark B Pike A Cashin	S Faulkner	23/10/2018
Periodic update including housekeeping and Incident Management and Resolution Review (Audit) recommendations.	M Quintero Duran	A Cashin T Hoare T Vandenberg W Underhill	N Moran	04/02/2021
Update to reflect changes in (i) the incident reporting and recording system and practices. (ii) inclusion of ICT in risk matrix, (iii) categorisation of process safety incidents, (iv) inclusion of definitions related to environmental incidents, and (v) minor edits for clarity including aligning CS Energy Risk Matrix – Operations with Incident Categorisation Matrix - Operations.	M Quintero Duran S Verano W Underhill K Hastie P Matha	L Hartley S Harabasz D Kendrick B Stringer E Maxwell	B Prain	12/06/2023
Correction of flowchart in 9.3	M Quintero Duran	L Hartley	B Prain	31/03/2025
Updated flowchart for 9.3 received from designer	M Quintero Duran	L Hartley	B Prain	01/04/2025

DOCUMENT HISTORY

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Rewrite of procedure. Re-titled to Incident Management	L Hartley	R Harvey A Cashin C Jackson P Salmon S Bulten G Zabanias	C Christie	24/04/2026
Correction to word error	S Collard	L Hartley	S Apps	20/05/2026

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1 PURPOSE

The purpose of this Incident Management Procedure is to provide a clear, consistent, and accountable framework for responding to, reporting, investigating, and learning from incidents across CS Energy operations. It defines the responsibilities of all personnel, outlines requirements for legal privilege, establishes processes for incident classification and notification, and sets standards for investigation quality and record-keeping. This procedure ensures that health, safety, environmental, cultural heritage, process safety, and operational incidents are managed effectively to prevent recurrence, support regulatory compliance, and drive continuous improvement in organisational performance.

2 SCOPE

This procedure applies to all CS Energy operations and personnel, including employees, contractors, contingent workers, and stakeholders. It also applies to the reporting and recording of high potential incidents occurring at sites not under CS Energy's operational control. The procedure outlines a unified process for reporting and investigating incidents, including challenge sessions, action assignment and closure, incident closure, and distribution of identified learnings. This process supports transparency, accountability, and continuous improvement.

Incident Types applicable under this procedure:

- Injuries: Work-related or travel-related harm to individuals
- Incidents: Unplanned events causing injury, damage to people, property, plant, the environment, cultural heritage, or breaches (e.g. public interest)
- Near Misses: Events that almost resulted in harm or damage to people, property, plant, the environment, cultural heritage, or disruptions to operations
- Hazards: Potential sources of harm to people, property, environment, cultural heritage or operations

Incident Categories

- Health and Safety: Injuries, illnesses, safety impacts
- Environment / Cultural Heritage: Impacts on the receiving environment or cultural heritage values and items
- Process Safety: Loss of control from an asset that could result in a release of energy that has the potential to cause multiple fatalities
- Operations: Disruptions to processes, systems, or energy output
- Security: Physical security breaches, theft, vandalism



Important Note – This procedure does not address emergency management or business continuity during a crisis. For guidance on these matters, please consult the relevant site-specific plans.

Cyber security incidents affecting CS Energy's Operational Technology (OT) environment are to be managed by the Control Systems team in collaboration with the Crisis Management Team (CMT) and the Information Technology and Security Team. Where a threat within the OT network is detected, typically by a Control System Technician, Engineer, or Plant Operator, the Shift Supervisor must be notified immediately to initiate the cyber security incident response procedure and, if necessary, call out additional resources to investigate and mitigate the threat. These measures collectively support a unified, responsive approach to incident management across the organisation.

For further information refer to Cyber Instruction - CSE-OT-CYBER008 - Incident Response Procedure (OT) B/D/22/6810.

3 RESPONSIBILITIES AND ACCOUNTABILITIES

Effective incident management at CS Energy depends on collaboration and accountability across all levels. Everyone, employees, contractors, contingent workers, and stakeholders, must actively report, investigate, and learn from incidents. Defined roles and responsibilities support a structured, transparent approach which drives continuous improvement and helps prevent future incidents.

3.1 CS Energy Executive Leadership Team

- Provide oversight and governance to ensure compliance with this procedure
- Allocate resources for investigations, corrective actions, and training for investigators
- Promote a culture of transparency, accountability, and continuous improvement

3.2 Site Management

- Ensure events are reported, investigated, documented and closed out according to this procedure
- Confirm area is safe and commence verbal notifications following an incident
- Consult with the relevant functional site Business Partner (BP) for all internal / external notifications

3.3 Site Business Partner (relevant functional BP)

- Confirm area is safe and commence verbal notifications following an incident - this may be delegated to Emergency Response Team (ERT) or Operational Leader if site BP is unavailable
- Liaise with government regulators where and when required
- Ensure incident response and notification is in line with relevant regulatory requirements
- Implement requirements of this procedure
- Depending on the severity of the incident, conduct a site leadership briefing
- Review draft investigation report (for Category 3 and 4 incidents)

3.4 Supervisors

- Respond to injury / incident and implement necessary immediate actions
- Support and guide employees through response and reporting processes
- Enter incident details into Insight
- Gather data / photos / documents (as required) to provide to investigator(s)
- Undertake Category 1 and 2 investigations
- Enter incident actions into Insight, release and complete actions (Category 1 and 2)
- Promote continuous improvement / implementation of lessons learnt

3.5 Site Functional Coordinators (H&S, ENV, PS, OPS, SEC)

Site Functional Coordinators (SFCs) are accountable for managing incident reporting and quality assurance within their designated functional area. Their responsibilities include:

Incident Review and Approval:

- Review and approve all incidents entered into Insight for their functional area
- Confirm correct categorisation of each incident and ensure content accuracy
- Ensure naming conventions are followed and personal names (employee or contractor) are removed
- Ensure incidents are moving through the various stages to completion

Quality Control and Weekly Review

- Participate in weekly quality reviews
- Ensure all relevant sections of the report are completed (e.g., impact tab)
- Verify attachments are correctly placed (e.g., witness statements)
- Confirm links to supporting documents (e.g., TRIM) are included

Banner Management

- Issue **Red Banner** for:
  - Serious Injuries
  - Actual and Potential Category 3 or 4 health and safety, process safety, operational and security incidents
  - High Potential Incident (HPI) near misses
  - Full site evacuations
  - Environment and cultural heritage incidents determined to be learning-rich and suitable for banner distribution.
- Issue **Green Banner** upon completion of the investigation process.

3.6 Employees/ Contractors / Contingent Workers

- Promptly report all incidents, hazards, and near misses to their manager or supervisor
- Participate in investigations and provide relevant information
- Follow corrective actions, contribute to continuous improvement

3.7 Health, Safety, Environment, Cultural Heritage & Process Safety Teams

- Support investigations, ensuring thorough analysis of causal factors
- Ensure documented lessons learned and insights are shared across the organisation
- Provide technical expertise and guidance where required
- Ensure incident response and external authority notification is in line with Attachment 1 External Notifications.

3.8 Security

- Manage security-related incidents, ensuring adequate response measures are taken
- Investigate potential threats and vulnerabilities

- Implement security improvements based on lessons learned

3.9 Investigators

- Conduct detailed investigations following established methodology and complete within agreed timeframes
- Identify root causes and recommend corrective actions
- Present investigation outcomes at the Challenge Session and Incident Review Panel (IRP)
- Ensure findings are documented and lessons learned are suitable for integration into future practices

3.9.1 Investigation Team Competency



Competency Requirement –

- **Category 3 & 4 -** If an Incident Cause Analysis Method (ICAM) or Root Cause Analysis (RCA) is required, data analysis must, at a minimum, be facilitated by an internal or external expert with appropriate ICAM or RCA training.
- **Category 1 & 2 -** Investigators must have completed S123 or equivalent training.
- **SFC -** Must have completed online e-learning module.

CS Energy ensures that incident investigations are led by personnel who are trained and competent. Each investigation team must include at least one individual with verified investigation expertise. Team size and composition will be aligned with the event's **Potential Rating** to ensure sufficient resources for thorough and effective reviews, scaled to the complexity and impact of the incident.

3.9.2 Incident Reviewer

The reviewer acts as a gatekeeper before incident closure, ensuring incidents aren't signed off or closed, until the investigation meets CS Energy's standards and that all corrective actions are identified, assigned and have a due date.

- Review the investigator's report for accuracy, clarity, and completeness.
- Check that the methodology (e.g., root cause analysis and evidence collection approach) was applied correctly
- Ensure conclusions are supported by facts, not assumptions
- Confirm recommendations are practical, proportionate, and aligned with organisational policy
- Validate that corrective actions address both immediate and systemic issues
- Provide feedback to the investigator or escalate if gaps are found

3.9.3 Incident Verifier

The role of the incident verifier is to provide independent assurance that the investigation and its outcomes meet organisational and regulatory standards. An incident verifier is required for serious or high-risk events (i.e., Category 3 and 4 actual or potential incidents).

- Act as a second set of eyes, separate from the investigation team, to ensure findings are unbiased and thorough
- Confirm the investigation followed the correct methodology (root cause analysis, evidence collection approach, stakeholder interviews etc).
- Ensure that all relevant facts were considered, conclusions are supported by evidence, and no critical gaps remain

4 LEGAL PRIVILEGE

4.1 Consideration and Establishment of Legal Professional Privilege

Legal Professional Privilege (LPP) protects certain confidential communications between CS Energy and its legal advisers when made for the dominant purpose of legal advice or preparation for legal proceedings. It extends to related investigations and commissioned reports but is lost if confidentiality is breached or information is voluntarily disclosed.

Key Considerations:

- LPP **does not** cover reports created solely for statutory obligations
- Avoid accidental disclosure of privileged content
- For incidents with legal implications, senior leaders must contact In-House Legal immediately

LPP may apply to incidents involving:

- Fatalities or serious injuries
- Major compliance breaches
- Events requiring external reporting
- Community impacts or reputational risk

4.2 Maintaining Privilege During Investigations

- Separate factual findings from legal analysis
- Do **not** add details to Insight without In-House Legal approval
- Limit communication to essential parties only
- Clearly label privileged material and maintain strict confidentiality
- Share information only with authorisation from In-House Legal



Important Note – The potential application of Privilege should be reassessed as an investigation progresses to ensure proper protections remain in place.

5 INCIDENT RESPONSE – INITIAL ACTIONS

5.1 Initial Health & Safety Response Actions

Effective incident response at CS Energy involves swift action, containment, and scene preservation to support thorough investigations and regulatory compliance.

Incident Phase	Description
Immediate Actions	After an incident: • Prevent further harm (e.g. isolate plant, switch off ignition sources, contain spills), if safe to do so • Activate emergency response as per the Emergency Response Plan if required • Secure the scene to prevent disturbance and notify relevant personnel per Attachment 1 External Notifications
Scene Preservation and Regulatory Compliance	• Preserve scene until authorised by health and safety teams or regulator. For example: Workplace Health and Safety Queensland (WHSQ), Electrical Safety Office (ESO), Department of the Environment, Tourism, Science and Innovation (DETSI)

Incident Phase	Description
	• Disturbing an incident scene related to a notifiable incident without permission may result in penalties
Required Scene Preservation Actions	• Restrict access to authorised personnel • Secure with barriers (e.g. tape, cones) • Document conditions with photos/videos and witness statements • Do not alter equipment or cleanup. Only isolate and contain unless safety concerns demand it • Follow all regulatory preservation laws • Maintain records of preservation activities • Release the scene only upon approval from relevant authority
Allowable Actions for Scene Preservation	With proper authorisation, teams may: • Take safety measures to protect people and prevent harm • Provide first aid and medical treatment; notify next of kin • Activate emergency protocols • Secure scene boundaries • Prevent further hazards while preserving evidence • Record initial conditions (photos, statements) • Grant limited access for urgent operational needs • Notify internal/external stakeholders. If there is any ambiguity or concern about whether an event is notifiable, , please complete Form S2301 – WHS Notifiable Incident Checklist B/D/20/9260.



Important Note – Any actions beyond these must be approved by the relevant Site Business Partner (BP) or General Manager (GM) before proceeding, particularly in cases involving notifiable incidents subject to regulatory control.

5.2 Initial Environment and Cultural Heritage Response Actions

Initial response actions required when an environmental or cultural heritage incident occurs are outlined below.

Actions	Description	
	Environment	Cultural Heritage
Isolate	• Stop works immediately • Isolate the source of the impact if safe to do so, e.g. chemical leak or uncontrolled release of impacted water	• Stop works immediately • Isolate the source of the impact if safe to do so, e.g., ground disturbance activities
Contain	• Reduce impact to the receiving environment where possible and if safe to do so, e.g., deploy spill kits to impacted area	• If the item is not at immediate risk of further harm, leave as-is. • If needed, prevent further impact to cultural heritage items and surrounding areas where possible and safe to do so, e.g., install supports to an impacted scar tree
Communicate	• Contact a member of the Environment Team as soon as is reasonably practicable.	• Contact a member of the Cultural Heritage Team as soon as is reasonably practicable.

Actions	Description	
	Environment	Cultural Heritage
	• The Environment team member may determine the incident to be an emergency or a crisis. In this case, the appropriate person will: • Initiate the Emergency Response Plan (CS-IM-03) • Initiate the Crisis Management Plan (CS-IM-02)	• The Cultural Heritage Team member may determine the incident to be an emergency or a crisis. In this case, the appropriate person will: • Initiate the Emergency Response Plan (CS-IM-03) • Initiate the Crisis Management Plan (CS-IM-02)
Preserve scene	• Restrict access to impacted area • Remain on scene until a member of the Environment team arrives	• Restrict access to impacted area • Remain on scene until a member of Cultural Heritage Team arrives or provides instruction on the next steps to take
Make external notifications if required	• If the Environment and Stakeholder BP determines the incident to meet the criteria for a notifiable incident (refer to Section 12 Definitions), external notifications will be needed within certain timeframes. • Attachment 1 External Notifications details the requirements for these external notifications. • If there is any ambiguity or concern about whether an event is notifiable, complete the Notifiable Environmental Incident Checklist (B/D/26/1607)	• The Cultural Heritage Team, following any agreed processes with Traditional Owners, may determine that the incident needs to be reported to the relevant regulator. • The Cultural Heritage Team will make any required notifications to Traditional Owners or other relevant stakeholders. • Attachment 1 External Notifications details the requirements for these external notifications.
Initial Data Collection	• The data to be collected will be determined by the nature of the environmental incident and should also consider any data likely required by the regulator. • The Environment and Stakeholder BP will provide advice on the data to be collected. • As a guide, for impacts to the receiving environment: • Record initial visual conditions (take measurements, photos, videos) • Collect witness statements (if applicable) • Collect water/ soil samples • Document relevant paperwork related to the task (Safe Work Method Statement, Permit To Work, Job Safety Environment Analysis) • Collect any other information to allow a re-enactment of the incident at a later date if relevant • For community complaints: • Record time, date, nature of complaint, type of communication and contact details of complainant	• The data to be collected will be determined by the nature of the cultural heritage incident and should also consider any data likely required by the Traditional Owners. • The Cultural Heritage Team will provide advice on the data to be collected. • As a guide, the type of data to be collected includes: • Record initial visual conditions (take measurements, photos, videos) • Collect witness statements (if applicable) • Document relevant paperwork (SWMS, PTW, JSEA)

Actions	Description	
	Environment	Cultural Heritage
	• Get copies of photos/videos (if applicable) • For PFAS related community complaints are to be logged in Consultation Manager only. • All other community complaints to be captured as an incident	
Initial restoration	[redacted]	• [redacted]

Term	Definition
Hazard	A Hazard is an object, situation, environment or thing in the workplace that has the potential to harm the health and safety of people, the environment, or to damage plant and equipment.
High Potential Incident (HPI)	An incident/event or near miss that has a potential consequence of Significant (3) or Extreme (4) where serious health, safety or environmental harm was avoided by a single control or barrier, for example, an event that has the credible potential to result in a fatality or permanent impairment.
ICAM	Incident Cause Analysis Method - ICAM supports the development of targeted corrective actions and systemic improvements, aiming to prevent recurrence and enhance overall safety culture.
Incident	An incident is an unplanned event which causes injury, damage to plant or the environment, loss of production, theft, cyber security, fraud, breach of the Code of Conduct or public interest.
Insight	CS Energy's incident recording and tracking system
Legal Professional Privilege (LPP)	Legal Professional Privilege is a privilege attainable by a party if the party can establish that the dominant purpose for obtaining the advice or undertaking the investigation was in preparation for legal proceedings, whether existing or contemplated.
Loss of energy control	An unplanned or uncontrolled loss of energy from an asset (e.g. fire, explosion, kinetic and arc flash).
Loss of primary containment (LOPC)	An unplanned or uncontrolled release of any material from primary containment, including non-toxic and non-flammable materials (e.g. steam, hot condensate, nitrogen, compressed CO_2 or compressed air). LOPC is a type of event. An unplanned or uncontrolled release is a LOPC irrespective of whether the material is released into the environment, or into secondary containment, or into other primary containment not intended to contain the material released under normal operating conditions.
Major Incident (MI)	A loss of control resulting in a release of energy from an asset that could cause multiple fatalities.
Material environmental harm	Defined as not trivial or negligible in nature, extent or context. Causes actual or potential loss or damage to property exceeding $11,265 but less than serious environmental harm. Results in costs exceeding the threshold amount to prevent or minimise harm and rehabilitate the environment.
Material release threshold quantity	The weight of gas, liquid, or solid material released from an LOPC which, if exceeded, results in the event being recordable as Tier 1 or Tier 2 PSE. The threshold quantities are described more fully in API RP 754 and follow the UNDG classification system.
Near Miss (NM)	A near miss is an unplanned event that had the potential to cause injury, damage, or disruption but did not actually result in harm.
Non-spurious activation	Non-spurious activation of a Process Safety Protecting Device refers to: • Operator intervention upon a safety-critical process alarm; or • Instrumented trip system activation; or • Relief valve lifting

Term	Definition
Notifiable Environmental Incident	The duty to notify (s320) under the EP Act has a number of requirements. The duty to notify applies if a person while carrying out an activity, becomes aware, or ought reasonably to have become aware, that an event has happened that causes or threatens serious or material environmental harm, negatively affects the water quality of an aquifer of causes the connection of two or more aquifers. The duty to notify also applies to a person who becomes aware, or ought reasonably to have become aware of the presence of a hazardous contaminant on the land that is causing, or is reasonably likely to cause, serious or material environmental harm or a notifiable activity. The person must, no later than 24 hours after becoming aware of the event, or the time when the person ought reasonably to have become aware of the event, and unless the person has a reasonable excuse: • notify the employer of the event, its nature and the circumstances in which it happened; or • if the employer can't be contacted, give the administering authority written notice of the event, its nature and the circumstances in which it happened.
NUOC	Not Under Operational Control -any asset, activity, worksite, worker, or condition that is present within CS Energy's area of responsibility but is not managed, directed, or controlled by CS Energy's operational processes, supervisors, or systems.
Officially declared	A declaration by a registered community official (e.g. fire, police, civil defence, emergency management) or delegate (e.g. Company official) authorised to order community action (e.g. shelter-in-place, evacuation).
Permit to Work (PTW)	An administrative system to control certain types of work or work in areas that are potentially hazardous with a potential to impact on business continuity. The permit document specifies the work to be done and the precautions to be taken.
Primary Containment	A tank, vessel, pipe, truck, rail car, or other equipment designed to keep a material within it, typically for purposes of storage, separation, processing or transfer of gases or liquids. Note that primary containment for a specific material may comprise a vessel or pipe that is inside another vessel that is also designed as primary containment for a different material; for example, a heating tube is a primary containment for fuel gas or fuel oil, even though the tube may be inside a firebox which is in turn within an oil-water separator.
Process	Facilities used in the electric power generation operations. This includes process equipment (e.g. vessels, piping, valves, boilers, generators, pumps, compressors, exchangers) and includes ancillary support areas (e.g. boiler houses and waste water treatment plants), and distribution cable under control of CS Energy.
Process Safety Event	A Process Safety event is a loss of control resulting in a release of energy from an asset that could cause multiple fatalities.
Process Safety Incident	A loss of control event from an asset that has the potential to be catastrophic.
Process Safety Protecting Device	Process emergency shutdown or trip functions including SIL rated and OEM protecting systems.
RCA	Root Cause Analysis, is a systematic process used to identify the underlying reasons why an incident, problem, or failure occurred.
Repeat Incident	• A Category 3 or above incident or near miss (where there has been a release of energy); **AND** • An incident with the same hazard type as a previous incident; **AND** • An incident with a similar incident mechanism (i.e. thing that caused the event). In assessing a repeat incident, the previous 3 years of incident data is to be taken into account.
Risk Control System (RCS)	A functional grouping of safeguards, such as primary containment, process equipment, engineered systems, operational procedures, management system elements, or worker capabilities designed to prevent or mitigate incident consequences.

Term	Definition
Safe Operating Limits	Safe Operating Limits are the outer bound of plant conditions, or the set of limits and conditions, within which the operation of asset, plant, process and/or equipment must be maintained in order to comply with, e.g., regulatory requirements, safety design criteria, performance standards and Company safety management expectations.
Safety Critical Equipment (SCE)	Any part of a facility, plant, or computer program, the failure of which could cause, or contribute substantially to, a MI; or the purpose of which is to prevent or limit the effect of an MI.A subset of Safety Critical Elements pertaining to physical equipment / systems (hardware and software), including vessels, instrumentation, valves, pumps, control systems, etc. Examples for Safety Critical Equipment are emergency shutdown valves, fire and gas detectors, emergency power to maintain power to all safety systems required to function in the event of an emergency, certified electrical equipment for hazardous area, emergency lighting, chemical tank, pressure vessel etc.
Secondary Containment	An impermeable physical barrier specifically designed to prevent release of materials into the environment that have already breached primary containment (i.e. an LOPC). Secondary containment systems include, but are not limited to: tank dykes, curbing around process equipment, drainage collection systems into segregated oily drain system, the outer wall of a double walled tank, etc.
Serious environmental harm	Is irreversible, of high impact, or widespread. Is caused to an area of high conservation value or of special significance. Causes actual or potential loss or damage to property exceeding $112,657. Results in costs exceeding the threshold amount to prevent or minimise harm and rehabilitate the environment
SFAIRP	Legislated requirement when considering actions to manage risk to “So Far As Is Reasonably Practicable”
Significant Environmental Incident (SEI)	An incident that has a significant impact on the environment or results in enforcement action by a regulator (i.e. Penalty Infringement Notices, administrative notices and orders made under the legislation, proceedings for court orders, prosecution and suspension or cancellation of permit, licence or authority).
Site Functional Coordinators	The Site Functional Coordinators are identified persons who are responsible for each incident type on that site e.g. H&S – Site Health and Safety Business Partner. The responsibilities of this role include: • Reviewing the details assigned to the incident • Confirming the incident category as per the category definition Appoint an Investigation Leader to follow up the incident and conduct an investigation
TOR	Terms of Reference

13 REFERENCES

Reference No	Reference Title	Author
B/D/25/40571	Category 1 and 2 Investigation Guidelines	CS Energy
B/D/25/40572	Category 3 and 4 Investigations Guidelines	CS Energy
B/D/26/350	Challenge Session Terms of Reference	CS Energy
B/D/11/43851	CS-IM-02 Crisis Management Plan	CS Energy
B/D/12/14048	CS-IM-03 Emergency Response Plan	CS Energy
	Electrical Safety Act	Qld Govt
	Electrical Safety Regulation	Qld Govt
	Environmental Protection Act	Qld Govt
	Workplace Health and Safety Act	Qld Govt
	Workplace Health and Safety Regulation	Qld Govt
B/D/26/1607	Instruction - INST-ENV-001 - Notifiable Environmental Incident Checklist	CS Energy
B/D/11/36189	Form - S0024 - Incident Report	CS Energy
B/D/11/36208	Form - S1814 - Injury / Illness Report	CS Energy
B/D/11/36240	Form - S1819 (1) - Incident Summary Notification (Initial) (Red Banner)	CS Energy
B/D/12/43791	Form - S1819 (3) - Incident Investigation Outcomes (Final) (Green Banner)	CS Energy
B/D/20/13687	Form - S1819 (4) - Learning from Positives (Blue Banner)	CS Energy
B/D/11/36202	Form - S1937 - ICAM Incident Report Template	CS Energy
B/D/12/43915	Form - S2034 - Incident Witness Statement	CS Energy
B/D/14/7414	Form - S2160 - Incident Investigation - ICAM Report Assessment Process Audit	CS Energy
B/D/15/438	Form - S2189 (1) - RCA Report Template	CS Energy
B/D/15/439	Form - S2189 (2) - Cause Tree Template	CS Energy
B/D/15/1453	Form - S2190 - Root Cause Analysis RCA Process Audit Template	CS Energy
B/D/16/28439	Form - S2241 - Incident Management - Record of Interview	CS Energy
B/D/12/43915	Form - S2034 - Incident Witness Statement	CS Energy
B/D/20/9260	Form - S2301 - WHS Notifiable Incident Checklist	CS Energy
B/D/25/40571	Guideline - Category 1 and 2 Investigations	CS Energy
B/D/25/40572	Guideline - Category 3 and 4 Investigations	CS Energy
B/D/11/36202	ICAM Investigation Report	CS Energy
B/D/26/1607	Notifiable Environmental Incident Checklist	CS Energy
B/D/12/45337	Procedure - CS-AM-017 - Root Cause Analysis (RCA) Process Guide	CS Energy
B/D/11/31092	Procedure - CS-ENV-04 - Environmental Incident Management	CS Energy
B/D/11/43851	Compliance Plan - CS-IM-02 - Crisis Management	CS Energy
B/D/12/14048	Plan - CS-IM-03 - Emergency Response Plan	CS Energy
B/D/16/22919	Procedure - CS-OHS-73 - Injury and Illness Classification	CS Energy
B/D/16/20702	Procedure - CS-PSM-00 - Process Safety and Operational Integrity	CS Energy
B/D/21/12762	Procedure - CS-PSM-01 - Process Safety Performance Monitoring	CS Energy
B/D/22/6810	Instruction - CYBER008 - Incident Response (OT)	CS Energy
B/D/13/17881	Risk Matrix - Risk Management Framework	CS Energy
B/D/26/350	Terms of Reference - Challenge Session	CS Energy
B/D/26/351	Terms of Reference - Incident Quality Reviews	CS Energy
B/D/26/352	Terms of Reference - Incident Review Panel	CS Energy
B/D/26/33946	Terms of Reference - SFC Quality Review	CS Energy
B/D/26/351	Terms of Reference - Weekly Incident Quality Reviews	CS Energy

14 RECORDS MANAGEMENT

In order to maintain continual improvement, suitability, safety and effectiveness of the organisation, registered documents will be reviewed on a two-yearly basis or at intervals specified by legislative or regulatory requirements. Review of registered documents should occur where it has been identified that there are changes in technology, legislation, standards, regulation or where experience identifies the need for alteration to the content. Registered documents should also be reviewed following an incident, change management process, modification or where directed as part of a risk assessment process. A 'review' can simply mean that it has been identified, confirmed and appropriately recorded that no changes are required and that the existing process remains the same.

Government Owned Corporations must ensure that records are retained according to accountability, legal, administrative, financial, commercial and operational requirements and expectations. In compliance with records retention and disposal, all documentation created in relation to business must be retained in line with minimum retention periods as detailed in legal retention and disposal schedules.

15 ATTACHMENTS

15.1 Attachment 1 - External Notifications

The Head of Health and Safety and the Head of Environment and Cultural Heritage (or delegates) are responsible for notifying statutory authorities as outlined in Table 2 and consulting In House Legal (if the incident gives rise to a potential legal exposure) prior to external notification as required to manage risk.

Incident reporter must:

- Upload a copy of the report directly in Insight and to the relevant incident folder in TRIM.
- Keep a record of all verbal and written communications including time, date, who and what was communicated (information provided by verbal communication should be confirmed in writing to document information).

Incident Type	Communication Format	Time Frame	External Stakeholders	Internal Stakeholders	Responsible Person
Notifiable Incident (Work Health and Safety Act)	Verbal Phone: 1300 369 915	As soon as practicable	Department of Workplace Health and Safety QLD	Site General Manager, Chief Operations Operator	Head of Health and Safety *Delegate* Health & Safety Business Partner
Serious Electrical Incident, or Dangerous Electrical Event	Written	24 hours	Electrical Safety Office / Department of Workplace Health and Safety QLD		Head of Health, Safety *Delegate* Health & Safety Business Partner
Environmental Emergency	Verbal Phone (24/7): 1300 130 372	As soon as practicable	Environment Administering Authority Queensland Government	Site General Manager, Chief Operating Officer	Head of Environment and Cultural Heritage *Delegate* Environment and Stakeholder Business Partner
Notifiable Environmental (Environmental Protection Act)	Written: pollutionhotline@detsi.qld.gov.au	24 Hours for: • An event causing/threatening material/serious environmental harm • An activity or the presence of hazardous chemicals • Changes in contaminated land condition. • Resource activities affecting aquifers			
		Within 20 business days if a new or historical notifiable activity is determined			

Incident Type	Communication Format	Time Frame	External Stakeholders	Internal Stakeholders	Responsible Person
Notifiable Environmental (Environmental Authority or other licence condition)	Written: pollutionhotline@detsi.qld.gov.au	As required by the specific licence condition	As required by the specific licence condition	Site General Manager, Chief Operating Officer	Head of Environment and Cultural Heritage *Delegate* Environment and Stakeholder Business Partner
Notifiable Cultural Heritage Incident	Written: cultural.heritage@dwatsipm.qld.gov.au	As required by relevant agreements with stakeholders	As required by relevant agreements with stakeholders	Cultural Heritage Team, committee member representatives, Site General Manager and Chief Operating Officer	Nominated member of Cultural Heritage committee, or delegate as agreed with committee member representatives (e.g., Cultural Heritage Advisor, Project or Site Manager)
Radiation Incident or **Dangerous Event** (Radiation Safety Act)	Approved form Incident notification form | Queensland Health	Immediately	Queensland Health	Site General Manager, Chief Operations Operator	Head of Health and Safety *Delegate* Radiation Safety Officer (licenced)
	Confirmation	Within 7 days			
Prescribed Incident (Petroleum and Gas (Production and Safety) Act and Regulation	Verbal Phone: 1300 910 933	Immediately	Resources Safety and Health Queensland (RSHQ)	Site General Manager, Chief Operations Operator	Head of Health and Safety *Delegate* Health & Safety Business Partner
	Approved form Australian Business Account	Within 2 days			

Table 1 External Notification Matrix

Determination of notifiable requirements to WHSQ can be undertaken using Form S2301 - WHS Notifiable Incident Checklist B/D/20/9260. This determination must be made by the H&S Business Partner for the site (or delegate).

15.2 Attachment 2 - Internal Notifications

For incidents occurring at the Callide C facility, reporting to the CS Energy Joint Venture (JV) representative should be undertaken as soon as practicable to ensure that all relevant stakeholders are promptly informed.

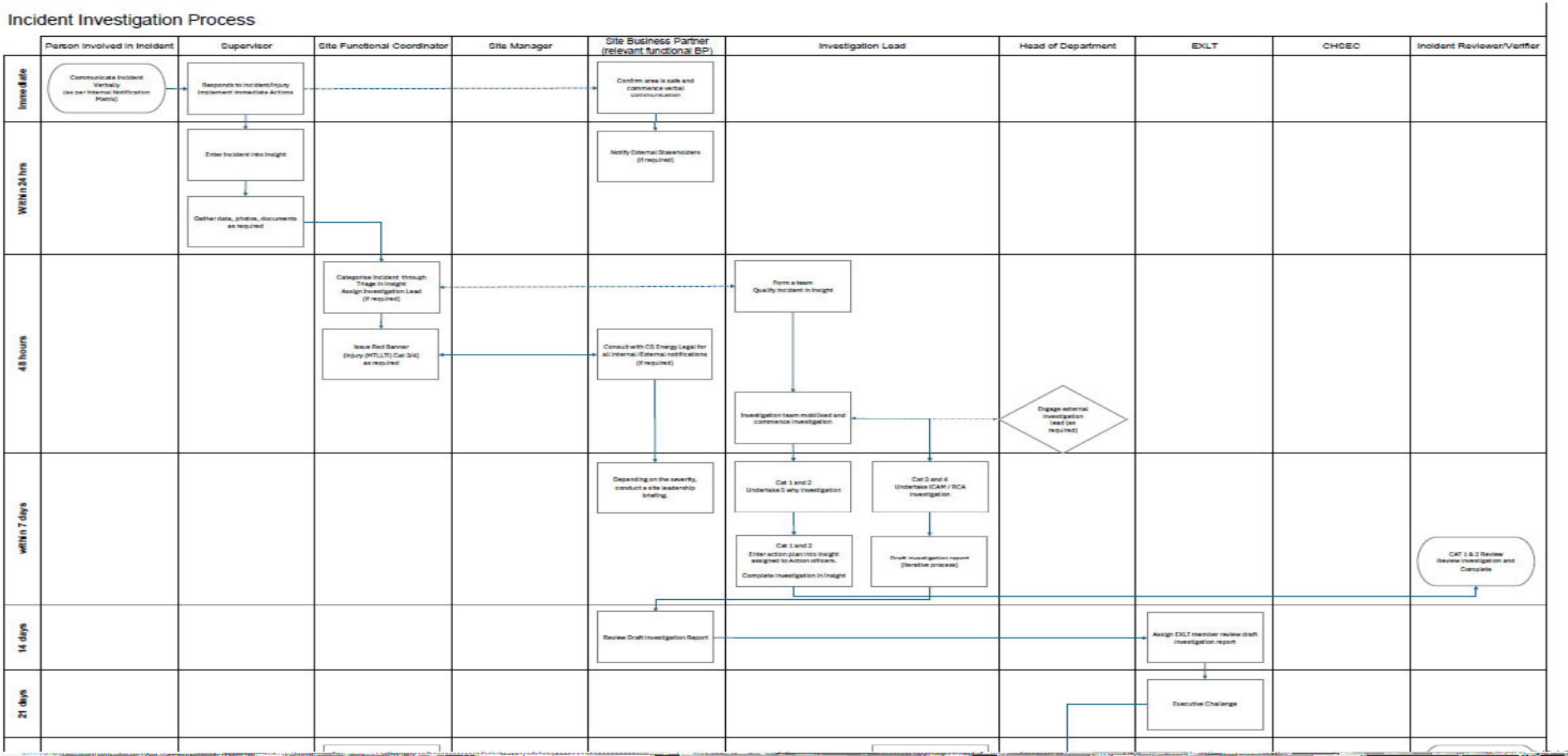
Incident Communication Requirements

Various methods are used to communicate incidents within CS Energy, as outlined in Table 3 Internal Notification Matrix.

Incident Type	Activity	Format	Timeframe	Template	Report to	Internal Stakeholders to be Consulted	Responsible Person
All incidents	Initial notification	Verbal	As soon as practicable	N/A	Up through line management chain to the Site Manager	Health & Safety/ Environment/ Process Safety Team, Executive Leadership Team	Supervisor/ Investigation leader
	Incident record	Insight	Within 24hours	Direct into Insight	Line Manager	Functional Site Business Partner (H&S, OPS, ENV, PSE)	Supervisor/ Investigation leader
Medical Treatment	Incident summary notification (initial)	Phone call or text Followed by Insight	24 hours	Factual account of known information	Line Manager	Relevant Manager	Supervisor/ Investigation leader
Category 3 & 4 incidents		Phone call or text Followed by Insight	As soon as practicable	Red banner (generated from Insight)	All CS Energy personnel	Site Manager, Legal (if incident is under Privilege)	Site H&S Business Partners, Head of department
	Investigation report	Report saved in Insight / TRIM	21 days report drafted for review 30 days to finalise incident	ICAM S1937 RCA S2189(1)	From Investigation Lead to nominated ELT member	Site Leadership Team, Executive Leadership Team, Legal (if incident is under LPP)	Site Manager
	Incident investigation outcomes (final notification)	Email	30 days	Green banner (generated from Insight)	All CS Energy personnel	Legal (if incident is under LPP)	Site Business Partners, Head of department
Not Under Operational Control (NUOC)	External party investigation			Initial Report Final Report	Designated Lead (CS Energy)	GM of relevant CS Energy department	

Level:	CS ENERGY
Procedure No:	CS-IM-01
TRIM Ref No:	B/D/11/45318
Reviewed:	05/26
Review before:	05/28

15.3 Attachment 3 - Incident Management Process Flow



15.7 Attachment 7 - Process Safety - Material Release Threshold Quantities

Table 2 - Non-Toxic Material Release Threshold Quantities for LOPC

LOPC is recordable as a PSE only when release is 'acute', i.e. exceeds a threshold quantity in any one hour period.	**Tier 1** *(Categories below refer to API/ANSI Standard RP 754)*		**Tier 2** *(Categories below refer to API/ANSI Standard RP 754)*	
Material Hazard Classification *(with example materials)*	**Outdoor Release**	**Indoor Release**	**Outdoor Release**	**Indoor Release**
Flammable Liquids with Boiling Point ≤ 35°C (95°F) and Flash Point < 23°C (73°F) – e.g. • Liquefied petroleum gas (LPG)	500kg (1,100lb)	250 kg (550lb)	50 kg (110lb)	25 kg (55lb)
Flammable Liquids with Boiling Point > 35°C (95°F) and Flash Point < 23°C (73°F) – e.g. • Gasoline/petrol, toluene, xylene	1,000kg (2,200lb) or 7bbl	500kg (1,100lb) or 3.5bbl	100kg (220 lb) or 1bbl	50 kg (110 lb) or 0.5bbl
Combustible liquids with Flash Point ≥ 23°C (73°F) and ≤ 60°C (140°F) – e.g. • Diesel, most kerosenes	2,000kg (4,400lb) or 14bbl	1,000kg (2,200lb) or 7bbl	100kg (220 lb) or 1bbl	50kg (110 lb) or 0.5bbl
Liquids with Flash Point > 60°C (140°F) released at a temperature above its flash point – e.g. • Molten Sulphur, • Lubricating or insulating oil	2,000kg (4,400lb) or 14bbl	1,000kg (2,200lb) or 7bbl	100kg (220 lb) or 1bbl	50 kg (110 lb) or 0.5bbl
Liquids with Flash Point > 60°C (140°F) released at a temperature below its flash point – e.g. • Molten Sulphur, • Lubricating or insulating oil	Not applicable	Not applicable	1,000kg (2,200lb) or 7bbl	500kg (1,100lb) or 5bbl

Table 3 - Toxic Material Release Threshold Quantities for LOPC Quantities for LOPC

LOPC is recordable as a PSE only when release is 'acute', i.e. exceeds a threshold quantity in any one hour period.	**Tier 1** *(Categories below refer to API/ANSI Standard RP 754)*		**Tier 2** *(Categories below refer to API/ANSI Standard RP 754)*	
Material Hazard Classification *(with example materials)*	**Outdoor Release**	**Indoor Release**	**Outdoor Release**	**Indoor Release**
Other Packaging Group III materials – includes: • Sulphur	2,000kg (4,400lb) or 14bbl	1,000kg (2,200lb) or 7bbl	100kg (220lb) or 1bbl	50kg (110lb) or 0.5bbl
Strong Acids or Bases – includes: • Sulphuric acid, • Sodium hydroxide (caustic), • Calcium hydroxide (lime)	2,000kg (4,400lb) or 14bbl	1,000kg (2,200lb) or 7bbl	100kg (220 lb) or 1bbl	50kg (110 lb) or 0.5bbl

Table 4 - Pulverised Fuel (PF) PSE Tier Criteria for LOPC

LOPC is recordable as a PSE only when release is 'acute'.		**Tier 1**	**Tier 2**			**Tier 3**
Pulverised Fuel (PF)	**LOPC Location**	**Indoor or Confined Area**	**Indoor or Confined Area**	**Indoor or Confined Area**	**Outdoor or Opened Area**	**Outdoor or Opened Area**
	Is coal dust in suspension post LOPC?	Yes	Yes	No	Yes	No
	Visibility at vicinity post LOPC	< 3m	> 3m	Not Applicable	Not Applicable	Not Applicable

Table 4 - Other Material Release Threshold

LOPC is recordable as a PSE only when release is 'acute', i.e. exceeds a threshold quantity in any one hour period.	**Tier 1** *(Categories below refer to API/ANSI Standard RP 754)*		**Tier 2** *(Categories below refer to API/ANSI Standard RP 754)*	
Material Hazard Classification *(with example materials)*	**Outdoor Release**	**Indoor Release**	**Outdoor Release**	**Indoor Release**
TIH Hazard Zone B materials, includes: • Chlorine (Cl_2)	25 kg (55lb)	12.5 kg (27.5lb)	2.5 kg (5.5lb)	1.3 kg (2.8lb)
TIH Hazard Zone C materials, includes: • Sulphur dioxide (SO_2)	100kg (220lb)	50kg (110lb)	10 kg (22lb)	5 kg (11lb)
TIH Hazard Zone D materials, includes: Ammonia (NH_3) • Carbon monoxide (CO)	200 kg (440lb)	100kg (220lb)	20 kg (44lb)	10 kg (22lb)