

Incident Response, Management & Investigation Procedure

WNH Q29 - Revision 2.0

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Revision History

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1	Initial release	25/05/2020	Robert Barbour	Chris Sims	Steven Ross
2	General review and update	10/2025	Alistair Mason	Robert Barbour	Robert Barbour (GM Delegate)

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1.0 This Document

1.1 Purpose

The purpose of this procedure is to outline the incident management and investigation expectations of Woolnorth Renewables' personnel (Woolnorth) and provide a framework and decision-making tools for all Health, Safety and Environmental (HSE) related incidents.

1.2 Scope

This procedure applies to all aspects of the Woolnorth business, any worksite managed by Woolnorth, and any personnel engaged or invited by Woolnorth to conduct activities on behalf of Woolnorth.

2.0 Incident Response & Management

2.1 What is an Incident

An “incident” is any event that takes place that risks the health, safety, environmental, asset or financial principles of the business. Using safety as an example, any event that does or has the potential to cause harm to personnel, visitors or the public shall be classified as an incident. The ranking and assessment of incident severity is detailed below.

In the case of minor incidents and deciding if there is value in reporting them, the best assessment is to ask the question “would the event be of significance to other employees of the business” or “would the information be of value to record and store for later access”. If in doubt, advice from an HSE representative should be sought.

2.2 Hazards Reported as Incidents

In addition to events that take place, it is also important to report hazards that are observed. It is intended that the reporting of these hazards will mitigate the potential for an event to arise in the future. An example of a ‘hazard reported as an incident’ would be the reporting of a hazardous chemical not being stored correctly or an unprotected edge in a routinely accessed area (where personal injury could occur in the future). As mentioned, seek advice from an HSE representative if there is any doubt about reporting of such issues.

2.3 Reporting of Incidents

All incidents are required to be reported within 24hrs. For serious incidents or any workplace injuries (regardless of severity), reporting is required within 1 hour to a manager/supervisor or a HSE representative.

Serious incidents include,

- dropped objects from height,
- electric shock,
- arc flash,
- those requiring medical treatment or worse,
- major damage to plant or equipment,
- dead or injured threatened species, or,
- any other Reportable Incidents (see below).

Reporting should be verbal at a minimum and be provided to the Woolnorth Renewables person responsible for managing the work site on which the incident occurred. All incidents shall be documented using WNH Q29.1 Incident Report Form and supplied to an HSE representative within 24hrs for recording within the Woolnorth HSE Management system.

2.4 Incident Response

The primary concern after any health, safety, environmental or operational incident is the safety of workers, visitors, the general public, and prevention of damage to plant and equipment or to the environment. All Woolnorth wind farms have Emergency Response Plans which provide the details required for the specific emergency responses for the site.

Broadly, in the case of any significant incident the following actions shall take place;

- the incident scene made safe and stable,
- if the incident scene cannot be made safe without harm to personnel including the incident responder, barricade or cordon off the area with appropriate signage,
- evacuate the area or site as required,
- the site supervisor or project manager is to be contacted immediately at this point, to inform them of the incident,
- contact emergency services as required (dial 000).
- an Incident Controller is appointed to coordinate;
 - assess the event including its severity and specific risks and hazards
 - coordinate emergency services responses
 - account for all site personnel and facilitate an evacuation if required
 - coordinate site personnel including delegation to key roles required for management of the incident
 - assist in the provision of first aid
 - assistance in further stabilisation and safety management of the site
 - record information and data and take photos

2.5 Site Specific Emergency Response Plans

For each wind farm, an Emergency Response Plan shall be maintained to support any significant incident. These shall be reviewed regularly and accurately reflect the people and processes that are to be utilised in any emergency scenario. In addition, the plans describe the practical resources available, and the information required to assist the management of an incident.

2.6 Preservation of Incident Sites

The preservation of an incident site shall occur As Far As Reasonably Practicable (AFARP) for the purpose of internal investigation and where a notifiable incident has occurred, so that the site is not disturbed until an internal and/or external inspector arrives at site, or any earlier time that the inspector or HSE manager directs.

Preservation of an incident site shall not prevent any action needed:

- To assist an injured person, or

- To make a site safe or minimise the risk of a further incident/s.

A member of the Woolnorth HSE team shall be consulted about specific incident site preservation requirements as stated in section 2.9.

2.7 Security, Intruder Response & Uncontrolled Access

Woolnorth wind farm control buildings are monitored remotely by an external security team 24 hours a day, seven days a week. Monitoring cameras are also used across Woolnorth properties to assist in detecting uncontrolled access at gate entry points or known sites of trespassing.

If an intruder alarm or notification occurs, initial investigations by Woolnorth personnel may occur from a safe distance. Woolnorth personnel and contractors must not approach suspected offenders. Record as much detail about the situation as possible from a safe distance. This can include vehicle registration, type and location, the number of people observed, behavior of observed persons and other details you think may be significant or useful. If in doubt, it is better to record more information than less, while maintaining a safe personal distance.

The relevant Site Supervisor and HSE representative should be contacted as soon as possible to report the incident, or, the police, if such assistance is required. If police involvement is required, consider first that the Site Supervisor / HSE staff will likely have direct contact details for local police personnel and that ringing “000” may not be the most efficient approach to managing an incident.

2.8 Dead & Injured Birds and Bats

Any dead or injured birds or bats found on a Woolnorth wind farm is to be treated as an incident and reported using the Bird & Bat Strike Report Form (WNH Q 29.3). The safety considerations, handling, transport, data management, reporting and disposal requirements associated with such finds are outlined in the Injured or Dead Bird or Bat Response Protocol (WNH Q29.2). Site (project) specific reporting requirements may also be required and an HSE representative shall manage these requirements.

2.9 Reportable Incidents

Incidents of a particular nature require reporting to a third party. These incidents are described in the relevant legislation. For Tasmania, the following is described as reportable:

- death, or
- someone suffers a serious injury or illness, or
- a dangerous incident, or
- someone contracts certain infections or occupational zoonoses

Other jurisdictions have similar reporting triggers and requirements for particular incidents.

Woolnorth will ensure that operational and other staff and contractors are briefed on incidents that require reporting to a third party and the requirements regarding incident scene preservation. Notifications of reportable incidents shall be completed by the HSE Manager (or following consultation with HSE Manager or delegate).

3.0 Incident Investigation

When an incident is reported, a risk rating will be calculated and assigned by a member of the HSE team based on the potential likelihood and consequence of the event. This should also be done in consultation with a site supervisor.

When the risk ranking is calculated as low, a brief investigation will be conducted by a member of the HSE team and/or the Site Supervisor. This investigation will review the information and evidence available and will often involve a discussion of the event with the involved persons. Corrective or preventative action items should be identified, and these will be assigned to an action owner, along with a date that the actions are due. The action owner will be consulted before actions are assigned. The investigation, actions and outcomes will be documented.

Where the risk rating is determined to be moderate, high or extreme a formal incident investigation will be undertaken by a member of the HSE team. A range of incident investigation techniques may be used depending on the nature of the incident. The specific technique adopted for an investigation is to be endorsed by the HSE Manager. The key outcome of the investigation, irrespective of the technique used, is that the investigation is unbiased, rigorous and constructive in identifying root-causes and adequate controls, and be proportionate to the calculated risk of the incident. How well an investigation meets these criteria should be assessed collaboratively via peer review involving the relevant Site Supervisor and the Operational Manager and HSE Manager. Other interested parties may be consulted at the discretion of the HSE Manager. Depending on how time-sensitive an incident investigation may be, it may need to commence as soon as practicable after the initial management of the incident scene is complete. The HSE Manager is responsible for ensuring that the incident is investigated adequately. The investigation, actions and outcomes will be documented.

4.0 Definitions

- Zoonosis – a disease which can be transmitted to humans from animals.

5.0 Accountabilities

General

Officers of Woolnorth shall ensure that As Far As Reasonably Practicable, hazards are identified and where they cannot be eliminated, will be controlled. This shall include documenting hazards, processes to identify hazards relevant to Woolnorth business and the tasks it undertakes, and lastly communicating hazards to the workers of Woolnorth.

All workers of Woolnorth shall ensure that:

- they understand the requirements of this procedure
- ensure their activities are in compliance with this procedure
- can access this procedure
- support the implementation of this Procedure by providing feedback to peers and supervisors where improvements to task compliance or risk management can be made.

The HSE Manager for Woolnorth is to ensure as far as reasonably practicable that this meets National and State legislative requirements and Standards and that this document is maintained as a part of the businesses HSE management system.

6.0 References

- WNH Q29.1 Incident Report Form
- WNH Q29.2 Injured or Dead Bird or Bat Response Protocol
- WNH Q29.3 Bird & bat strike report form
- WNH Q29.4 Safety Hazard & alert form
- Safe Work Australia Information Sheet – Incident Notification (November 2015)