



Environmental Site Management Plan

# Accident Prevention and Management Plan: Beckton STW



## Using this standard

This standard is controlled and managed by EMS & Air and Waste Permitting Teams, and a copy is held on SharePoint at the following location: [Environmental Management Systems](#)

If you have any feedback please send this to: [airandwaste.permitting@thameswater.co.uk](mailto:airandwaste.permitting@thameswater.co.uk)

This standard works in combination with other corporate documents including the Asset Standards, Site Operating Manuals, site Odour Management Plans, Health and Safety Standards, and regulatory permits.

## Document Control & Procedures

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## 0 Document Confidentiality

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## 1 Glossary of Terms

TERM	DESCRIPTION
AD	Anaerobic Digestion
CHP	Combined Heat and Power
DEFRA	Department for Environment, Food and Rural Affairs
EA	Environment Agency
EMS	Environmental Management System
EPR	Environmental Permitting Regulations
FFT	Flow to Full Treatment
ICA	Instrumentation Control & Automation
IED	Industrial Emissions Directive
LNR	Local Nature Reserve
LWS	Local Wildlife Site
NNR	National Nature Reserve
OCU	Odour Control Unit
OMC	Operational Management Centre
OMP	Odour Management Plan
PFT	Picket Fence Thickener
PM	Process Manager
PS	Pumping Station
PST	Primary Settlement Tank
Receptors	Sensitive receptors are any fixed buildings or installations where odour annoyance may occur, such as residential homes, schools, hospital, offices, shops or garden centres. Open areas such as playgrounds and public footpaths should also be listed where these are known to have been affected by odour.
SAP	Thames Water's enterprise resource and planning system
SAC	Special Area of Conservation
SCADA	Supervisory Control and Data Acquisition
SOM	Site Operating Manual
SPA	Special Protection Area
SSSI	Site of Special Scientific Interest
STW	Sewage Treatment Works
TW	Thames Water
UWWTD	Urban Waste Water Treatment Directive

## 2 Executive Summary

In accordance with the consolidated IED Environmental Permit for Beckton; Waste BAT, specifically BAT1; and associated written management systems, this is the site management plan covering accident prevention and management. Thames Water Utilities Ltd is required to review this plan at least every 4 years, unless there are incidents, operational or managerial changes at the site which would require an earlier review.

The prime function of the Beckton Sewage Treatment Centre (STC) at the Beckton Sewage Treatment Works (STW) is to capture the energy potential from the treatment of sewage sludges. The plant is run 24/7 due to the continuous supply of sewage received at the treatment works either from the surrounding catchment, or via tanker discharge.

This document forms part of the Thames Water Environmental Management System (EMS) for the permitted STC within Beckton STW.

Thames Water is committed to continual environmental improvements, including minimising the risk of accidents both on the site and its operations and in the wider environmental setting. This commitment is delivered through efficient control of processes, capital investments, and environmental training.

This site management plan for accident prevention and management follows relevant guidance produced by the Environment Agency<sup>1</sup> and includes the following sections:

- This plan provides a list of off-site receptors (refer to Section 4.2);
- This plan provides details of the potentially polluting substances located at the site (refer to Section 4.3);
- This plan identifies potential accidents and states the likelihood and consequence of each accident (refer to Section 5);
- This plan states the measures taken to avoid accidents and measures taken to minimise the impacts of accidents on the environment (refer to Section 5);
- This plan outlines the reporting, recording and review steps to be taken should a potentially polluting incident occur (refer to Section 6); and,
- This plan includes reporting forms that should be used in the event of incident occurring (refer to Appendix B).

## 3 Process Responsibility

The Operational Manager for the site has overall responsibility for reviewing the processes on the site to minimise the risk of accidents and reduce the impact of any such accidents that occur. This document is reviewed 4-yearly, but the review process is ongoing as part of the regular performance monitoring for the site. This plan was prepared in December 2023 and is next scheduled for review in December 2027.

## 4 Accident Prevention

In accordance with Thames Water's health and safety obligations and commitments, the STC is to be operated in a manner designed to reduce the risk of accidents to staff, the site and the wider environment.

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<sup>1</sup> Guidance 'Develop a management system: environmental permits' published 1<sup>st</sup> February 2016, last updated 4<sup>th</sup> August 2021.

As part of the design process for any new plant or equipment on site, a HAZOP review is undertaken to ensure that the risk of accidents and their impacts is reduced through design. The site has been assessed under DSEAR and appropriate zoning applied, with clear signage indicating the zones.

Regular maintenance of the installation, is carried out in accordance with the sites preventative maintenance programme, and the SOM. This ensures that the failures of plant are minimised over time and early remedial action implemented for any identified faults noted during maintenance.

## 4.1 Spill Prevention

The site is equipped with a number of spill kits and drain covers, located close to chemical and oil storage areas and tanks. Staff are trained in the use of these items to minimise the impact of spillages and risks to the works of chemicals or oils entering the site drainage system.

## 4.2 Off Site Receptors

Beckton STW which is the location of the STC is located to the north of the River Thames, which forms part of the immediate boundary to the south of the site. The area is generally an industrial area within east London, approximately 1.25 km south of Barking. The River Roding can be found to the east of the site, while the north gives way to undeveloped green space, a cinema and the A13 road. To the west is a local authority household waste re-use and recycling centre (HWRC), the A1020 road and a number of commercial, leisure and retail developments.

Almost all of the STW site and STC is within a Flood Zone 3 area that benefits from flood defences. This means that the STC would have a high probability of flooding without the local flood defences. These protect the area against a river flood with a 1% chance of happening each year, or a flood from the sea with a 0.5% chance of happening each year. The site is located within an Air Quality Management Area (AQMA). The London Borough of Newham has declared the Newham AQMA (no. 2) for the whole of the Borough for both nitrogen dioxide NO<sub>2</sub> - Annual Mean and Particulate Matter PM<sub>10</sub> - 24-Hour Mean. The site is located outside of a Source Protection Zone (SPZ)

There are two designated ecological receptors within the appropriate distance of the STC, Epping Forest Special Area of Conservation (SAC) which is 7 km from the site, and the Ripple Local Nature Reserve (LNR) which is 1.8 km from the site. There are no Marine Conservation Zones, Ramsar sites and Special Protection Areas (SPA) within 10 km of the site and no Sites of Special Scientific Interest (SSSI) within 2 km of the site. There are 22 non-designated, local wildlife sites within 2 km of the site and no areas of Ancient Woodland within 2 km of the site.

Site Name	Designation	Direction from site	Distance from site
Ripple	LNR	North-east	1,800m
Epping Forest	SAC	North-west	7,000m
Lee Valley	Ramsar and SPA	North-west	10,300m
SSSI	n/a	n/a	n/a
MCZ	n/a	n/a	n/a
Ancient Woodland	n/a	n/a	n/a

Site Name	Designation	Direction from site	Distance from site
Ripple	LNR	North-east	1,800m
Epping Forest	SAC	North-west	7,000m
Lee Valley	Ramsar and SPA	North-west	10,300m
SSSI	n/a	n/a	n/a
MCZ	n/a	n/a	n/a
Ancient Woodland	n/a	n/a	n/a

### 4.3 Stored Substances

Tank Purpose	Number	Operational (m <sup>3</sup> )	Volume	Total Operational Volume (m <sup>3</sup> )	Material
Picket Fence Thickeners	4	4,750		19,000	Concrete
Thickened Primary Sludge Buffer Tanks	2	200		400	Steel
Primary Sludge Blending Tank	1	3,500		3,500	Concrete
SAS Blending Tank	1	3,500		3,500	Concrete
Sludge Buffer Tanks	6	4,750		28,500	Concrete
High Energy Blending Tank	1	30		30	Steel
THP High Energy Blending Tank	1	30		30	Steel
THP Sludge Blending Tanks	2	235		470	Steel
Pre THP Dewatering Feed Tanks	2	183		366	Steel
THP Feed Silo	2	85		170	Steel
THP Process Tanks					
THP Pulper Tank	2	80		160	Steel
THP Reactor Tank	6	40		240	Steel
THP Flash Tank	2	80		160	Steel
Primary Digester Tanks	6	3,965		23,790	Concrete
Digested Sludge Buffer Tanks	2	250		500	Steel
Undigested Sludge Transfer Blending Tank	1	40		40	Steel
Undigested Sludge Transfer Buffer Tanks	2	250		500	Steel
<b>Overall Total</b>				<b>78,290</b>	
Drum Thickeners Polymer silo	1	20			Steel
THP Centrifuge Polymer silo	1	30			Steel
Filter Press Polymer silo	1	30			Steel

## 5 Assessment

**Risk Matrix and Terminology for Accident for Risk Assessment**

Likelihood ↓	Consequence		
	Low	Medium	High
Low	Low	Low	Medium
Medium	Low	Medium	High
High	Medium	High	High

Classification	Likelihood	Consequence	Risk
<b>Low</b>	Probability of an event is low and likely only to occur in the long-term (a yearly basis or less frequent).	<p>Impact is low or a minor, short-term nuisance.</p> <p>Minor release to a non-sensitive receptor or pollution of water course.</p> <p>Non-permanent health effects to human health (preventable by appropriate PPE).</p> <p>Minor surface damage to buildings; structures; services; or the environment which can be repaired immediately.</p>	A level of harm is possible although this may not be noticeable to a receptor and would be a short-term event without lasting effects. Level of harm can be reduced using industry best practice and appropriate management techniques.
<b>Medium</b>	It is probable that an event will occur periodically in the medium-term (twice yearly basis).	<p>Impact is noticeable in the short to medium-term.</p> <p>Large release impacting on the receiving media killing flora and fauna and requires remediation.</p> <p>Nuisance causing non-permanent health effects to human health.</p> <p>Damage to buildings; structures; services; or the environment preventing short-term use and/or requiring repair.</p>	A level of harm may arise to a receptor which is noticeable although not long-lasting and may require some remedial actions in order to prevent re-occurrences.
<b>High</b>	An event is very likely to occur in the short-term (monthly or weekly basis) and is almost inevitable over the long-term OR there is evidence at the receptor of harm or pollution.	<p>Impact is significant, wide-ranging and long-lasting effect.</p> <p>Has a chronic or acute impact on human health.</p> <p>Very large release that has a major impact on flora and fauna which may be very difficult to remediate.</p> <p>Significant damage to buildings; structures; services; or the environment which prevents use long-term and may require complete replacement.</p> <p>May cause a long-term impact or contribute towards a global issue due to releases of greenhouse gases.</p>	A level of harm is likely to arise to a receptor that is severe causing significant harm to human health or the environment without appropriate remedial and mitigation measures being implemented. Remedial works to infrastructure and processes is required in the long-term.



Activity/Hazard	Environmental Impact (Pathway-Receptor)	Likelihood	Consequence	Risk	Risk Management	Residual Risk
<p><b>Major fire and/or explosion causing the release of polluting materials to air, water or land.</b></p>	<p>Emissions to air and dispersion leading to inhalation by local human receptors. Respiratory irritation, illness and nuisance to local population</p> <p>Emissions to ground and ground water of digestate contaminating soil and/or groundwater. Run-off from site polluting surface water courses. Harm to aquatic flora and fauna and chronic effect on water quality.</p> <p>Injury to staff, fire fighters or arsonists/vandals.</p>	Low	High	Medium	<p>Follow site Incident Response Plan and inform relevant authorities.</p> <p>Management systems requires DSEAR assessment which is adhered to by site operations.</p> <p>Designated ATEX zones on site and lightning protection system in place around Primary Digester Tanks and Biogas Storage. Fire alarm systems installed and maintained.</p> <p>Biogas contained within a closed system and monitored for safety and subject to a LDAR plan. Automatic cut off valve to biogas supply to stop biogas flows, electric temperature sensor, pressure monitors, flame arrestors, etc.</p> <p>Warning signs clearly displayed and staff wear biogas alarms to alert to the presence of biogas. All visitors subject to site inductions and accompanied. Permit-to-work system in place.</p> <p>Preventative maintenance programme and maintenance plans are in place in order to maintain equipment effectively.</p> <p>Smoking only permitted in designated areas of site.</p>	Low

<p><b>Minor fire causing the release of polluting materials to air, water or land</b></p>	<p>Emissions to air and dispersion leading to inhalation by local human receptors. Respiratory irritation, illness and nuisance to local population</p> <p>Emissions to ground and ground water of digestate contaminating soil and/or groundwater. Run-off from site polluting surface water courses. Harm to aquatic flora and fauna and chronic effect on water quality.</p> <p>Injury to staff, fire fighters or arsonists/vandals.</p>	Low	Medium	Low	<p>Follow site Incident Response Plan and inform relevant authorities.</p> <p>Management systems requires DSEAR assessment which is adhered to by site operations.</p> <p>Designated ATEX zones on site and lightning protection system in place around Primary Digester Tanks and Biogas Storage. Fire alarm systems installed and maintained.</p> <p>Biogas contained within a closed system and monitored for safety. Automatic cut off valve to biogas supply to stop biogas flows, electric temperature sensor, pressure monitors, flame arrestors, etc.</p> <p>Warning signs clearly displayed and staff wear biogas alarms to alert to the presence of biogas. All visitors subject to site inductions and accompanied. Permit-to-work system in place.</p> <p>Preventative maintenance programme and maintenance plans are in place in order to maintain equipment effectively.</p> <p>Smoking only permitted in designated areas of site.</p>	Low
<p><b>Failure to contain firefighting water</b></p>	<p>Emissions to ground and ground water of contaminated firefighting water entering soil and/or groundwater. Run-off</p>	Low	Medium	Low	<p>Likelihood of firefighting water being generated is low as the risk of fire is low.</p> <p>Follow site Incident Response Plan and inform relevant authorities.</p>	Low

	<p>from site to surface water courses.</p> <p>Harm to aquatic flora and fauna.</p> <p>Chronic effect on water quality</p>				<p>Site surfaces fall to the site drainage system which has been designed to sufficient capacity to contain firefighting water. Site drainage returns to the Works Inlet providing containment and treatment process for fire water.</p> <p>Arrange for off-site tankering of firefighting water, if required.</p> <p>It is unlikely for run-off to leave site due to drainage and size of site.</p>	
<p><b>Accidental explosion of biogas</b></p>	<p>Emissions to air and dispersion leading to inhalation by local human receptors. Respiratory irritation, illness and nuisance to local population.</p> <p>Injury to staff, fire fighters or arsonists/vandals.</p> <p>Pollution of water or land</p>	<p>Low</p>	<p>High</p>	<p>Medium</p>	<p>Follow site Incident Response Plan and inform relevant authorities.</p> <p>Management systems requires DSEAR assessment which is adhered to by site operations including a LDAR plan..</p> <p>Designated ATEX zones on site and lightning protection system in place around Primary Digester Tanks and Biogas Storage. Fire alarm systems installed and maintained.</p> <p>Biogas contained within a closed system and monitored for safety. Automatic cut off valve to biogas supply to stop biogas flows, electric temperature sensor, pressure monitors, flame arrestors, etc. Lightning protection system installed.</p> <p>Likelihood reduced by availability of multiple on site uses of biogas (CHP engines, boilers and emergency flare) and use of pressure release valves as a safety measure.</p>	<p>Low</p>

<p><b>Significant leak of biogas to atmosphere</b></p>	<p>Emissions to air and dispersion leading to inhalation by local human receptors. Respiratory irritation, illness and nuisance to local population.</p> <p>Global warming potential of greenhouse gases.</p>	<p>Low</p>	<p>High</p>	<p>Medium</p>	<p>Site assets are protected by physical means to prevent vehicle strike and exposed pipework is guarded.</p> <p>Regular proactive and preventative maintenance and regular visual checks.</p> <p>PRVs are present to avoid overpressurisation of biogas system. Biogas detectors are found on the Biogas Storage, monitoring for methane gas leaks between the inner and outer Biogas Storage holders, which will raise the alarm should a leak of biogas be detected</p>	<p>Low</p>
<p><b>Biogas transfer systems, biogas storage tank, biogas engines, flares or PRVs failure causing emissions of biogas</b></p>	<p>Emissions to air and dispersion leading to: inhalation by local human and animal receptors. Odour impact. Global warming potential. Risk of fire and explosion</p>	<p>Low</p>	<p>High</p>	<p>Medium</p>	<p>The plant is designed to capture and utilise all biogas possible, combusting the biogas in order to maximise recovered value from the biological treatment of sludge.</p> <p>The biogas system utilised is subject to regular preventative maintenance to minimise the potential for leaks occurring. The system is also protected with a comprehensive array of pressure and flow sensors and with isolation valves to minimise the potential for release if a leak is detected.</p> <p>Personnel on site wear portable biogas detectors in order to alert staff to presence of biogas.</p> <p>An emergency flare is available and utilised for the safe disposal of surplus biogas in the event of plant breakdown, or a surplus of biogas above the level that can be safely stored or utilised. Use of the emergency flare is recorded.</p>	<p>Low</p>

					PRVs are in place on the Biogas Storage holders to be operated in the event of failure of the emergency flares to prevent over pressurisation and catastrophic failure.	
<b>Leaks of emission to air, but principally NOx.</b>	<p>Emissions to air and dispersion leading to harm to protected nature conservation sites – SSSIs, SAC and SPA.</p> <p>Harm to protected site through toxic contamination, nutrient enrichment, disturbance etc.</p>	Medium	High	High	<p>Site is located within an AQMA for both Nitrogen Dioxide and Particulate Matter.</p> <p>The nearest designated protected habitat is a LNR 1,800 m from the site. There nearest SAC is over 7 km from the site and there are no SPAs within 10 km of the site. There are LWS within close proximity of the site.</p> <p>Previous emissions modelling submitted shows that deposition and impacts on habitats sites are acceptable from an air quality perspective. There are no changes to emissions sources with this variation.</p> <p>Site operations will be subject to emission limits under current Regulations with infrastructure designed to minimise uncontrolled releases. Checks, monitoring and preventative maintenance will further minimise fugitive emissions.</p>	Medium
<b>Spillage of sludges or liquid during tanker transfer operations e.g. pipework leaks</b>	<p>Emissions to ground and ground water of materials entering soil and/or groundwater. Run-off of liquids from site to surface water courses.</p> <p>Harm to aquatic flora and fauna.</p>	Low	Low	Low	<p>Transfer operations of waste materials is largely an automated process controlled by the Process Controllers and parameters set within the SCADA system.</p> <p>All pipework is standardised, including tanker couplings. Both of the tanker offloading area at the inlet are of concrete construction with kerbing, bunding and drainage to prevent release to ground.</p>	Low

	<p>Chronic effect on water quality</p>				<p>In event of a spillage, follow site spillage response plan and inform relevant site personnel and relevant authorities.</p> <p>Spill kits are provided around the site which can be used to contain a spillage and direct it towards site drainage. Site drainage returns to works inlet providing treatment process for sludge or arrange off-site tankering of waste to another site. Sludge is relatively viscous and not highly mobile.</p>	
<p><b>Spillage of raw materials during (e.g. diesel, polymers) during use, transfer and disposal operations.</b></p>	<p>Emissions to ground and ground water of materials entering soil and/or groundwater. Run-off of liquids from site to surface water courses.</p> <p>Harm to aquatic flora and fauna.</p> <p>Chronic effect on water quality</p>	<p>Low</p>	<p>Low</p>	<p>Low</p>	<p>Raw materials are stored on made ground, within bunded silos/containers or on bunds to contain spillages of 110% of the volume.</p> <p>Regular inspections for leaks and damage, with remedial action as required. Contents of bunds are regularly checked during environmental audits and after periods of heavy rainfall and emptied as required.</p> <p>In event of a spillage, follow site spillage response plan and inform relevant site personnel. COSHH data sheets available.</p> <p>Deliveries to site are made by approved suppliers. Use of raw materials is carried out by trained personnel or automatically controlled processes.</p> <p>Penstock valves are fitted to bunded areas holding chemicals and used during the transfer process to isolate the drainage, e.g. ferric chloride delivery point. In the event of a minor spillage, spill kits are provided around the site which can be used to contain a</p>	<p>Low</p>

					<p>spillage and direct it towards site drainage if suitable. Staff are trained in their use.</p> <p>Site drainage returns to works inlet providing treatment process for suitable materials or arrange off-site tankering of waste, if required.</p> <p>It is unlikely for run-off to leave site due to drainage and size of site.</p>	
<p><b>Spillage of sludges (e.g. primary sludge, digested sludge) during processing and transfer operations e.g. tank overtopping, pipework leaks</b></p>	<p>Emissions to ground and ground water of materials entering soil and/or groundwater. Run-off of liquids from site to surface water courses.</p> <p>Harm to aquatic flora and fauna.</p> <p>Chronic effect on water quality</p>	<p>Low</p>	<p>Low</p>	<p>Low</p>	<p>Processing and transfer operations of waste materials is largely an automatic process controlled by the Process Controllers and parameters set within the SCADA system.</p> <p>Tanks are fitted with sensors linked to SCADA to monitor levels within a tank and can inhibit additional pumping if high alarms activate.</p> <p>Preventative maintenance programme and maintenance plans are in place in order to maintain equipment effectively and minimise the risk of spillages.</p> <p>In event of a spillage, follow site spillage response plan and inform relevant site personnel and relevant authorities.</p> <p>Spill kits are provided around the site which can be used to contain a spillage and direct it towards site drainage.</p> <p>Site drainage returns to Works Inlet providing treatment process for sludge or arrange off-site tankering of waste to another site. Sludge is relatively</p>	<p>Low</p>

					viscous and not highly mobile. It is unlikely for run-off to leave site due to drainage and size of site.	
<b>Failure of sludge storage tanks / digester tanks</b>	<p>Emissions to ground and ground water of materials entering soil and/or groundwater. Run-off of liquids from site to surface water courses.</p> <p>Harm to aquatic flora and fauna.</p> <p>Chronic effect on water quality.</p>	Low	Medium	Low	<p>Follow site Incident Response Plan and inform relevant authorities.</p> <p>Regular infrastructure inspections for tanks and pipework and planned preventive maintenance system in place. Majority of tanks are of concrete construction and enclosed. Regular visual inspections for tanks and pipework where this is aboveground and visible, and reactive maintenance.</p> <p>In-line flow monitoring in key locations and tank level monitoring would identify losses and enable a quick response. Tanks are found on made ground and connected to site drainage which returns to works inlet. Sludge is relatively viscous and not highly mobile limiting the distance it can spread in a short time period. It is unlikely for run-off to leave site due to drainage and size of site.</p>	Low
<b>Acceptance of non-conforming wastes and wastes that are incompatible with the waste treatment process</b>	<p>Impacts on the normal performance of site treatment processes leading to emissions to ground and ground water contaminating soil and/or groundwater.</p> <p>Harm to aquatic flora and fauna and chronic effect on water quality. Harm to aquatic flora and fauna</p>	Low	Medium	Low	<p>Waste materials subject to waste pre-acceptance checks prior to delivery to site and subject to waste acceptance checks prior to discharge.</p> <p>Site has physical security measures to prevent unauthorised access to the site and all discharge points.</p> <p>Waste can only be accepted at the site if it is suitable for the biological treatment process.</p>	Low



					<p>Site processes are monitored automatically with alarms to alert staff in the event of abnormal situations.</p> <p>Staff conduct regular monitoring of all plant and equipment during routine site activities.</p>	
<p><b>All on-site hazards: machinery</b></p>	<p>Direct physical contact with human population and /or livestock after gaining unauthorised access to the installation</p> <p>Bodily injury</p>	Low	High	Medium	<p>Direct physical contact is minimised by activity being carried out within enclosed Primary Digester Tanks.</p> <p>Site activities are managed and operated in accordance with a management system. Site physical security measures, including site security personnel and Thames Water staff on site 24/7, perimeter fence, CCTV and access control to prevent unauthorised access.</p> <p>Assets are protected by various physical means including fencing, kerbing and bollards to prevent vehicle strikes.</p> <p>Site has a partial one-way traffic management system to minimise the need to reverse. Use of banksmen as appropriate.</p> <p>Vehicles equipped with reversing alarms.</p>	Low
<p><b>Vandalism causing the release of polluting materials to air (smoke or fumes), water or land.</b></p>	<p>Emissions to air and dispersion leading to inhalation by local human receptors. Respiratory irritation, illness and nuisance to local population</p>	Low	High	Medium	<p>Unauthorised access is unlikely to happen and minimised by physical site security measures and effective management systems.</p> <p>Site has physical security measures, including site security personnel and Thames Water staff on site</p>	Low

	<p>Emissions to ground and ground water of digestate contaminating soil and/or groundwater. Run-off from site polluting surface water courses. Harm to aquatic flora and fauna and chronic effect on water quality.</p> <p>Injury to staff, fire fighters or arsonists/vandals.</p>				<p>24/7, perimeter fence, CCTV and access control to prevent unauthorised access.</p> <p>Additional security fences around some assets and other assets are kept within locked containers or buildings. Warning signs are displayed.</p>	
<b>Flooding from rivers, streams and groundwater</b>	<p>Emissions to surface water course and harm to aquatic flora and fauna. Infiltration to ground and groundwater. Harm to aquatic flora and fauna and chronic effect on water quality.</p>	Medium	Medium	Medium	<p>The site is almost entirely within a Flood Zone 3 which benefits from flood defences.</p> <p>General wider works designed to minimise risk of localised works flooding due to storm surges.</p> <p>Potentially polluting substances stored within suitable containers and provided with bunds to contain spillages.</p> <p>Follow site Incident Response Plan and inform relevant authorities.</p> <p>Take appropriate corrective and preventative actions to minimise environmental impact.</p>	Low
<b>Flooding due to drain blockages and/or excessive rainfall causing localised on-</b>	<p>Emissions to surface water course and harm to aquatic flora and fauna. Infiltration to ground and groundwater. Harm to</p>	Medium	Low	Low	<p>Site wide drainage system linked to main sewage works, which includes additional capacity in storm tanks within the works to manage additional flows.</p>	Low

<b>site surface water flooding</b>	aquatic flora and fauna and chronic effect on water quality.				<p>Follow site Incident Response Plan and inform relevant authorities.</p> <p>Take appropriate corrective and preventative actions to minimise environmental impact. It is unlikely for run-off to leave site due to drainage and size of site.</p>	
<b>Extreme weather conditions leading to abnormal conditions / release of potentially polluting substances</b>	<p>Emissions to air and dispersion leading to inhalation by local human receptors and impacts on local ecological receptors. Respiratory irritation, illness and nuisance to local population. Harm to flora and fauna.</p> <p>Emissions to ground and ground water contaminating soil and/or groundwater. Run-off from site polluting surface water courses. Harm to aquatic flora and fauna and chronic effect on water quality.</p>	Low	Medium	Low	<p>The treatment process can be controlled from off-site locations in the event of the site being inaccessible due to extreme weather e.g. snow, flooding.</p> <p>Storage tanks for potentially polluting substances have been designed to relevant industry standards at the time of construction.</p> <p>Lightning protection is installed at relevant locations to protect assets from lightning strike.</p> <p>Potentially polluting substance are stored in accordance with MSDS requirements and away from sensitive receptors.</p> <p>Follow site Incident Response Plan and inform relevant authorities.</p> <p>Take appropriate corrective and preventative actions to minimise environmental impact.</p>	Low
<b>Loss of mains power leading to failure of pumps / control systems and possible leaks and escape of sludge.</b>	Emissions to ground and ground water of materials entering soil and/or groundwater. Run-off of liquids from site to surface water courses. Harm to aquatic flora and fauna.	Low	Medium	Low	Site CHP engines able to supply electricity to the site using biogas supplies on site. Multiple back-up standby generators provide back-up power / contingency plans to the STW and to provide power to critical operations in the event of an electrical outage.	Low

					<p>Failsafe systems in place to ensure sludge remains in situ in the event of a loss of power and that systems are promptly returned into operation.</p> <p>Site wide drainage system linked to main sewage works in the event of a spillage.</p>	
<b>Vandalism</b>	Damage to plant or equipment on site due to unauthorized access to the site.	Low	Medium	Low	<p>Site accessed restricted at all times, including electronically controlled gates and fencing. CCTV present at site.</p> <p>During normal operating hours, there is a culture of challenge around non-staff on site</p>	Low

## 6 Reporting and Recording

### 6.1 Reporting

If an incident with potentially significant environmental consequences occurs, TWUL will notify the Environment Agency without delay. TWUL will also inform the Environment Agency should any complaints be received directly to the site as a result of the incident and will advise what remedial measures or actions have been taken to address the issue. Copies of material complaints received will be made available to the Environment Agency for review on request.

Details of the information that should be reported to the Environment Agency are found in the most recent variation of the site's Environmental Permit but is reproduced as Appendix B of this document.

### 6.2 Recording

The procedure employed by TWUL for recording, investigating and responding to incidents or breaches of the permit is the EPR notification procedure. Notifications must be made to the Environment Agency without delay and within 24 hours of the detection of an accident that has caused, is causing or may cause significant pollution or a breach of a limit specified in the site's Environmental Permit.

In the event of an accident, a Schedule 5 notification is completed following an incident with potentially significant environmental consequences. Relevant information that must be recorded includes:

- Date, time and location of the event;
- Substances involved, including estimated quantities; and
- Immediate measures taken to minimise environmental impacts.

A copy of the Schedule 5 notification form is provided in Appendix B. Part A must be completed within 24 hours of detection of the incident and Part B is completed as soon as practicable.

Records will be made of all incidents with potentially significant environmental consequences that occur at the installation. The associated actions arising will be held on Sharepoint. All records of events with potentially significant environmental consequences and the associated actions arising will be retained as required by the Environmental Permit. Where an incident with potentially significant environmental effects occurs, and the nature of the incident supports further investigation, a post incident review may be required.

### 6.3 Post-incident Review

Following an incident where potentially significant environmental effects occur, and the nature of the incident warrants it, an investigation will take place to determine both the root cause of the incident and how to prevent the incident reoccurring. The findings of the investigation will be reported to TWUL's management and shared with all relevant employees to enable the incorporation of good practice into future works.

A formal 'event learning' review of all on site processes and procedures will be undertaken by TWUL following any incident with potentially significant environmental consequences, if the processes are determined to be contributory to the cause of the incident. Any changes to processes or procedures required as a result of the formal review will be communicated to TWUL management and employees.

If, as a result of the incident, this Accident Management Plan is subject to revision, it should be updated as part of this post-incident review and communicated to relevant TWUL management and employees.

All safety equipment used to respond to an incident should be checked and replenished as required.

## 6.4 Contacts

The key emergency contacts in the event of an accident or incident are:

Contact	Number
Thames Water Utilities Limited Customer Services	08459 200800
Environment Agency	0800 807060 (incident number) 03708 506506 (normal number)
Emergency services	999

# Appendix A

## Site Specific Key Contacts

Role	Name	Email address	Phone Number
Area Operations Manager			
Site Performance Manager			
Technically Competent Manager			
Customer Centre			
Thames Water Environmental Compliance Manager			
Thames Water Health and Safety Manager			

# Appendix B

## Notification Forms

To be inserted from relevant permit document.