

CONSTRUCTION COMMUNITY COMMUNICATION STRATEGY

Moorebank Precinct East Stage 2 -
SSD 7628

**Moorebank Intermodal Precinct – Precinct East Stage 2
SSD 7628**

Construction Community Communication Strategy

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Acronyms and Definitions

Acronym / Term	Meaning
CCC	Community Consultative Committee
CCCS	Construction Community Communication Strategy This strategy will supersede the EWCCS.
CEC	Community Engagement Consultant (TSA Management)
CEMP	Construction Environmental Management Plan
CES	Community and Engagement Strategy
CoC	Conditions of Consent
Contractor's CM	Contractor's Construction Manager
Contractor's EM	Contractor's Environmental Manager
CNVMP	Construction Noise and Vibration Management Plan
DM (Comms)	Development Manager (Communications)
DPHI	Department of Planning, Housing and Infrastructure(formerly DPE)
EIS	Environmental Impact Statement
EMS	Environmental Management System
EP&A Act	Environmental Planning and Assessment Act 1979
EPBC Act	Environmental Protection and Biodiversity Conservation Act 1999
ER	Environmental Representative
FCMM	Final Compilation of Mitigation Measures
MPE	Moorebank Precinct East
Non-compliance	An occurrence, set of circumstances, or development that results in a non-compliance or is non-compliant with Development Consent SSD 7628 Conditions of Consent or EPBC Act Approval (EPBC 2011/6229) Conditions of Approval but is not an incident
Non-conformance	Observations or actions that are not in strict accordance with the CEMP and the aspect specific sub-plan.
PD	Precinct Developer
RSoC	Revised Statement of Conditions
RtS	Response to Submissions

Acronym / Term	Meaning
SSD	State significant development
the Development	Stage 2 of the MPE Concept Approval (MP 10_0193) approved as the MPE Stage 2 Development (SSD 7628) as consolidated. It involves the construction and operation of warehousing and distribution facilities on the MPE Site and upgrades to approximately 1.5 kilometres of Moorebank Avenue.

Table of Contents

1.	Background	10
1.1.	Development Ownership	10
1.2.	Introduction	10
1.3.	Development Consent	13
1.4.	Development Delivery Phases	13
1.5.	Purpose and Application	14
1.6.	Staged Submission of This Plan	15
1.7.	Objectives and Targets	15
2.	Environmental Management	17
2.1.	Legal and Other Requirements	17
2.2.	Development Consent Compliance Matrices	17
2.3.	Roles and Responsibilities	17
2.4.	Training	20
2.5.	Incident Management	20
2.6.	Communication Tools	20
3.	Implementation	25
3.1.	Stakeholder Identification	25
3.2.	Aspects, Impacts and Risks	28
3.3.	Cumulative Impacts	30
3.3.1.	Human Health	30
3.3.2.	Visual Amenity	30
3.3.3.	Other	30
3.4.	Community Consultative Process	30
3.4.1.	Community Consultative Committee	30
3.4.2.	Notification Timeframes	31
3.4.3.	Approval Process	32
3.4.4.	Extended Hours Work Plan and Out of Hours Work Protocol	32
3.4.5.	High – Noise Activities and Traffic Disruptions	33
3.4.6.	Complaints and Enquiries	33
3.4.7.	Media and Government Resolutions	34
4.	Monitoring and Review	35
4.1.	Monitoring	35
4.2.	Environmental Auditing and Reporting	35
4.3.	Non-compliances, Non-conformances and Actions	35
4.4.	Review and Improvement	35

List of Tables

Table 1-1	Development Delivery Phase Terminology	14
Table 1-2	Staged documentation and triggers to satisfy CoC A15	15
Table 1-3	Objectives and Targets	16
Table 2-1	Legislation, Planning Instruments and Guidelines	17

Table 2-6 Roles and Responsibilities	17
Table 2-7 Communication Tools	20
Table 3-1 Stakeholder Identification.....	25
Table 3-2 Impacts and Risks.....	29
Table 3-3 Engagement Timeframes.....	31

List of Figures

Figure 1-1 Site Location	12
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1. Background

Approval for the construction and operation of Stage 2 of the Moorebank Precinct East (MPE) Development (State significant development (SSD)7628), operated by ESR Australia & NZ (formerly LOGOS), was received on 31 January 2018 and comprises the second stage of development under the MPE Concept Approval (MP10_0193).

This Construction Community Communication Strategy (CCCS) was developed to provide the mechanism by which to facilitate communication with Liverpool City Council and community stakeholders during the construction phase of Stage 2 of the MPE Development (hereafter, 'the Development')

Within this plan, a strategy has been established to demonstrate the contractor's approach to the management of community engagement and compliments the overarching LOGOS Moorebank Intermodal Communication and Engagement Strategy (LOGOS CES). This CCCS addresses the relevant requirements of the Development Approvals, including the Environment Impact Statement (EIS), Response to Submissions (RtS) and Minister's Conditions of Consent (CoC), and all applicable guidelines and standards specific to the management of community engagement during Construction.

1.1. Development Ownership

In 2022, LOGOS joined the ESR group of companies and since August 2024, the LOGOS and ESR operations have been integrated to now operate under the name ESR Australia & NZ (ESR). The applicant/ approval holder entity remains unchanged at this stage until further notice and references to LOGOS and LOGOS authored documents and/or plans may continue and remains relevant where LOGOS and ESR are used interchangeably.

1.2. Introduction

The MPE Site, including the Development Site, is located approximately 27km south-west of the Sydney Central Business District and approximately 26km west of Port Botany and includes the former Defence National Storage and Distribution Centre site. The MPE Site is situated within the Liverpool Local Government Area, in Sydney's south-west subregion, approximately 2.5km from the Liverpool City Centre.

The MPE Development involves the development of an intermodal facility including warehouse and distribution facilities, freight village (ancillary site and operational services), stormwater, landscaping, servicing and associated works on the eastern side of Moorebank Avenue, Moorebank.

Stage 2 of the Development involves the construction and operation of warehousing and distribution facilities on the MPE Site and upgrades to approximately 2.1km of Moorebank Avenue.

Key components of the Development include:

- Earthworks including the importation of 600,000m³ of fill and vegetation clearing
- Importation, stockpiling and placement of up to 250,000m³ of suitable spoil (separate to the 600,000 m³ of imported clean general fill permitted for bulk earthworks)
- Approximately 300,000m² gross floor area of warehousing and ancillary offices
- Warehouse fit-out
- Freight village, 8000m² gross floor area of ancillary retail, commercial and light industrial land uses

- Internal road network and hardstand across the site
- Ancillary supporting infrastructure within the site, including:
 - Stormwater, drainage and flooding infrastructure
 - Utilities relocation/installation
 - Fencing, signage, lighting, remediation and landscaping
- Moorebank Avenue upgrade including:
 - Raising by about two metres and some widening
 - Embankments and tie-ins to existing Moorebank Avenue Road levels
 - Signalling and intersection works
- Intersection upgrades along Moorebank Avenue including:
 - Moorebank Avenue/MPE Stage 2 access
 - Moorebank Avenue/MPE Stage 1 northern access
 - Moorebank Avenue/MPE Stage 2 central access
 - MPW Southern Access/MPE Stage 2 southern emergency access.

The location of the Development site is shown in Figure 1-1.

Moorebank Avenue Realignment Works (MARW) was approved by the NSW Minister for Planning on 14 October 2021 as State Significant Infrastructure (SSI-10053) (Infrastructure Approval) under Division 5.2 of the *Environmental Planning and Assessment Act 1979* (EP&A Act). It is also a controlled action under Section 130(1) and 133(1) of the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) and was approved by the Minister for the Environment on 7 December 2021 (EPBC Approval 2020-8839).

The footprint of MARW, which generally runs along the northern and eastern boundary of the MPE Site, interfaces and encroaches on the MPE Site. In order to allow for progression of construction works for MARW (in particular, the northern carriageway), some early preparatory works are required that are located within the MPE Site (where the project boundaries overlap). These works are undertaken under the MPE CEMP, with the MARW CEMP not being relevant to these works.

Construction Flood Emergency Management Plan

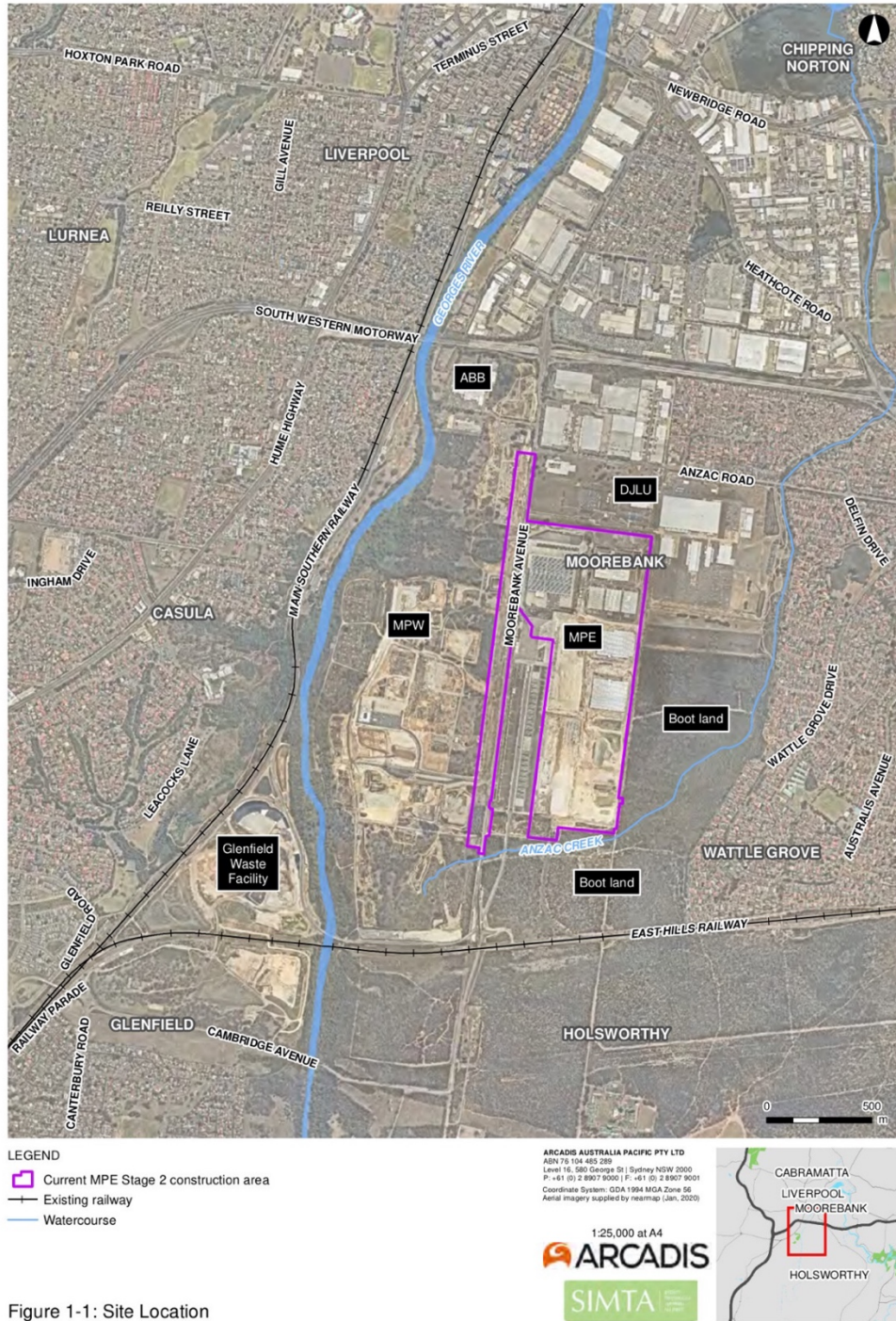


Figure 1-1 Site Location

1.3. Development Consent

The MPE Stage 2 was assessed by the Department of Planning Housing and Infrastructure (DPHI, formerly Department of Planning and Environment) under Part 4, Division 4.1 (now Division 4.7 as of 1 March 2018) of the EP&A Act as SSD. The Planning Assessment Commission granted consent for the MPE Stage 2 Development on 31 January 2018 and is subject to the Minister's CoCs (ref SSD 7628). The Development, including its potential impacts, consultation and proposed mitigation and management, is documented in the following suite of documents:

- SSD consent 7628, as consolidated
- SSD partial consent (subdivision) SSD 7628, as consolidated
- Moorebank Precinct East – Stage 2 – Environmental Impact Statement (Arcadis Australia Pacific Pty Limited, December 2016)
- Moorebank Precinct East – Stage 2 – Response to Submissions (Arcadis Australia Pacific Pty Limited, July 2017)
- Consolidated assessment clarification responses issued on 10 November 2017.
- MPE *Environmental Protection and Biodiversity Conservation Act 1999* (EPBC Act) Approval (No. 2011/6229) granted on March 2014
- Moorebank Precinct West (MPW) *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) Approval (No. 2011/6086) granted on September 2016 (for Moorebank Avenue Upgrade Works only).

1.4. Development Delivery Phases

The construction period was anticipated to be approximately five years, which is generally divided into three works phases.

The terminology for the Development phases or periods was developed from the preparation of the EIS and RtS documentation in response to the language of the CoCs and the need to stage the delivery of the environmental management documentation required by the CoCs.

Current terminology, and the equivalent terminology from the CoC and RtS are included in Table 1-1.

Table 1-1 Development Delivery Phase Terminology

Delivery Phase	CoC A18 Phase Equivalent	MPE Stage 2 RtS Works Period Equivalent
Early Works	Early works	Works Period A: Pre-construction
	Fill importation (to 60,000m ³)	Works Period B: Site preparation
Northwest Priority Area	Early Works	Works Period A: Pre-construction
	Fill importation (to 60,000m ³)	Works Period B: Site preparation
	Construction (to the extent described in Table 1 of the DPE Approval Letter for Northwest Priority Works, dated 29 March 2018)	Works Period E: Bulk earthworks (to the extent described in Table 1 of the DPE Approval Letter for Northwest Priority Works, dated 29 March 2018)
Construction Phase A	Fill importation Construction	Works Period B: Site preparation
		Works Period E: Bulk earthworks, drainage and utilities
		Works Period F: Construction and internal fit out of warehousing
		Works Period G: Miscellaneous construction works
Construction Phase B	Fill importation Construction	Works Period C: Construction of Moorebank Avenue Diversion Road
		Works Period D: Pavement and intersection works along Moorebank Avenue
		Works Period E: Bulk earthworks, drainage and utilities

Additional details of the delivery phases are included in the Construction Environmental Management Plan (CEMP, Rev S, 13 December 2023).

1.5. Purpose and Application

This CCCS has been developed to address the Minister’s CoC, Final Compilation of Mitigation Measures (FCMM) and ISCA requirements and aims to demonstrate how stakeholders are to be managed during the Construction phase of the Development. This CCCS has been prepared for the Moorebank Precinct for both MPE and MPW.

This strategy provides the methods to measure and reduce the impact to nearby sensitive receivers by the Construction Contractor during Construction, including all sub-contractor and consultant partners.

The CCCS is to be implemented for the duration of the MPE Stage 2 and for 24 months following the completion of construction. The requirement of an Operational CCCS will be reviewed at this time, subject to the Department’s consideration.

This CCCS must be reviewed and endorsed by the Development’s Environmental Representative (ER). Once ER endorsement is received, CoC C8 requires the CCCS to be submitted to DPHI for approval by the Secretary no later than one month prior to the commencement of a new phase of the Development. This will also satisfy CoC A18 which requires DPHI to be notified at least one month prior to the commencement of a new

phase of the Development. The most recent, approved version of this plan will be implemented to manage the Development activities. Construction is to be undertaken in accordance with the most recent, approved version of this CCCS.

1.6. Staged Submission of This Plan

Subject to the consent of the Secretary (CoC A14), the Development elected to stage the submission of a number of strategies, plans and programs that are required by the CoCs based on the Delivery Works Phases identified in Table 1-2. For a detailed description of the relevant phase, refer to either the EWEMP or CEMP.

In accordance with CoC A15, Table 1-2 identifies the stage of the development to which this document applies, and the relationship between any future stage. The trigger for updating the document is also identified in Table 1-2. When a document is updated, the most recent version of the document will supersede the previous version(s). This CCCS will be implemented for the duration of the MPE Stage 2 development and for 24 months following the completion of construction. The requirement of an Operational CCS will be reviewed at this time, subject to the Department’s consideration. The CCCS will supersede the Early Works CCS which will be implemented for the duration of Early Works.

Table 1-2 Staged documentation and triggers to satisfy CoC A15

Delivery Works Phases	General Description of Works	Current Document	Trigger to Update Document
Early Works			
Early Works	Utilities adjustments and relocations, clearing and stripping of topsoil, heritage salvage, fill importation, establishment of site access, temporary fencing and compound establishment, asbestos and hazardous material removal and demolition of buildings	<input type="checkbox"/> Document prepared to address Early Works only	Prior to the commencement of construction works
Construction			
Construction Phase A	Early Works activities (as described above), bulk earth works, drainage and utilities, construction and internal fit-out of warehousing and finishing works	<input type="checkbox"/> Document prepared to address Construction Works Phase A only (does not address Moorebank Avenue upgrade works)	Prior to the commencement of Moorebank Avenue upgrade works
Construction Phase B	Construction Phase A activities, construction of the Moorebank Avenue Diversion Road, bulk earthworks, drainage and utilities and pavement works	<input checked="" type="checkbox"/> Document prepared to address all construction works (Phase A + Phase B)	

1.7. Objectives and Targets

The LOGOS CES provides a high level overarching framework for communication and engagement activities associated with the MPE and MPW precincts. The LOGOS

contractors and their sub-contractors will communicate and engage with key stakeholders and the community.

The objectives and targets outlined in Table 1-3 directly support and underpin the objectives outlined in the LOGOS CES.

Table 1-3 Objectives and Targets

Objective	Target	Timeframe	Accountability
Minimise Development related complaints through consultation and awareness	< 3 substantiated complaints per month	Throughout construction	Contractor's Works Package Manager (CM)
Provide accurate, timely and reliable information about Construction activities and impacts	100% of communiques are delivered within Development timeframes specified in Section 3.4.2	Throughout construction	Contractor's Works Package Manager (CM)
Under the guidance of the CEC, respond in a timely and professional manner to complaints raised by community stakeholders	100% of complaints to be responded to within agreed timeframes.	Throughout construction	Community Engagement Consultant (CEC)

2. Environmental Management

2.1. Legal and Other Requirements

Table 2-1 details the legislation, planning instruments and guidelines considered during development of this strategy.

Table 2-1 Legislation, Planning Instruments and Guidelines

Legislation	Description	Relevance to this CDWMP
<i>Environmental Planning and Assessment Act 1979</i>	This Act establishes a system of environmental planning and assessment of development proposals for the State.	The CoCs and obligations are incorporated into this plan.
ISO10002-2006 – Customer Satisfaction – Guidelines for Complaints Handling in Organisations	This international standard provides guidance on complaints handling for all commercial and non-commercial activities.	The CEC have developed the complaints management system in accordance with this standard.
Infrastructure Sustainability Council of Australia (ISCA)	The ISCA ratings scheme establishes guidelines that advance sustainability outcomes in infrastructure.	The targeted ISCA credit requirements are incorporated in this strategy.
International Association of Public Participation (IAPP) Core Values and Principals	This international member association provides values and principles that guide the practice of community engagement incorporating governments and individuals that impact the public interest.	The values and principles of the IAPP are incorporated into this strategy.

2.2. Development Consent Compliance Matrices

Development consent compliance matrices are included in Appendix A.

2.3. Roles and Responsibilities

Table 2-2 outlines the key responsibilities associated with this CCCS.

Table 2-2 Roles and Responsibilities

Role	Responsibilities
Community Engagement Consultant (CEC) (TSA Management)	<p>TSA Management is the CEC for LOGOS and is the 'control tower' for all public communications; they are the central contact to keep nearby residential receivers informed of the progress of the development. Their responsibilities are as follows:</p> <ul style="list-style-type: none"> • Preparing and coordinating content for the Development's website, newsletters, factsheets etc. • Working with subcontractors in the organisation and delivery of community information sessions • Reviewing subcontractor community relations materials, including notifications, letters, advertising, signs and factsheets

Role	Responsibilities
	<ul style="list-style-type: none"> • Responding to community and stakeholder calls and emails in compliance with the Complaints Handling and Enquiry Handling Processes as outlined in Appendix C and Appendix D • Preparing overarching Development key messages • Managing the calendar of all Development communication and engagements activities • Coordinating regular subcontractor communications meetings, to be held initially on a weekly basis Liaising with LOGOS on all of the above.
Precinct Developer	<ul style="list-style-type: none"> • Responsible for management of all media enquires
Development Manager (Communications) (DM Communication)	<p>The Development Manager (Communications) (DM Comms) is to liaise with the CEC, Development Manager, Construction Manager, Site Supervisors, Environmental Manager and other relevant staff as required to provide the following Development-specific community stakeholder management and engagement responsibilities are delivered in a professional and timely manner. The Community Liaison Manager is to:</p> <ul style="list-style-type: none"> • Provide a coordinated approach with the Principal's Representative and CEC and inform the Principal's Representative of all material issues raised by stakeholders and the community • Develop strategies, policies, principles and standards for stakeholder consultation and community engagement and act in accordance with them • Check that relevant stakeholders (including the Principal) and the community are provided with adequate notification of the Works and milestones that may impact them through the timely provision of Development information to CEC for the Development website, newsletters, factsheets etc. following the General Content Approval Process (Appendix E) • Work with CEC in the organisation and delivery of community information sessions • Contribute to CEC's preparation of the overarching Development key messages • Collaborate with CEC for the management of all Development communication and engagements activities • Participate in Development communication meetings, to be held initially on a weekly basis, and providing: <ul style="list-style-type: none"> - a summary of the current and upcoming delivery activities for the Works; - an update on any current and emerging issues in relation to stakeholder and community liaison; and - a register of any complaints received directly, including any updates and actions taken to resolve them • Design and deliver Community Awareness Training for the Development team and all subcontractors • Contact the Principal immediately in relation to planned or unplanned community protests that may arise during the performance of the Works • Be the central contact person to keep nearby sensitive receivers regularly informed about the development of the Development

Role	Responsibilities
	<ul style="list-style-type: none"> • Liaise with CEC on all of the above. Respond to community feedback and take action to quickly resolve complaints as directed by Contractor's EM or Contractor's WM.
Contractor's Environmental Manager (Contractor's EM)	<ul style="list-style-type: none"> • Address CoC and other Development requirements and attend stakeholder meetings as required • Confirm that consultants and sub-contractors have been inducted and comply with this Strategy
Contractor's Works Package Manager (Contractor's WM)	<ul style="list-style-type: none"> • Effective and efficient lines of communication are to be established and maintained between the wider Development team and the Communication Manager • Provide updates and information to confirm notifications and other requirements are met • Support in the response to complaints and enquires and implement actions/resolutions • Provide information for reporting as required • Attend stakeholder meetings as required
All Personnel	<ul style="list-style-type: none"> • Report any community interaction to the Community Liaison Manager • All personnel should be familiar with the requirements of this Strategy and receive appropriate induction • Identify potential impacts from works on the community • Implement and manage relevant impact mitigation
Site Supervisor	<ul style="list-style-type: none"> • Support in the response to complaints and enquires where required • Interact with members of public in a positive and respectful manner • Consider impacts on stakeholders and the community during planning and implementation of work • Report any community interaction to the Community Liaison Manager
Principal's Representative	<ul style="list-style-type: none"> • Review the CCCS to confirm that it meets all relevant regulatory and Development requirements • Issue a stop work direction immediately where an unacceptable environmental or community impact may occur • Liaise with relevant regulators if an incident occurs • Review regional environmental performance through the monthly reporting cycle • To manage all aspects of the contract between LOGOS and the construction contractor • Stop works if required

2.4. Training

All personnel working on the Development are to undergo general environmental awareness training and training about their responsibilities under the CEMP and sub-plans, including CCCS in accordance with Section 2.7 of the CEMP. Records of Development environmental induction and other environmental training are to be maintained in the Construction Contractor’s site office.

The environmental induction will include the following stakeholder management requirements:

- Procedure for reporting of complaints and enquiries
- Adequate behaviour when interacting with stakeholders including the local community
- Management of media enquiries.

Toolbox meetings are to be undertaken, as and when required reiterating stakeholder management requirements.

2.5. Incident Management

Incidents are to be managed in accordance with Section 2.8 of the CEMP. The Construction Contractor is to notify the Principal’s Representative of any incident which can reasonably be expected to attract the attention of the media, the Minister for Finance, Minister for Infrastructure and Regional Development, a local Member of Parliament, local council or the broader community immediately after the incident is made safe or is contained.

In the event of an incident, no information is to be provided to any person, other than that which is required to directly manage the incident or to comply with law, without the approval of the Principal’s Representative.

Senior and experienced personnel to be made available to support LOGOS in responding to stakeholders, the media or the public as required and assist in the development of communications materials that may need to be disseminated as a result of an incident.

2.6. Communication Tools

Section 2.8 of the LOGOS CES outlines the overarching Development engagement tools, purpose and responsibility.

Where relevant all communication tools are to reference access to the information via a community language Information Line in the five most commonly spoken languages in the Liverpool region – Fijian, Arabic, Vietnamese, Hindi and Filipino.

Table 2-3 summarises the interaction between the Construction Contractor and LOGOS to contribute to and/or develop the communication tools for the Development.

Table 2-3 Communication Tools

Tool	Purpose	Responsibility
Development Contacts		
Development Email	moorebank@tsamgt.com , this email is the primary contact point for use on the Development and is managed by the CEC.	CEC

Tool	Purpose	Responsibility
	Incoming emails relating to the Development will be redirected to the DM Communications for actioning, as necessary	
24 hour Development information line	1800 986 465 The CEC is responsible for managing the information line. All calls coming through to the line are to be triaged to the appropriate package of work.	CEC to direct calls to DM Communication or Contractor's Environmental Manager who will manage these appropriately
Postal Address	Moorebank Intermodal Precinct c/- TSA Management Level 15, 207 Kent Street, Sydney NSW 2000. The CEC is responsible for managing incoming letters. Where required, letters will be triaged to the appropriate package of work.	CEC

Community Information

Development Website	<p>https://moorebankintermodalprecinct.com.auThe Development website is to be managed by the CEC and relevant content provided by the Construction Contractor would be made available. This content would include:</p> <ul style="list-style-type: none"> • MPE Stage 2 EIS and RtS • Development Layout Plans, design plans and amended water-sensitive urban design and architectural design plans • All approved strategies, plans and programs required under the MPE Stage 2 development consent • Comprehensive summary of monitoring results • Complaints register • Annual reviews of the development • Independent environmental audit reports • MPE Stage 2 Conditions of Consent • Updated Biodiversity Assessment Report • MPE Stage 2 Final Compilation of Mitigation Measures • All statutory approvals for the Moorebank development • Summary of the current stage and progress of the development 	DM Communication to provide information to CEC
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Tool	Purpose	Responsibility
	<ul style="list-style-type: none"> • Contact details to enquire about the development or make a complaint • Regular reporting on the environmental performance of the Moorebank development. <p>As reports, plans, programs and strategies are updated, they would be made available on the Development website.</p>	
Community Update	Development updates are to be posted on the website and newsletters are to be distributed as required.	DM Communication to provide detail to CEC
Community Notification	<p>Specific notifications regarding works being undertaken for potentially affected neighbouring property owners and businesses before undertaking major activity or milestones. These may include:</p> <ul style="list-style-type: none"> • Commencement and completion of works • Noisy works • Out of Hours • Changes to traffic, parking or access <p>Community notifications include all Community Updates, Out-of-Hours notices, Development information flyers and other communications material. The notifications are to proactively notify the community and key stakeholders of current and forthcoming activities including those that have the potential to impact on the community. All notifications are to include the Development contact numbers, details of the Development website and an email address to refer any enquiries.</p>	DM Communication to provide detail to CEC, CEC to approve and distribute
Advertisement	<p>Used to inform the wider community about early works and upcoming engagement opportunities. In particular, advertisements may be used to inform the community about changes to traffic conditions.</p> <p>The Development contact details are to be published in the newspaper(s) circulating in the local area prior to the commencement of early works and prior to the commencement of operation.</p>	DM Communication to provide detail to CEC, CEC to approve and distribute
Face to face, phone calls, letters	This may include door knocking, face to face contact or phone calls with affected residents or	DM Communication with CEC in attendance

Tool	Purpose	Responsibility
	<p>businesses. Particularly if works impacts on individuals.</p> <p>A record of conversation is to be logged with CEC.</p>	
Signage	<p>Signage to be placed a minimum of seven days prior to changes which may impact on pedestrian routes, cycle ways, traffic conditions and access to public transport.</p> <p>Development contact details are to be included in on-site signage</p>	DM Communication with CEC liaison
Community Information and Feedback Sessions	<p>Drop-in sessions are to be used to update the community on construction works and to seek feedback. The sessions are to be scheduled as required with a minimum of two held per year. The sessions are to be held in locations accessible to the local community.</p>	Organised by CEC and attended by relevant Construction Contractor personnel
Meetings		
Stakeholder Meetings	<p>Where required, key stakeholders will be invited to meetings to resolve issues or be provided with additional information etc. as required. These meetings are to be attended by the DM Communication and Construction Manager (or delegate). CEC will be notified and attend if required.</p> <p>Details of the meeting are to be recorded in Consultation Manager.</p>	DM Communication and CEC to organise meetings
Community Consultative Committee meetings	<p>The CCC is to determine the frequency of these meetings. Meetings are to be attended by the independent chairperson, applicant, Council, members of the local community and stakeholder groups. Meetings to discuss the progress of the Development, consider community issues and concerns, review environmental impacts of the Development and provide information on the progress of the Development.</p>	CEC to attend
Communication coordination meetings	<p>Fortnightly meetings between the Construction Contractor and LOGOS are to be undertaken. This may include subcontractors as required.</p>	DM Communication to attend
Reporting		

Tool	Purpose	Responsibility
Monthly	A monthly report summarising key stakeholder engagement activities to be provided to LOGOS.	DM Communication
Compliance	Details of stakeholder engagement to be provided to LOGOS in order to undertake compliance reporting in accordance with the Development Conditions of Consent.	DM Communication
Consultation Manager	Consultation Manger is a database which is to be used by CEC to record any stakeholder engagement	CEC. DM Communication to provide information to CEC
Calendar of Works	A calendar of communication and stakeholder engagement work to be developed and to contain items that are perceived to potentially attract a high level of interest. The calendar is to be presented for discussion at regular Development communication and engagement meetings	CEC. DM Communication to provide information to CEC
Training		
Site induction, pre-start meetings and toolbox talks	All site staff are to attend the site induction which outlines the Development's community engagement requirements. Pre-start meetings and toolbox talks are to be used to reiterate this message and detail specific concerns as required.	

3. Implementation

3.1. Stakeholder Identification

Various stakeholder groups will be consulted with at different times throughout Construction. Table 3-1 outlines the stakeholders to be proactively communicated with.

Table 3-1 Stakeholder Identification

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement	
Client Delivery Team	Qube/LOGOS	1800 986 465 moorebank@tsamgt.com	Collaborators	
	Aspect Environmental	[REDACTED]		
	Tactical Group	(02) 8907 0700		
	Contractors (BMD)	Senior project Manager [REDACTED]		
Government Agencies	Department of Planning Housing and Infrastructure	1300 305 695	Consult/Involve	
	Department of Climate Change, Energy, the Environment and Water	1800 920 528		
	Liverpool City Council	1300 362 170		
	Infrastructure NSW	(02) 9216 5700		
	Office of Environment and Heritage	(02) 9995 5000		
	Environment Protection Authority	131 555		
	Department of Primary Industries – Fisheries	1300 550 474		
	NSW Government Water	1300 081 047		
	State Emergency Services	Ambulance NSW		(02) 9320 7777
		Police NSW		131 444
NSW RFS		(02) 8741 5555		
	NSW Fire and Rescue Service			

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
		(02) 9265 2999	
	Heritage Council of NSW	(02) 9873 8500	
	Department of Defence	1800 333 362 Yourcustomer.service@defence.gov.au	
	Transport for NSW	131 500	
	Transport Management Centre	(02) 8396 1400	
	Utilities Companies	Sydney Water 13 20 92	
		Endeavour Energy General enquiries: 133 718 Emergency assistance: 131 003	
		Jemena Gas <ul style="list-style-type: none"> • Faults and emergencies: 131 909 • General enquiries: 1300 137 Electricity <ul style="list-style-type: none"> • Faults and emergencies: 131 626 • General enquiries: 1300 131 871 	
		Telstra 1 22 00	
		AGL Upstream Investments Consumers: 1300 302 502 Businesses: 1300 302 021	
Federal Government Ministers	Minister for Infrastructure and Regional Development	6277 7520	Inform
	Minister of Finance	6230 0411	
Federal Ministers	Federal Member for Huges	9521 6262	Inform

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
	Federal Member for Werriwa	8783 0977	
State Government Ministers	NSW Minister for Transport	7225 6060	Inform
	NSW Minister for Roads	7225 6020	
State Members	State Member of Holsworthy	9825 3653 holsworthy@parliament.nsw.gov.au	Inform
	State Member for Liverpool	9602 0040 liverpool@parliament.nsw.gov.au	
Interested Parties	Registered Aboriginal Parties:	Tharawal Local Aboriginal Land Council (LALC)	Consult/Involve
	• Tharawal Local Aboriginal Land Council	(02) 4681 0059 reception@tharawal.com.au	
	• Cubbitch Barta Native Title Claimants Aboriginal Corporation	Cubbitch Barta Native Title Claimants Aboriginal Corporation	
	• Darug Tribal Aboriginal Corporation	(02) 4684 3829 kgchalk@bigpond.com	
	• Darug Aboriginal Cultural Heritage Assessments	Darug Tribal Aboriginal Corporation (02) 9622 4081	
	• Tocomwall Darug Land Observations	Darug_tribal@live.com.au	
	• Darug Custodian Aboriginal Corporation	Darug Aboriginal Cultural Heritage Assessments	
	• Darug Aboriginal Landcare Inc	(02) 9410 3665 Darug Custodian Aboriginal Corporation 0415 770 163 info@darugcorporation.com.au Darug Aboriginal Landcare Inc 0408 360 814	
East Liverpool Progress Association	Elpa2008@gmail.com		
Residents against Intermodal Development	info@raidmoorebank.org		

Stakeholder Group	Specific Stakeholder	Contact Details	Level of Engagement
	No Intermodal Committee	Not publicly available	
Impacted Community and Business	Travelling Public	Community notice in newspapers	Inform
	Residents of Casula, Wattle Grove, Moorebank and Glenfield	Letterbox drop	
	All Saints College	9602 4555 info@ascc.catholic.edu.au	
	Casula Powerhouse	9824 1121 reception@casulapowerhouse.com	
	Glenfield Farms	131 555 info@environment.nsw.gov.au	
	Neighbouring businesses	ABB (02) 9821 0111	
	Glenfield Waste Facility	9601 8766 http://www.glenfieldrecycling.com/contact/	
	Liverpool Chamber of Commerce	9600 5200 info@liverpoolchamber.org.au	
	Users of Leacocks Trail/Weaving Garden Path	Community notice in newspapers	
Other	Local and national media such as the Liverpool Leader, Liverpool Champion	Liverpool Leader 8778 2833 editor@liverpoolleader.com.au	Inform
		Liverpool Champion 9794 6082 ihorner@fairfaxmedia.com.au	

3.2. Aspects, Impacts and Risks

Table 3-2 outlines the potential impacts to stakeholders from Construction activities and provides a list of mitigation measures that are to be implemented to address these impacts.

Table 3-2 Impacts and Risks

Construction Activity	Description of Potential Impacts	Management/Mitigation Measures Required
Noise and Vibration	<p>Noise due to operation of machinery and equipment impacting residents, businesses and visitors to community venues</p> <p>Complaints from nearby residents and businesses</p> <p>Negative media</p> <p>Reputational damage</p>	<p>Abatement measures such as acoustic hoarding</p> <p>Implementation of mitigation measures as outlined in the CEMP</p> <p>Training of site staff in mitigation measures through toolbox talks and pre-start meetings</p> <p>Noise monitoring</p> <p>Community notifications as appropriate</p>
Human Health	<p>Contaminated materials such as asbestos in buildings</p>	<p>Asbestos and dust monitoring will be undertaken in accordance with the Construction Air Quality Management Plan (CAQMP) and the Contamination Management Plan (CMP)</p> <p>Implementation of Contractor Health and Safety Management Plan for the safety of all staff and visitors and members of public in the vicinity of the Development</p> <p>Training of staff through site induction, toolbox talks and pre-start meetings</p> <p>Community notifications as appropriate</p>
Traffic	<p>Heavy vehicles and oversized deliveries causing delays/ access impacts to local businesses, residents and community venues</p> <p>Noise associated with increased traffic</p> <p>Increased traffic on local roads and the associated safety risks</p> <p>Queuing of delivery trucks</p> <p>Trucks using non-approved haul routes</p> <p>Damage to roads</p>	<p>Site induction to confirm access routes and contractor parking areas on site</p> <p>Truck access parameters as per the Construction Traffic Access and Management Plan and monitoring by the Site Supervisors</p> <p>Variable message signage (VMS) on Moorebank Avenue advising motorists of construction traffic access routes during peak times of construction traffic</p> <p>Community notifications as appropriate</p>
Air Quality	<p>Reduction in air quality and increase in dust</p> <p>Complaints from nearby residents and businesses</p> <p>Negative media</p> <p>Reputational damage</p>	<p>Implementation of mitigation measures as outlined in the CAQMP</p> <p>Air quality monitoring as outlined in the CAQMP</p>

Construction Activity	Description of Potential Impacts	Management/Mitigation Measures Required
Visual and Social Amenity	<p>Community concern regarding visual impacts during works</p> <p>Risk of impacts to Georges River through inadequate erosion and sediment control</p> <p>Changes in visual amenity to the local area</p> <p>Impact on potential indigenous or other heritage site</p>	<p>Delivery of the Development strictly in accordance with the Principal's Requirements and Conditions of Consent and tightly aligned to all approved Development Plans and strategies</p> <p>Community notifications as appropriate</p>

3.3. Cumulative Impacts

3.3.1. Human Health

The demolition of buildings containing asbestos on the MPE and MPW sites (Moorebank Logistic Park) has the potential to cause human health impacts if not handled, transported and disposed of in an appropriate manner. However, the demolition is to be undertaken in accordance with all State and Federal guidelines and legislative requirements and is to be undertaken over a short period of time. Accordingly, the potential cumulative impact is considered likely to be low

3.3.2. Visual Amenity

Both the MPE and MPW sites are effectively screened from surrounding sensitive receivers by existing vegetation to the west, south and east, and existing Defence and industrial areas to the north. Proposed landscaping will assist in minimising any visual impacts once construction is complete.

In addition, the Development and the MPE Stage 1 and MPW Stage 2 Developments are in keeping with the existing industrial nature of both sites, and therefore, it is not anticipated for the cumulative scenario to result in any visual impacts above what was assessed for the Development in isolation.

3.3.3. Other

Other potential cumulative impacts resulting from construction activities relate to air, noise and traffic. Aspect specific cumulative impacts are discussed in the relevant subplans, including the Construction Air Quality Management Plan, Construction Noise and Vibration Management Plan and Construction Traffic and Access Management Plan respectively.

3.4. Community Consultative Process

3.4.1. Community Consultative Committee

The CEC are in the process of establishing a Community Consultative Committee (CCC), where stakeholder nominations closed on 9 April 2018. The independent chair is currently collating the nominations to send to DPE to select the successful members.

The CCC acts as an advisory committee and comprises the Applicant, Council, members of the local community, stakeholder groups and an independent chairperson. Meetings will discuss the progress of the Development, consider community issues and concerns, review environmental impacts of the Development and provide information on the progress of the Development. The CCC will operate for the duration of construction and at least 5 years following the commencement of operation. The committee will determine the

frequency of meetings taking into consideration the stage of the Development, level of public interest and sensitivity of the site and surrounding area. The frequency of meetings may vary as the Development progresses through its different phases of construction and into operation of the Development.

3.4.2. Notification Timeframes

The ESR CES outlines the communication and engagement timeframes to be adhered to by the Contractor. These are reiterated in Table 3-3 below.

Table 3-3 Engagement Timeframes

Communication	Timing
Complaints	<ul style="list-style-type: none"> • Acknowledge complainant within 4 hours (where contact details are provided), even when an answer has not yet been found • Provide a written and/or verbal response to complainant within 24 hours • Record the complaint received in the database within 48 hours • Forward information on any complaints received and details of any actions undertaken or proposed or investigations occurring to ESR in writing within one business day
Enquiries	<ul style="list-style-type: none"> • Acknowledge the enquirer within 8 hours (where contact details provided), even when an answer has not yet been found • Provide a verbal response (where an immediate response cannot be given) within 24 hours from the time of the enquiry being received unless the enquirer agrees otherwise • Provide a written response to letters and emails within 48 hours • Record all enquiries received in the database within 48 hours • Report monthly on any enquiries received and responses given.
Community Notification	<p>Community notifications are required in the following circumstances where works may impact on the community:</p> <ul style="list-style-type: none"> • Night works • Changes to traffic conditions • Modifications to pedestrian routes, cycleways and bus stops • Out of hours works • Extended hours of work • High noise activities • Disruption to residential or business access, and • Changing or disruption of utility services <p>Notifications will be issued across the agreed distribution area at least 7 days prior to works which may have an impact on the community or stakeholders. Notifications must be approved by CEC.</p> <p>The Contractor must provide written notification to relevant utility service authorities and the Principal at least 7 days before commencing any utility service works.</p>

High noise activities may include jack hammering, vibratory rolling, cutting of pavement, steel of concrete works that may generate noise with impulsive, intermittent, tonal or low frequency characteristics.

Signage

Installed at least 7 days before any changes that impact on pedestrian routes, cycle ways, traffic conditions or access to public transport.

3.4.3. Approval Process

The contractor must provide a minimum of 15 business days' notice to LOGOS prior to the commencement of any activity where a community notification is required. The following information must be provided:

- Works to be undertaken
- Location of work
- Hours of work
- Duration of activity
- Likely impacts (including noise, vibration, traffic, access and dust).

All mass-public communication materials are to be submitted to LOGOS for review and approval at least five business days before it is planned to be released. This includes newsletters, website updates, community notifications, letters, advertisements, signs and proactive emails. A minimum of 20 business days' notice is to be provided (to LOGOS) of significant development milestones to enable the Principal to develop its media response.

Draft materials are to be reviewed and approved by the CEC before being submitted to LOGOS for final approval. It is expected that LOGOS is to provide approval to non-urgent material within two business days. No materials will be released until it has been approved.

For urgent communications where it is not feasible to submit the material for approval five business days in advance, written advice is to be provided to LOGOS explaining why the approval needs to be expedited and the requested deadline for approval. This situation would apply in the case of emergency works.

Any out of hours works or extended hours' work must be undertaken in line with the CNVMP Out of Hours Work Protocol and Extended Hours Works Plan.

3.4.4. Extended Hours Work Plan and Out of Hours Work Protocol

An Out of Hours Work Protocol will be prepared for any construction works undertaken outside the hours specified in CoC B65 and circumstances specified in CoC B67. If construction works are required to be undertaken outside of hours specified in CoC B65 and circumstances specified in CoC B67, notification to sensitive receivers will be undertaken in line with measures outlined in Table 3-3.

An Extended Hours Work Plan will be prepared for any construction works that are required to be undertaken during the Extended Hours Works Periods identified in CoC B69. If construction works are required to be undertaken during Extended Hours Works Periods, notification will be undertaken in line with measures outlined in Table 3-3.

3.4.5. High – Noise Activities and Traffic Disruptions

Traffic disruptions and high noise activities are likely to occur during Construction. The following procedure will be followed to inform nearby residential receivers of traffic disruptions and high noise activities:

- Contractor's CM to identify types and durations of works which may generate high-impact noise or disrupt traffic flows during works scheduling and notify DM Communication prior to quarterly Community Consultative Committee Meetings
- Works scheduling to be discussed at CCC meetings, with members given the opportunity to raise concerns around timing of works, for example due to school holidays or local events etc.
- Contractor's CM to review schedule and amend where possible and provide DM Communication details or works being undertaken
- DM Communication to develop content to be included within community notification and submit content to CEC a minimum of 14 days prior to works commencing for review and approval
- CEC to review and approve notification, and distribute to the impacted nearby sensitive receivers a minimum of 7 days prior to the works commencing. CEC will also update the Development website with the relevant information. Appendix A identifies sensitive receivers that would be notified prior to the commencement of works that would cause traffic disruptions.

The notification will also be included on the Development website.

3.4.6. Complaints and Enquiries

Complaints and enquiries may be received directly from stakeholders to members of the Development team, or indirectly via the 24-Hour Development information line, email address or postal address. The procedure for recording, responding to, and managing complaints is included within Appendix B.

3.4.6.1. 24 – Hours Contact

The CEC will be the first responder to all calls on the 24-hour Development Information Line and will respond directly to all calls relating to the overarching Development.

The contractor will nominate two 24-hour contacts such as the DM Communication and Construction Manager who are available to answer and respond to calls relating to the Development.

Community members are also able to use the Development email address for Development questions, and access the Development website for additional Development information.

3.4.6.2. Complaints Register

All complaints and enquiries will be logged in the Consultation Manager Database by the CEC. The following information will be recorded in the complaints register:

- Name of enquirer/complainant
- Address of enquirer/complainant
- Form of enquiry/complainant
- Time and date of enquiry and/or complaint

- Nature of enquiry/complaint
- Allocation of enquiry to relevant Contractor
- Details of the investigation into the complaint
- Response provided to address the complaint
- Confirmation of response with CEC
- Verification of the closeout of the complaint
- Any follow up with the complainant.

Upon request from the Secretary, the CEC will provide the complaints register to the Secretary within 7 days of request.

3.4.6.3. Dispute resolution

Should a complaint not be able to be resolved between the complainant and the Development team including LOGOS, a third party independent mediator may be used to help resolve the dispute.

Generally, this mediator will be the Environmental Representative (ER) as they are independent of the design and construction personnel, and have been approved by the Secretary.

In accordance with CoC C24(g), the ER will “if conflict arises between the Applicant and the community in relation to the environmental performance of the development, attempt to resolve the conflict, and if it cannot be resolved, notify the Secretary”.

In all cases of conflict, except for environmental performance, an independent third party mediator (which is not the ER) will be used.

3.4.7. Media and Government Resolutions

The CEC and DM Communications are responsible for managing all media inquiries. All Development personnel will be informed of the media obligations through the Development induction which will include the following detail:

- The DM Communication to be advised immediately of any media inquiries, who will then advise LOGOS as soon as possible, and within 2 hours of any media approach
- All personnel will be required to issue the Development Information number if approached by anyone, including media
- Media will not be permitted to visit the Development without the written approval of the LOGOS PD.

Direct requests from the media to any personnel for information about the Development will be referred directly to the LOGOS PD and the CEC.

4. Monitoring and Review

4.1. Monitoring

Monitoring under this strategy is to be undertaken by the Contractor's Environment Manager during weekly inspections of Construction activities to monitor compliance and conformance with the requirements of the CoC, ISCA requirements and this strategy. To minimise impact on the community and to rectify any issues to avoid potential complaints, weekly inspections will focus on the following key construction issues:

- Noise and vibration
- Traffic management
- Air quality.

An Environmental Inspection Checklist is to be used to maintain compliance, conformance and effectiveness of controls. Items that require action will be documented during environmental inspection and notified to the site supervisor. The site supervisor is to be responsible for providing appropriate resources in terms of labour, plant and equipment to enable the items to be rectified in the nominated timeframes.

Daily inspections and maintenance of controls are to be made by the Site Supervisors and maintenance will be recorded in site diaries during active site works

4.2. Environmental Auditing and Reporting

The Consultation Manager database is to be used to record all Development Community and Stakeholder interactions. This database is to be populated by the CEC for complaints and enquiries received through the 24-Hour Development information line, email address or postal address with the Contractor responsible for providing information to the CEC in how the complaint or enquiry was addressed. The Construction Contractor is to provide the CEC with details of any direct enquiries and complaints made to them.

A monthly report to be submitted to the CEC outlining the following:

- Number of communications issued
- Number of complaints and enquiries including response times
- Summary of any stakeholder interactions.

Furthermore, a quarterly report outlining Stakeholder Engagement to be submitted to LOGOS a minimum of 20 business days prior to the end of each reporting quarter.

4.3. Non-compliances, Non-conformances and Actions

It is the responsibility of all site personnel to report non-compliances and non-conformances to the Site Supervisor and/or the Contractor's EM.

Non-compliances, non-conformances and corrective and preventative actions will be managed in accordance with Section 4.4 of the CEMP.

4.4. Review and Improvement

Review and improvement of this strategy is to be undertaken in accordance with Section 1.2.7 of the CEMP. Continuous improvement will be achieved by the ongoing evaluation of environmental management performance and effectiveness of this strategy against environmental policies, objectives and targets.

A copy of the updated strategy and changes to be distributed to all relevant stakeholders in accordance with the approved document control procedure.

APPENDIX A COMPLIANCE MATRICIES

4.4.1. Compliance Matrices

The Development is being delivered under Part 4, Division 4.1 (now Division 4.7 as of 1 March 2018) of the EP&A Act. The CoCs include requirements to be addressed in this plan and delivered during the Development. These requirements and how they are addressed along with division of responsibilities is provided in the table below.

Table A-1 Conditions of Consent

CoC	Requirement	Plan Sections	How/Where addressed
A1	In addition to meeting the specific performance measures and criteria established under this consent all reasonable measures must be implemented to prevent, and if prevention is not reasonable, minimise, any harm to the environment that may result from the construction and operation of the development, and any rehabilitation required under this consent	Section 3.2 Section 1.7	Section 3.2 of this CCCS identifies the management measures to be implemented to prevent and minimise environmental harm to the community. Section 4 sets out the processes for monitoring and reviewing the effectiveness of these management measures. Opportunities to further minimise environmental harm will be identified through the ongoing evaluation of environmental management performance and effectiveness of this plan.
A20	All licences, permits, approvals and consents as required by law must be obtained and maintained as required for the development. No condition of this consent removes the obligation for the Applicant to obtain, renew or comply with such licences, permits, approvals and consents.	CEMP – Section 2.5.2 Section 2.1	All applicable licences, permits and approvals will be obtained as required. Approvals, permits and licences required for the Development are discussed in the CEMP in Section 2.5.2. An Environmental Protection Licence (EPL) (No. 21054) was issued by the EPA on 4 June 2018. The licence applies to the Moorebank Precinct areas identified in the Licence premises map condition. Scheduled activities include crushing, grinding or separating, and contaminated soil treatment. The licence enables the importation of material classified under a Resource Recovery Order where the onsite use (approved land use) is consistent with the applicable Resource Recovery Exemption.
B2 (g)	Prior to the commencement of Early Works and Construction, the Applicant must prepare a Construction Traffic and Access Management Plan (CTMP) to the satisfaction of the Secretary. The Plan must form part of the CEMP required by condition C1 and must: (g) include details of the measures to be implemented to minimise traffic safety issues and disruption to local road users including pedestrians/cyclists during construction works including:	Table 2-3 Table 3-3	Table 2-3 and Table 3-3 provide details on how the community will be notified about traffic impacts caused by construction of the Development. Notification will be issued to the community 7 days prior to works that may cause traffic disruptions being undertaken. Details of notifications regarding traffic impacts are also included in the Construction Traffic and Access Management Plan (CTAMP) required under Condition C1.

CoC	Requirement	Plan Sections	How/Where addressed
	(iv) notifying the local community about development-related traffic impacts;		
B2 (j)	Detail procedures for notifying residents and the community (including local schools), of any potential disruptions to transport routes	Section 3.3 Table 3-3	Table 3-3 details the procedure for community notification regarding potential traffic disruptions. Notification will be issued to the local community 7 days prior to works that may disrupt potential transport routes being undertaken. Details of notifications regarding traffic impacts are also included in the CTAMP required under Condition C1.
B77 (l)	A Construction Noise and Vibration Management Plan (CNVMP) must be prepared for the development to the satisfaction of the Secretary. The plan must form part of the CEMP required by C1 and detail how construction noise and vibration impacts will be minimised and managed. The Plan must be consistent with the guidelines contained in the ICNG (DECC, 2009). The plan must be developed in consultation with the EPA and include: (l) a community consultation and complaints handling procedure	Appendix C	Appendix C provides a diagram of the complaints handling procedure for construction of the Development. Details of complaints handling regarding noise and vibration are also included in the CNVMP required under Condition C1.
B154	Before early works and fill importation a Community Consultative Committee (CCC) must be established for the Moorebank Intermodal Precinct (MPE and MPW) in accordance with the Department's Community Consultative Committee Guidelines: State Significant Developments (2016). The CCC must function for the duration of construction and for at least 5 years following the commencement of operation. Notes: <ul style="list-style-type: none">The CCC is an advisory committee only	Section 3.4.1	The CEC has established a CCC for the Moorebank Intermodal Precinct. Section 3.4.1 of this plan discusses the role of the CCC for the Development.

CoC	Requirement	Plan Sections	How/Where addressed
	In accordance with the guidelines, the Committee should comprise an independent chair and appropriate representation from the Applicant, Council and the local community		
B155	No later than one month before early works and fill importation, a Community Communication Strategy must be prepared and submitted to the Secretary for approval. The Community Communication Strategy is to provide mechanisms to facilitate communication between the Applicant, the Council and the community (including adjoining affected landowners and businesses, and others directly impacted by the development), during the design and construction of the development. The Community Communication Strategy must:	This Plan	The EWCCS and the CCCS (this plan) have been prepared to address the requirements of this condition.
B155 (a)	Assign a central contact person to keep the nearby sensitive receivers regularly informed throughout the development	Section 2.6	<p>The CEC will be the central contact for all community enquiries and will develop content to be distributed to the community.</p> <p>The Contractor's Community Liaison Manager will be responsible for timely provision of information to the CEC to enable the community to be kept up to date and informed.</p>
B155 (a)	Detail the mechanisms for regularly consulting with the local community throughout the development, such as holding regular meetings to inform the community of the progress of the development and report on environmental monitoring results	Section 2.6 Table 2-3	Table 2-3 indicates that community information and feedback sessions will be scheduled as required to update the community on the progress of construction works and to seek feedback.
B155 (b)	detail a procedure for consulting with nearby sensitive receivers to schedule high noise generating works or manage traffic disruptions;	Section 3.4.5	Section 3.4.5 provides the procedure for consulting with nearby sensitive receivers to schedule high noise generating activities and to manage traffic disruptions.

CoC	Requirement	Plan Sections	How/Where addressed
B155 (c)	include contact details for key community groups, relevant regulatory authorities, Registered Aboriginal Parties (RAP) and other interested stakeholders; and	Section 3.1 Table 3-1	Table 3-1 provides the contact details of key community groups, relevant regulatory authorities, RAP and other interested stakeholders.
B155 (d)	include a complaints procedure for recording, responding to and managing complaints, including:	Section 3.4.6	The procedure for recording, responding and managing complaints in explained in Section 3.4.6.
	(i) email, toll-free telephone number and postal address for receiving complaints;	Section 2.6 Table 2-3	Table 2-3 in Section 2.6 provides the contact details of the email, toll-free telephone number and postal address for the receipt of complaints.
	(ii) advertising the contact details for complaints prior to and during operation, via the local newspaper and through on-site signage;	Section 2.6 Table 2-3	Table 2-3 indicates that Development contact details will be published in local newspapers and through on-site signage during construction.
	(iii) a complaints register to record the date, time and nature of the complaint, details of the complainant and any actions taken to address the complaint; and	Section 3.4.6.2	Section 3.4.6.2 describes the information that will be recorded in the complaints register. The information that will be recorded includes: the name, address, form, time, date, nature of the complaint and actions taken to address the complaint.
	(iv) procedures for the resolution of any disputes that may arise during the course of the development.	Section 3.4.6.3	The ER will act as a mediator to resolve disputes that are unable to be resolved by the Development team. Section 3.4.6.3 further describes the procedure.
B156	The Applicant must:		
B156 (a)	not commence construction until the Community Communication Strategy is approved by the Secretary;	This Plan	Upon approval of this plan. The plan will address the requirement of this condition.
B156 (b)	implement the approved Community Communication Strategy for the duration of the development and for 24 months following the completion of operation.	This Plan	Section 1.5 and Section 3 of this plan address the requirement of this condition.

CoC	Requirement	Plan Sections	How/Where addressed
B157	The Complaints Register must be provided to the Secretary within 7 days upon request, for the period detailed within the request	Section 3.4.6.2	Section 3.4.6.2 addresses the requirement of this condition.
C20 (a)	<p>At least 48 hours before the commencement of construction until the completion of all works under this consent, including demolition and remediation, the Applicant must:</p> <p>(a) make copies of the following publicly available on its website:</p> <p>(i) the documents referred to in condition A2 of this consent;</p> <p>(ii) all current statutory approvals for the development;</p> <p>(iii) all approved strategies, plans and programs required under the conditions of this consent;</p> <p>(iv) regular reporting on the environmental performance of the development in accordance with the reporting arrangements in any plans or programs approved under the conditions of this consent;</p> <p>(v) a comprehensive summary of the monitoring results of the development, reported in accordance with the specifications in any conditions of this consent, or any approved plans and programs;</p> <p>(vi) a summary of the current stage and progress of the development;</p> <p>(vii) contact details to enquire about the development or make a complaint;</p> <p>(viii) a complaints register updated on a monthly basis;</p> <p>(ix) the Annual Reviews of the development;</p>	Table 2-3	Table 2-3 indicates that the Development website will make the documents listed in this condition publicly available.

CoC	Requirement	Plan Sections	How/Where addressed
	(x) audit reports prepared as part of any independent environmental audit of the development and the Applicant's response to the recommendations in any audit report; (xi) any other matter required by the Secretary; and		
C20 (b)	(b) keep such information up to date, to the satisfaction of the Secretary.	Table 2-3	Table 2-3 indicates that as strategies, plans, reports and programs are updated, they will be made available on the Development website.

The Final Compilation of Mitigation Measures (FCMMs) were prepared as part of the MPE Stage 2 Response to Submissions Report (Arcadis 2017). A list of the FCMMs as relevant to the Development and how they have been compiled in this plan are provided in table below.

Table A-2 Final Compilation of Mitigation Measures

FCMM	Requirement	Document Reference
15A	A community information awareness strategy would be included in the CEMP and would outline measures to maintain communication with the community and all relevant stakeholders throughout the construction process of the Amended Proposal. Additionally, written notification would be provided to potentially affected and adjoining land owners prior to commencement of site operations	This Plan

The EPBC Act approval for the MPE Concept was granted by the Commonwealth Department of Climate Change, Energy, the Environment and Water in March 2014 (No. 2011/6229). This approval was provided for the impact of the MPE Development on listed threatened species and communities (Sections 18 and 18A of the EPBC Act) and Commonwealth land (Sections 26 and 27A of the EPBC Act).

The construction and operation of the Development has been designed to be consistent with the EPBC Act Approval conditions, where relevant. Commonwealth Concept Approval conditions for the Development include specific conditions and commitments that are required to be addressed in the CEMP and the CCCS. These conditions are identified in the table below, along with where they have been addressed in this plan.

Table A-3 Commonwealth Concept Approval Conditions

CoA	Requirement	Document Reference
7 (j)	For the better protection of Commonwealth land, the person taking the action must engage a suitably qualified expert(s) to prepare a Construction Environment Management Plan (CEMP), for the approval of the Minister. The CEMP must include in relation to construction of the proposed facility: (j) details of a complaints handling procedure	Appendix B – Complaints Handling Procedure

There are no specific Concept Plan Conditions of Approval (MP10_0193) and Revised Statement of Commitments related to the Construction Community Communication Strategy.

ISCA Requirements

Infrastructure Sustainability Council of Australia (ISCA) requirements will be carried out for the Development and are referenced from the ISCA Version 1.2 documentation. The ISCA requirements which are relevant to this CCCS are detailed in the table below.

Table A-4 ISCA Requirements

ISCA Credits	Requirement	CCS Reference
Sta – 1: Stakeholder Engagement Strategy	A suitably qualified professional must manage, review and audit strategy	Section 4.4
Sta – 3: Effective Communication	The community has been provided with information that: <ul style="list-style-type: none"> • was provided in a timely manner • supported community participation • was meaningful and relevant • was accessible 	Section 2.5, Table Section 3.4
	Public information is verified by independent reviews and audits	Section 2.5 Table

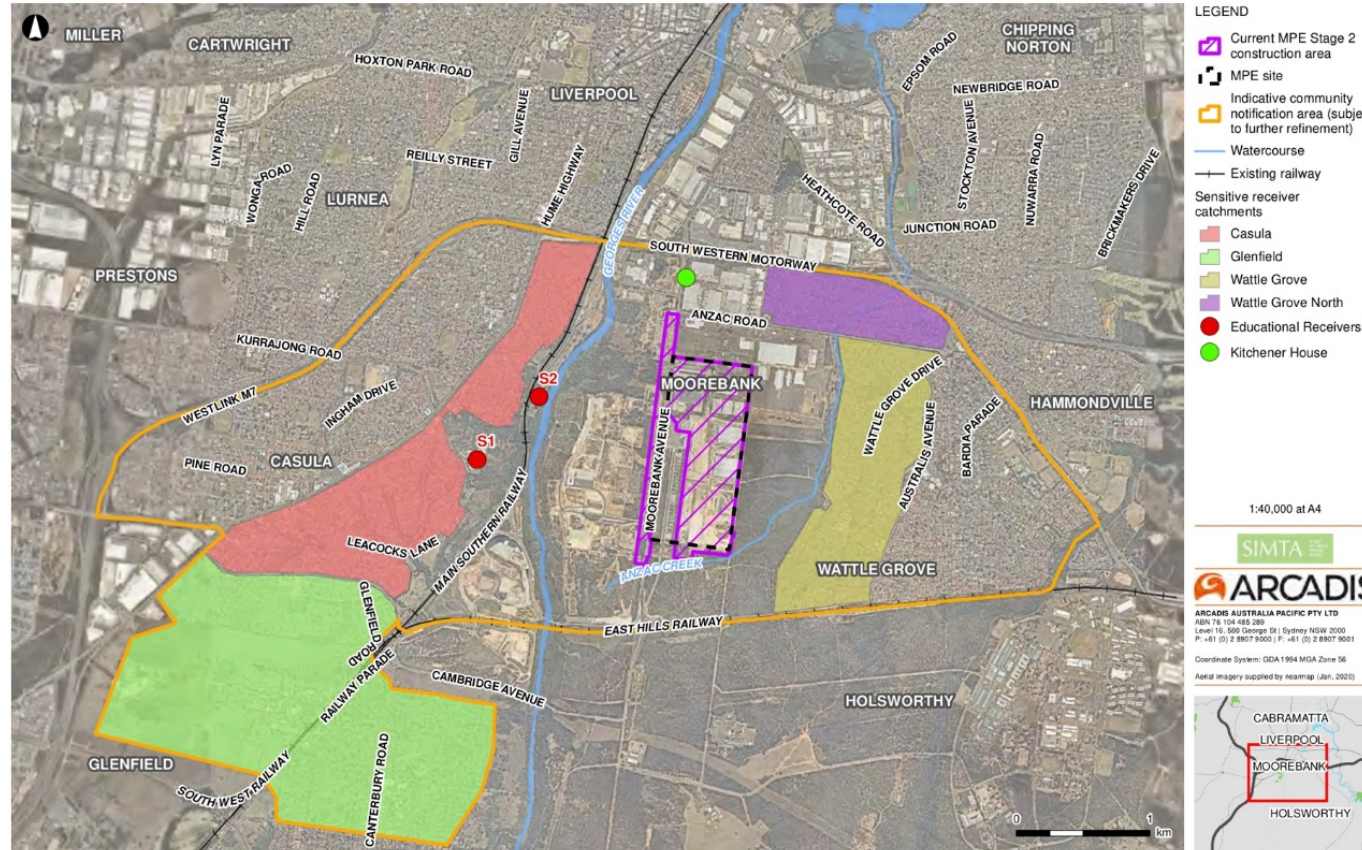
Sta – 4: Addressing
Community Concern

Confirm that community concerns are adequately addressed and verified by internal management, reviews and audits.

Section 3.4.6

APPENDIX B NOTIFICATION DISTRIBUTION

Construction Community Communication Strategy

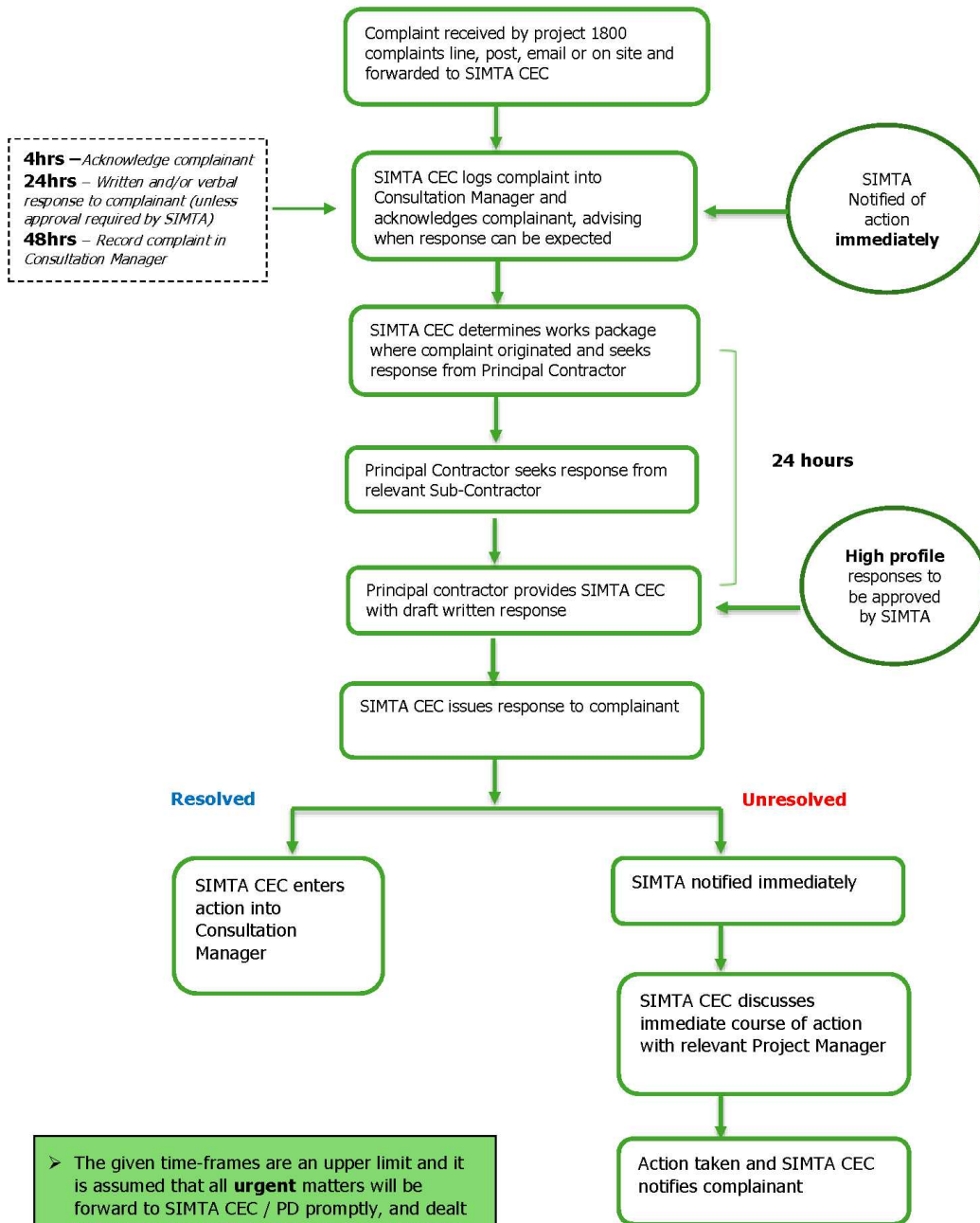


Appendix A: Notification Distribution Area

Date: 2023/2024 Path: \\arc\au\m\p\01\jobs\AA007851_GIS\A_Current\B_Maps\MPE\2\MPE\2_DEMP\MPE\2_CCS\SMTA_MPE\2_CCS_002_CommunityNotification_AA_02.mxd
Created by: TT
GA by: RM

APPENDIX C COMPLAINTS HANDLING

The below is an extract from the CES.



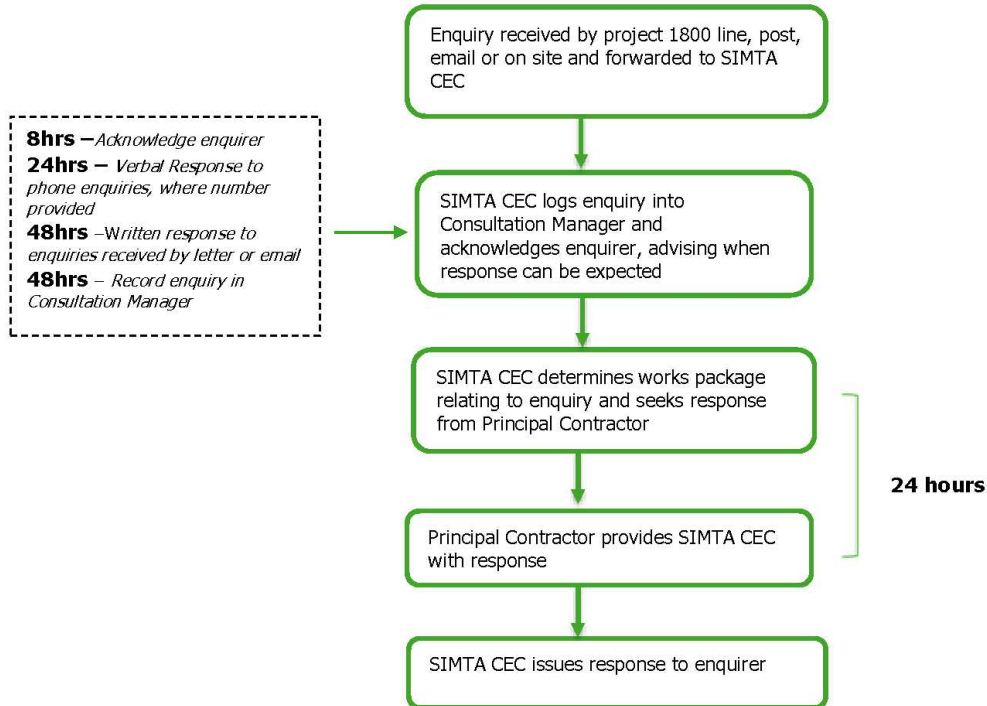
➤ The given time-frames are an upper limit and it is assumed that all **urgent** matters will be forward to SIMTA CEC / PD promptly, and dealt with in the most efficient manner to ensure the complainant is responded to as quickly as feasibly possible.

➤ It is assumed that non-urgent complaints received outside of **Business Hours** will be responded to on the first following working day

APPENDIX D ENQUIRIES HANDLING

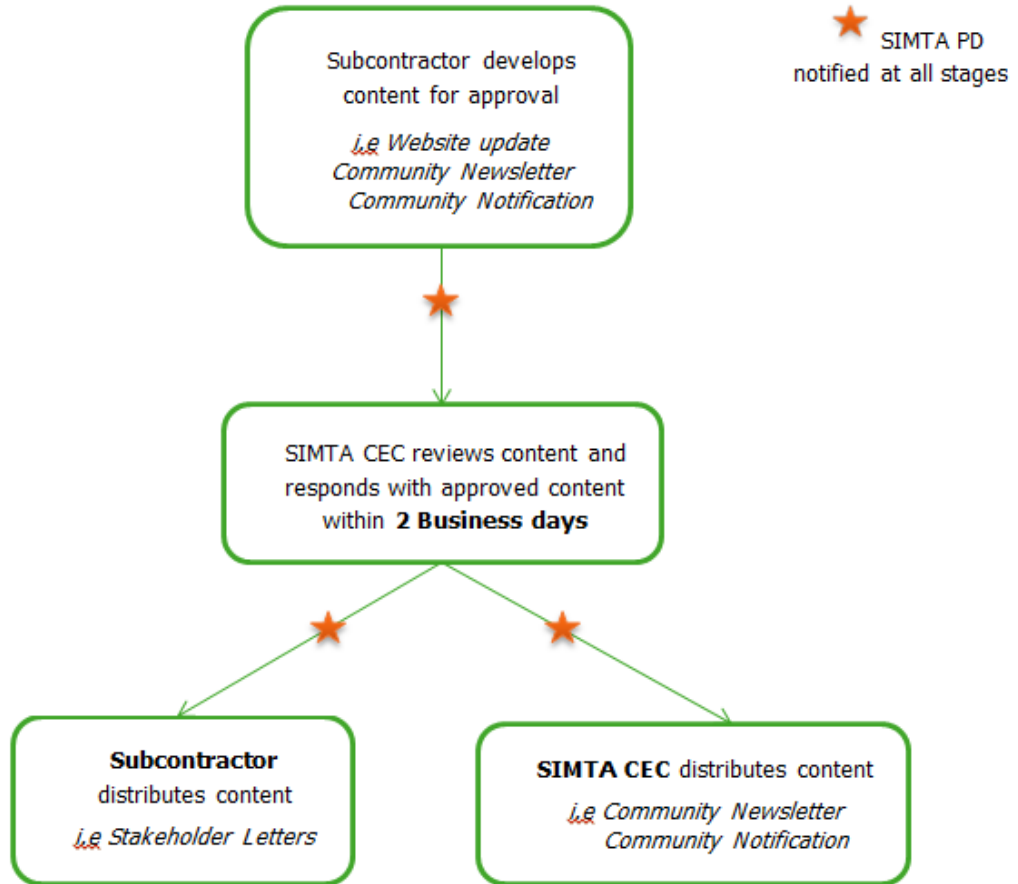
The below is an extract from the CES.

Enquiry handling flowchart



- The given time-frames are an **upper limit** and it is assumed that all **urgent** matters will be forward to SIMTA CEC / PD promptly, and dealt with in the most efficient manner to ensure the complainant is responded to as quickly as feasibly possible.
- It is assumed that **non-urgent** complaints received outside of **Business Hours** will be responded to on the first following working day

APPENDIX E GENERAL CONTENT APPROVAL PROCESS



- The given time-frames are an upper limit and it is assumed that all **urgent** matters will be forward to SIMTA CEC / PD promptly, and dealt with in the most efficient manner to ensure the material is approved and distributed as quickly as possible to meet timeline requirements.
- It is assumed that non-urgent content received outside of **Business Hours** will be responded to on the first following working day.