WATER DELIVERY ALLIANCE

ECOSYSTEM MONITORING PROGRAM
BOTANY BAY SECTOR

Document number: **WDA-E-REP-013**
Revision No: **7**

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(v) Printed controlled copies will cease to be a controlled copy once the final stage of the project has reached Practical Completion.

Revision History

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1 INTRODUCTION

1.1 Purpose

The purpose of this Ecosystem Monitoring Program (EMP) is to describe how the Water Delivery Alliance (WDA) proposes to monitor the potential impacts of the project on ecosystems of Botany Bay where they are likely to be materially affected by the works.

A key objective of this Plan is to ensure mitigation measures are working and identify the need for any further contingency measures as necessary.
2 SCOPE

This EMP is applicable to all WDA Botany Bay Sector activities below the mean high water mark during the construction and commissioning phase of the project. This Plan has been prepared to address the compliance obligations set out in the Minister's Conditions of Approval (MCoA) and Statement of Commitments (SoC) for the project along with applicable legislation.
3 DEFINITIONS

ASSCMP  Acid Sulfate Soils and Contamination Management Plan
BFMP    Beach and Foreshore Monitoring Program
CEP     Construction Execution Plan
CEHS    Construction Environmental Health And Safety
CEMP    Construction Environmental Management Plan
CSRP    Community Stakeholder Relations Plan
CWMP    Construction Water Management Plan
DECC    Department of Environment and Climate Change
DPI     Department of Primary Industries
EA      Environmental Assessment
EMP     Ecosystem Monitoring Program
EMS     Environmental Management System
EPL     Environmental Protection Licence
LGA     Local Government Area
MCoA    Minister’s Condition of Approval
NSW     New South Wales
PRP     Preferred Project Report
SMP     Spoil Management Plan
SoC     Statement of Commitments
SWC     Sydney Water Corporation
WDA     Water Delivery Alliance
4 ISSUE INFORMATION

4.1 Document Control and Records Management

Systems used for control of management and technical documents, including “controlled” documents subject to revision will be based on “Project Web” and the central “G” drive of the WDA network. This will allow complete management of all documents, including the identification of documents or drawing lists, author and recipient management and various forms of reporting. A detail list of forms and procedures can be located in the CEHS.

4.2 Compliance

Any non-conformances identified along with the details of any corrective actions in relation to this Plan will be managed by the Environment Manager in accordance with the CEHS and Project Quality Plan.

4.3 Plan Quality and Control

All documents and written communication related to the project will be managed in accordance with the Project Quality Plan.

The Environment Manager is responsible for establishing the environmental management filing system relevant to the construction phase of the Project.

Changes to this Plan will be made in accordance with the Project Quality Plan and where there is a major change to the environmental requirements, issued in full as a revised document.

Minor amendments to this Plan will be made as required to include elements such as new environmental licenses and permits. The controlled document will be made available under the authority of the Project Manager. Additions and/or minor amendments may be incorporated into the controlled document with the authority of the Environment Manager, in accordance with the amendment procedure, set out in the Project Quality Plan.
5 PROJECT DESCRIPTION

Sydney Water Corporation (SWC) in conjunction with the WDA have been engaged to design, construct and commission the desalinated water delivery system linking the desalination plant on the Kurnell Peninsula with Sydney's major water distribution system at Erskineville.

The key components to the delivery system include:

- A water pump station on the site of the desalination plant capable of pumping an annually daily average of 250 ML of desalinated water;
- A 1800mm land pipeline from the pump station to Silver Beach, Kurnell;
- Dual 1400mm pipelines across Botany Bay from Silver Beach to Cook Park, Kyeemagh;
- A 1800mm land pipeline from Kyeemagh to Shaft 11C in the existing Sydney Water Supply System, Erskineville;
- A range of construction related activities and facilities such as temporary laydown areas, temporary jetties, quays or work platforms, barges, site compounds, spoil stockpiles, connection to utility services and infrastructure, environmental controls etc; and
- Ancillary features to ensure safe operation and maintenance, including, but not limited to, air and scour valves, scour drain lines, isolation valves, pressure release valves, access chambers, cross connection pipework to the existing network, booster pump stations, surge protection equipment, and chlorine injection facilities.

The pipeline will generally be located on the alignment, and constructed using a combination of trenchless and trenched construction methods, indicated in Figure A.1, Figure A.2 and Figure A.3 contained in Appendix A.

5.1 Environmental Management System

The overall Environmental Management System for the delivery system is described in the WDA’s Community, Environment, Health and Safety Plan (CEHS). This protocol is part of the issue specific construction environmental management suite of documents that form Tier 3 of the EMS hierarchy for the project as illustrated in Figure 5.1.

For areas of the worksite with the potential to impact upon water quality, site specific water quality management measures will be incorporated into the site specific Construction Environmental Management Plan (CEMP) that will form part of Tier 4 of the hierarchy. The measures in the site specific CEMP will be consistent with this Plan, but will vary from site to site, depending on factors such as the construction method and site characteristics. The CEMP will be attached to the relevant Construction Execution Plan (CEP), which details the construction methodology and safe work methods for construction activities for specific work packages.

The review and document control process for this Plan are described in the CEHS.
5.2 Background

An Environmental Assessment (EA) was exhibited by Sydney Water in April 2007 for the construction and operation of infrastructure to deliver desalinated water from the desalination plant at Kurnell to Sydney’s water distribution infrastructure system.

In November 2006, Sydney Water received Concept Approval for the desalination project as a whole and Project Approval for all its components with the exception of the delivery system, as the delivery system required further investigations and assessment.

In April 2007, the NSW Department of Planning exhibited an Environmental Assessment of the Desalinated Water Delivery System. The Environmental Assessment responded to the requirements of the Director-General of the Department of Planning.

Subsequent to the EA, a Preferred Project Report was prepared by Sydney Water in August 2007 in response to issues raised in submissions made to the Department of Planning during exhibition of the Environmental Assessment. These responses drew on the Environmental Assessment, new information gained since exhibition of the Environmental Assessment, and changes in response to public inputs.

5.3 Stakeholder Consultation

This Plan has been prepared in consultation with the Department of Environment and Climate Change (DECC) and the Department of Primary Industries (DPI).
Figure 5-1 WDA Environmental Management System Documentation
6  COMPLIANCE REQUIREMENT

6.1  Compliance Obligations

Relevant compliance obligations set out in the MCoA and SoC are listed in Table 6-1 below with a cross reference to where the condition is addressed in this Plan and/or other project management documents with relation to ecosystem monitoring.

Table 6-1  Minister’s Conditions of Approval – Desalinated Water Delivery System and Desalination Plant (relevant to the Pump Station)

<table>
<thead>
<tr>
<th>Aspect</th>
<th>MCoA No.</th>
<th>Condition</th>
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| Ecosystem Monitoring Program        | 4.1      | a) Prior to the commencement of construction of the Botany Bay Sector seaward of the mean high water mark, the Proponent shall prepare an Ecosystem Monitoring Program to monitor the impacts of the project on ecosystems of Botany Bay. The Program shall be developed in consultation with the DECC and the DPI, and shall include, but not necessarily be limited to:  
  4.1.4 – 4.1.6 a sampling, data collection and assessment regime to establish baseline ecological health, with particular reference to seagrasses, sygnathid species and benthic biota and for ongoing monitoring of ecological health during construction of the Botany Bay Sector. The monitoring program should include specific provisions for monitoring in and around construction works, including Towra Point Aquatic Reserve and its mangrove habitat, and should also take into account spatial variability in species types and distribution;  
  4.1.1 – 4.1.3 criteria against which the impact of the project on the ecological health of Botany Bay will be assessed;  
  4.1.3 water quality monitoring in the context of potential ecological impacts, particularly in relation to turbidity;  
  5.4.2 mitigation measures to be implemented in the event that reduced ecological health is identified with reference to established assessment criteria, including a timetable for implementation;  
  4.1.6 monitoring for ecological health and biodiversity outcomes following completion of construction works, and for the recovery of biodiversity within the areas directly and indirectly affected by the Botany Bay Sector for a period of at least twelve months, unless otherwise agreed or directed by the Director-General. |

6.2  Key Legislation

Legislation relevant to the ecosystem management includes:

- Environment Planning and Assessment Act 1979
- Environment Protection and Biodiversity Conservation Act 1999
- Protection of Environment Operations Act 1997
7 MANAGEMENT APPROACH

7.1 Introduction and Objectives

The approach to ecosystem management is to minimise the potential for disturbance on the existing ecosystem of Botany Bay, in accordance with the Project Approval and the commitments made in the Preferred Project Report (PPR).

7.2 Issues Related to Ecosystem Management

The following are ecosystem management related issues:

- Deploy and maintain appropriate environmental control provisions where deemed necessary;
- Manage potential environmental impacts on the ecosystem in Botany Bay (e.g., increased turbidity, reduced light penetration, loss of seagrasses) related to construction activities;
- Provide safe working and recreational environment for the project team, subcontractors and local community;
- Maintain excellent community relations through regular contact and updates and effective ecosystem monitoring to minimise community impacts by promptly triggering responses/measures to ameliorate impacts where identified;
- Efficient handling and storage of material through use of appropriate plant and equipment in order to minimise potential impacts on the ecosystem;
- Minimise movement of material within the Bay Sector through detailed planning, close supervision and regular communication with other construction teams within the project;
- Engage relevant government agencies;
- Analyse, interpret and report on ecosystem monitoring data as further outlined in Section 8; and,
- Consider the cumulative impacts of various developments in Botany Bay through the ecosystem monitoring program.

7.3 Documentation Related to Ecosystem Management

The management approach detailed in this Plan is supported by the following WDA management plans:

Marine and Estuary Monitoring Program – Describes the WDA approach to provide information for the design of the desalination plant at Kurnell and monitor the impacts of the construction and operation of this plant and its associated infrastructure on the marine and estuarine environment in the vicinity of Kurnell.
Beach and Foreshore Monitoring Program – Describes WDA approach to monitor the impacts of the project on beach and foreshore erosion. The program details arrangements for the management of the beach and foreshore profiles.

Construction Water Management Plan – Describes how the WDA proposes to manage water quality during construction of the Botany Bay Sector of the delivery system for Sydney’s Desalination Project.

CEMP – Describes WDA’s environmental management Plan for the delivery system on a site specific basis. The CEMP provides details of the WDA’s approach to minimising the environmental impacts related to water quality management within Botany Bay. The measures outlined in this Plan will be applied on a site specific basis and relevant measures included in the CEMP.

Coordinated Environmental Monitoring and Management Protocol – Describes the approach the WDA, Sydney Ports and Energy Australia will take to coordinate the monitoring and management of environmental impacts resulting from the developments.

Acid Sulphate Soils and Contamination Management Plan (ASSCMP) - Describes the WDA approach to classification and management of contaminated soils and acid sulphate soils likely to be encountered in the project.

Spoil Management Plan (SMP) - Describes the WDA approach to manage and control spoil generated by the construction of the pump station and delivery system for Sydney’s Desalination Project.
8 MONITORING, INSPECTION, AUDITING, REPORTING AND RESPONSE ARRANGEMENTS

Regular monitoring, inspection, auditing and reporting will be undertaken in accordance with the CEHS Plan. These activities are described further in the following sections. A summary of the monitoring, auditing and reporting that will be undertaken through the life of the Project is provided in Table 8-2.

8.1 Monitoring

8.1.1 Inter-relation of Monitoring Programs

The Ecosystem Monitoring Program (EMP) will be a stand-alone program with ecosystem changes monitored through regular field survey and aerial photography. In addition, following discussion with DECC and DPI, the EMP will draw on findings of the other two monitoring programs for the WDA works in Botany Bay: - the Beach and Foreshore Monitoring Program (BFMP) and the Construction Water Management Plan (CWMP), as both these documents have strong links to ecosystem health in Botany Bay and therefore provide appropriate criteria in their monitoring programs against which the impact of the project on ecological health of Botany Bay will be assessed.

8.1.2 Water Quality Monitoring in the Context of Potential Ecological Impacts

The approach to the management of water quality in the CWMP is to minimise the disturbance of existing sediments, control/avoid prolonged visible surface plumes outside silt curtains, and prevent accidental releases during the completion of the dredging works that may have a detrimental affect on water quality such as dredged material and oil/grease. By avoiding or controlling such potential adverse impacts to water quality this approach will also provide for ecosystem management.

The CWMP will comprise a combination of fixed and mobile monitoring stations. Monitoring will be undertaken for three months prior to commencement of construction, continuously for the duration of construction, and for one month post construction. In addition, visual inspections of turbidity levels surrounding the construction compounds, the cutter suction dredge and the discharge barge will be undertaken and the results documented. Accordingly, water quality and turbidity monitoring may be used as a key indicator for potential effects upon the Botany Bay ecosystem.

8.1.3 Beach and Foreshore Monitoring in the Context of Ecosystem Change

The approach to the management of the beach and foreshore in the BFMP is to minimise the potential for disturbance of existing coastal processes, and to prevent change along the beach and foreshore systems beyond the normal range of variation that has the potential to adversely affect the environment. By avoiding or controlling such potential impacts to the beach and foreshore this approach will also provide for ecosystem management.
As part of the BFMP, the results of the detailed coastal modelling completed by Cardno Lawson and Treloar (CL&T) will be examined to confirm the likely extent of beach and foreshore that could be affected by the works in the vicinity of the work sites at Kyeemagh and Silver Beach. It is anticipated, based on the work completed by CL&T for the Preferred Project Report (PPR), that changes can be expected at Kyeemagh within the immediate vicinity of the sheet piling and this will extend to the Cooks River entrance wall. At Silver Beach changes were less pronounced and the area of interest is the two groyne field compartments affected by the creation of the work compound. Along the Towra Point foreshore no significant change was noted as a result of the construction works.

In addition, as part of the BFMP, historical survey information was analysed to determine the extent of fluctuation in the beach profiles (accreted and eroded states). These surveys are being used to establish survey control stations for the field surveys during and post-construction. In addition, a series of aerial photographs also provide a tool in monitoring the changes within the Bay over the period of the project.

8.1.4 Historical Data Assessment

A series of historical aerial photography (up to 15 year record) will also be examined in conjunction with the historical survey information to identify changes that have occurred to the ecosystem in terms of seagrass and mangrove distribution over this period.

It is understood that there exists a significant amount of background ecological information on seagrasses and mangroves for Botany Bay. This information will be examined for Kyeemagh, Silver Beach and Towra Point and if appropriate utilised to establish a historical context for the ecological health of these sites.

8.1.5 Baseline Field Survey

An aerial photograph was taken to capture the condition of the beach/foreshore and location/extent of key ecological features eg seagrasses, at the start of the project. At each of the main sites the key ecological features were confirmed through a ground truth field survey.

Prior to works below the mean high water mark, a baseline survey to ground truth the distribution of the mangrove habitats at Towra Point Aquatic Reserve and the seagrasses at Silver Beach that have the potential to be materially affected by the works was undertaken. Where practicable the ecosystem monitoring locations will be selected such that they are in the immediate vicinity of the survey control lines at Silver Beach (as outlined in the Beach and Foreshore Monitoring Program). This will enable changes in the beach system to be measured against changes to the ecosystem eg seagrass distribution. Additionally, this survey will comprise a series of photographs/maps along with a commentary identifying key ecological features ie extent of mangrove habitat, shoreline location etc.

8.1.6 Monitoring During Construction and Post-Construction

During the project, the condition of the ecosystem will be monitored at Silver Beach and Towra Point utilising a combination of aerial photography field surveys; and water quality monitoring (as part of the CWMP).
Following commencement of the works, aerial photography will be obtained every 6 months for the duration of the project. Following receipt, the aerial photographs will be ortho-rectified, provided with survey control and examined/compared progressively to identify any noticeable change in the ecosystem.

The key parameters that will be monitored by the analysis of the aerial photography will include: - seagrasses (type, spatial extent, density and general condition); and hence habitat for sygnathid species and benthic biota. Based on consultation with DECC and DPI, it is considered that these parameters, in conjunction with observations and results from the water quality analyses and the beach and foreshore monitoring, will give a reasonable indication of the general health of the ecosystem. The aerial photography will be examined and compared progressively to identify any noticeable change.

Three to six months after the completion of the construction works, the post-construction monitoring will be undertaken and will comprise aerial photography and final ground truthing. This monitoring period may be extended based on the post-construction results and as approved by the Director General.

The findings of the above work will be summarised concisely and presented in a brief report, prepared on a 6 monthly basis over the duration of the project.

The 6 monthly surveys consisting of interpretation of aerals, ground truthing, seagrass mapping and assessment will be supplemented with field inspections carried out every 3 months during construction adjacent to the seagrasses off Silver Beach, Kurnell. These visual inspections will be undertaken by suitably qualified personnel and include the seagrasses adjacent to the construction work and visual assessments in control areas unaffected by construction works. Any actions or recommendations that come from these inspections will be submitted to the Environment Officer for consideration.

In addition to these 6 monthly and 3 monthly inspections there will be extra inspections undertaken as needed in the event of an incident or event that needs special consideration.

8.2 Inspections

During construction, inspections (weekly) of the site will be undertaken by the Site Supervisor/Environment Officer. These inspections will be used to ensure, among other things, that environmental controls are functioning correctly, are well maintained and that no excessive change has occurred within the vicinity of the works. These inspections will provide an additional opportunity to note the changes to the seagrass ecosystems at or near the construction sites.

8.3 Auditing

Internal and external audits for compliance against the MCoA, SoC and relevant statutory requirements will be undertaken as detailed in the CEHS Plan. These will ensure:

- Monitoring reports required by SoC and MCoA are prepared;
- Environmental mitigative measures specified in the MCoA are implemented and operated in accordance with relevant Procedures;
- Compliance with site specific CEMP’s;
- Daily, weekly and routine environmental checklists are kept and maintained and have been actioned as necessary;
ECOSYSTEM MONITORING PROGRAM
BOTANY BAY SECTOR

- Environmental and site induction records are in order; and
- Reports such as Management Reports and Incident Reports are being recorded and acted on.

Audits of site environmental performance will also assess the appropriateness and effectiveness of specified controls and identify potential improvements. This Plan, and site-specific Plans, will be updated and re-issued accordingly.

8.4 Reporting

Weekly, monthly and annual compliance reports, summarising compliance against the MCoA and SoC, will be prepared and submitted to Sydney Water on a monthly basis. Compliance reports will include a summary of the information listed in the preceding sections, specifically issues or non-compliances and the response of management to the issues and non-compliances.

Compliance reports will comprise the following:

Weekly – Site Environmental Checklist;

Monthly – Report; and,

Annual – Department of Planning (DoP) Compliance Tracking Report.

8.5 Emergency Response/Contingency Arrangements

8.5.1 Emergency Response

Response to environmental and personnel emergencies will be dealt with in accordance with the Project Incident, Injury and Emergency Response Procedure as specified in the CEHS Plan (Section 17). A list of emergency contact numbers has been included in Table 8.1.
Table 8-1 Minister’s Conditions of Approval – Desalinated Water Delivery System and Desalination Plant

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<td>Desalination Project Freecall</td>
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<td>SPC Harbour Control</td>
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<tr>
<td>(24 hours)</td>
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<tr>
<td>NSW Maritime</td>
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<tr>
<td>Port Botany Harbour Master</td>
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<tr>
<td>Sydney Airport Control</td>
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<tr>
<td>Caltex - Kumell Refinery</td>
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<tr>
<td>(Oil Spill Response Team)</td>
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<tr>
<td>St George Hospital</td>
</tr>
<tr>
<td>Dredge Contractor - Project Manager</td>
</tr>
<tr>
<td>Dredge Master</td>
</tr>
<tr>
<td>WDA Project Manager</td>
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<tr>
<td>WDA Environmental Officer (Bay Sector)</td>
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8.5.2 Ecosystem Monitoring Response Protocol

In the event that monitoring conducted in accordance with the EMP reveals that the WDA works were causing change beyond the natural range of change as a result of poor water quality and/or movement of sand/sediment along the beach and foreshore systems, with the potential to adversely affect the ecosystem in the Bay, it may be deemed necessary by the Environmental Manager to implement a contingency plan.

8.5.3 Contingency Plans

The contingency plan will comprise the identification of the change and comparison to the pre-construction ecosystem mapping and the historical 15 year survey and aerial photography data to determine if the change is within the historical range.
The assessment will involve the following main phases summarised in Figure A-4 in Appendix A:

- Identification of change;
- Assessment and evaluation;
- Determination of an appropriate course of action; and
- Completion of a subsequent root cause analysis.

8.5.4 Management Strategy

If it is established that change beyond the range associated with the historical record, has occurred along within the ecosystem as a result of the project works, contingency measures may be implemented by the Botany Bay Construction Manager in consultation with the Environmental Officer.

These may include (but are not be limited to):

- Ensuring the affected area is safe for project team, subcontractors and the local community.
- Implementation of contingency measures outlined in the water management plan in the case of high turbidity levels.
- Additional monitoring of potential problem areas including ground truthing by field survey as appropriate.
- Implementation of remediation works.
- Deployment of protection material/s (eg additional silt curtains) to prevent further disturbance to the affected ecosystem area/s.
- Modification of construction operations.
- Notification of the appropriate government agencies.

It should be noted that contingency measures will be selected with consideration of:

- Current construction activities;
- Equipment placement and timing;
- Environmental conditions (wind, waves and tides); and
- Safety of project team, subconsultants and local community.

8.5.5 Implementation and Review

The Botany Bay Construction Manager along with the Environmental Officer will be responsible for implementation of the adopted contingency measures. The timing for the measures will be dependent the nature of the response, and will be implemented as soon as practicable from the identification of excessive change arising from the works.

The effectiveness of the adopted contingency measures will be assessed against the relevant criteria via the monitoring program detailed in Section 8.1. If appropriate the plan and/or CEMP may be revised.
## Table 8-2 Monitoring, Inspections, Auditing and Reporting

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<th>Activity</th>
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<td>Pre, during and post-construction field survey/ground truthing and aerial</td>
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<td>Weekly Environmental Checklist</td>
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<td>&amp; Environment Manager</td>
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<td>Compliance with CEMPs</td>
<td>Site Environment Checklist</td>
<td>Environmental Officer</td>
<td>Weekly / Fortnightly</td>
<td>Construction Manager &amp; Environment</td>
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<td>Turbidity exceedence reporting</td>
<td>Project</td>
<td>Compliance with water quality objectives</td>
<td>Turbidity exceedence incident form</td>
<td>Environmental Officer</td>
<td>As required</td>
<td>Construction Manager</td>
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<td>&amp; Environment Manager</td>
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<tr>
<td>Monthly MCoA Compliance Report</td>
<td>Project</td>
<td>Compliance with MCoA &amp; SoC</td>
<td>Environmental Site Inspection Checklist</td>
<td>Environment Manager</td>
<td>Monthly</td>
<td>Sydney Water</td>
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<td>Audit for compliance against the CEHS Management Plan and relevant</td>
<td>Audit Form</td>
<td>Environment Manager / QA Manager</td>
<td>6 monthly</td>
<td>Sydney Water</td>
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<tr>
<td>External Audits</td>
<td>Project office, site offices</td>
<td>Audit for compliance against the MCoA, SoC and relevant statutory</td>
<td>Audit Form</td>
<td>External auditor</td>
<td>6 monthly (alternate seasons to</td>
<td>Sydney Water</td>
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9 COMMUNICATIONS PLAN – NOTIFICATION, COMPLAINTS HANDLING AND CONSULTATION

WDA’s objectives with regards to community and stakeholder relations include:

- Minimising impact on disruption to the local community;
- Compliance with the MCoA and SoC as they relate to the community;
- Timely and effective notification of works and potential impacts to the local community; and
- Construction has minimal adverse impacts on the amenity of the residents and the community, e.g. traffic, noise, safety concerns, interruptions of services, through timely construction completion and restoration.

These objectives will be met through the effective implementation of the WDA’s CEHS Plan, and through the project-wide Community and Stakeholder Relations Plan (CSRP), which outlines WDA’s approach to community and stakeholder relations.

Additionally, Community Stakeholder Factor Plans have been developed for each Local Government Area (LGA) that the delivery system traverses. These documents identify the key stakeholders along the route, the construction activities by section, chainage, associated impacts, and the requirements and methods of community and stakeholder notification.

9.1 Community Notification

WDA will ensure that the local community is kept informed of construction activities along the delivery system route. Community notification will be in accordance with the WDA’s “Notification of Works and Temporary Impacts Protocol”. This protocol outlines the process for managing the notification of works and temporary impacts during construction of the Desalinated Water Delivery System as a primary tool in managing disruption to residents.

Items or issues that are anticipated to generate community awareness or concern will be appropriately communicated and include:

- The nature of works proposed for the forthcoming period;
- Hours of operation;
- Proposed changes to the general construction activities; work required outside the normal working hours; and measures implemented to safeguard the community and properties against adverse impacts from the construction activities; and
- A 1800 number (1800 685 833) to enable stakeholders to contact WDA with questions or complaints.

Notification to the community may include, but is not limited to: project website updates, letterbox drops, community information sessions, personal visits (e.g. by members of the WDA community relations team)
and newspaper advertisements or notifications. Additionally, WDA community relations team members may be present at local community / public events. Notification timeframes are in accordance with Sydney Water’s notification of works and temporary impacts protocol, and are as follows:

- Construction site signage will be installed at least five days prior to commencement of works;
- Construction Activity Notifications will be distributed / issued 7-14 days prior to works commencing and five days before returning to an area / street where work has been absent for longer than a week;
- Personal visits and/or contact from the Community Liaison Officers and other project team members (where identified in CEP) – 7-14 days prior to works.

Additionally, construction activities that have the potential to impact on the normal day to day activities of the local or broader community will generate a community notification. These activities will be identified for each construction site through the Scope and Hazard Assessment process and requirements for community and stakeholder notification will be described in the site CEPs.

### 9.2 Complaint Reconciliation and Effectiveness

Complaints will be managed in accordance with WDA’s “Complaint Handling Protocol”. This protocol describes processes for recording, responding to and reporting on stakeholder enquiries and complaints during construction.

In the event that the Project Team receives a complaint related to the Project, this protocol will be initiated. This will involve the complaint being referred directly to the Site Superintendent and the relevant Community Relations Officer or Community and Stakeholder Manager and a Record of Contact form will be completed to ensure appropriate action and monitoring. A response will be affected to ‘close out’ the complaint and the complaint and resolution recorded in accordance with the Protocol.

A toll-free 24hour community response line has been established (1800 685 833) for complaints and enquiries throughout the project along with dedicated email at desalination@sydneywater.com.au. These mechanisms enable members of the community to register a complaint which will be addressed through the WDA’s Complaint Handling Protocol.

### 9.3 Authority Consultation

Under Sydney Water’s Operating License, complaints are to be reported by Sydney Water on an annual basis. WDA will include details of complaints received during construction of the delivery system in the monthly MCoA Compliance Reports.

Additional reporting conditions would be determined as per requirements of an Environmental Protection Licence (EPL), if required. These reports would be submitted to DECC as required.
10 PROJECT RESPONSIBILITY AND TRAINING

The WDA Project Team’s organisational structure and overall roles and responsibilities are outlined in CEHS Plan. The key responsibilities for water quality management are summarised in Table 10-1.

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager</td>
<td>Responsible for compliance with all applicable legislation and contract obligations</td>
</tr>
<tr>
<td>Superintendent / Dredge Master / Construction manager / site manager</td>
<td>Responsible for day to day site management, including ensuring that appropriate environmental management measures are implemented and maintained on site. Provides assistance to the Construction Managers and Environment Manager to fulfil the requirements of this Plan and the site specific CEMP</td>
</tr>
<tr>
<td>Environment Manager</td>
<td>Coordinates and administers environmental management, providing assistance to project team to fulfil the requirements of this Plan and other issue specific environmental management plans</td>
</tr>
<tr>
<td>Environment Officer</td>
<td>Day-to-day environmental related duties in the field in assistance to the Environment Manager including field testing and monitoring as well as undertaking routine environmental inspections. Also provides assistance to specialist consultants / technical experts as necessary.</td>
</tr>
<tr>
<td>Community and Stakeholder Manager</td>
<td>Responsible for notification of the local community and potential affected stakeholders of construction works and impacts and for advising applicable members of the Project team of complaints received pertaining to environmental management or misuse, and facilitating the resolution of complaints and keeping the community informed of construction activities</td>
</tr>
</tbody>
</table>

10.1 Training and Awareness

As per the CEHS Plan and site specific CEP, project personnel, subcontractors / contractors, consultants and visitors will receive training during general inductions, site inductions and toolbox meetings. All health and safety policies and procedures relating to the project are also covered in the CEHS Plan.

Training will include site specific issues relating to all management plans and outlined in the CEP and CEMP, including a component on environmental management to ensure personnel understand potential environmental issues and the measures that will be implemented to protect the environment and local community. Site inductions and toolbox talks will highlight specific environmental requirements and activities being undertaken at each worksite. These will be based on the specific measures outlined in the CEMP’s.
APPENDIX A - FIGURES
Figure A-1 Delivery System from the Desalination Pant to Silver Beach
**Figure A-2 Delivery System from Silver Beach to Kyeemagh**
Figure A-3 Delivery System Kyeemagh to Erskineville
Figure A-4 Ecosystem Monitoring Response Procedure Flowchart