



Coffs Harbour Water Treatment Plant

Compliance Tracking Program

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| Revision | Revision Date | Reviewed By: |
| 6 | 15/07/2022 | Melissa Hinkley |

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1. Introduction

The Coffs Harbour Water Treatment Plant (WTP) was approved on the 26th September 2007 by the Minister for Planning under Section 75J of the *Environmental Planning and Assessment Act 1979*. The Minister's approval was subject to the conditions set out within the project approval, a copy of the Project Approval MP06_0285 is provided in Appendix 1.

The project approval is subject to the implementation of 38 conditions of approval with condition number 3.1 within the Project Approval stating the following:

*'The Proponent shall develop and implement a **Compliance Tracking Program** to track compliance with the requirements of this approval. The Program shall include, but not necessarily limited to:*

- a) provisions for periodic review of the compliance status of the project against the requirements of this approval;*
- b) provisions for periodic reporting of compliance status to the Director-General;*
- c) a program for independent environmental auditing at least annually, or as otherwise agreed by the Director-General, in accordance with ISO 19011:2002 - Guidelines for Quality and/ or Environmental Management Systems Auditing;*
- d) a program for compliance reporting and auditing for hazard related operational requirements; and*
- e) mechanisms for rectifying any non-compliance identified during environmental auditing or review of compliance'*

This Compliance Tracking Program has been prepared and reviewed to monitor the performance of the construction and operation of the WTP with respect to the overall Project Approval and in particular condition 3.1 of the approval.

2. Reporting of Compliance Status

The conditions of the Project Approval require specific items to be reported / approved by the Director General as well as the reporting of the overall compliance status through this Compliance Tracking Program.

Some Conditions of Approval that applied to earlier stages of the Project but now require no further action or specific information to be reported to the Department are summarised in **Table 1**.

The Conditions of Approval that still require specific information to be reported to the Department of Planning are summarised in **Table 2** and details provided as to the information to be reported and the timing required to meet the requirements of the Project Approval.

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Table 1: Reporting Requirements – Completed Conditions

| Condition Reference | Condition | Reporting Requirement | Status |
|--|---|---|--|
| 2.10 (Pre-Construction Phase Condition) | <p>Prior to the commencement of construction of the project (except for construction of those works that are outside the scope of the hazard studies), the Proponent shall submit for the approval of the Director-General, the following pre-construction studies:</p> <ul style="list-style-type: none"> • a Hazard and Operability Study for the proposed chlorination plant and associated alarm system chaired by an independent qualified person approved by the Director-General. The study shall be carried out in accordance with the Department's <i>Hazardous Industry Planning Advisory Paper No. 8 – HAZOP Guidelines</i> (DUAP, 1995). The study report shall be accompanied by an implementation program for all recommendations made in the report. If the Proponent intends to defer the implementation of a recommendation, justification shall be included. • a Final Hazard Analysis for the proposed chlorination plant prepared in accordance with the Department's <i>Hazardous Industry Planning Advisory Paper No. 6 – Guidelines for Hazard Analysis</i> (DoP, 1992). If the final design is unchanged from the design at the project approval stage, the Proponent may request in writing an exemption from this condition from the Director-General | <ol style="list-style-type: none"> 1 HAZOP to be undertaken on the chlorination plant and associated alarm system. 2 Report detailing the implementation program for recommendations made in the HAZOP. 3 Request exemption from undertaking FHA for the chlorination plant. | <ol style="list-style-type: none"> 1 HAZOP Submitted to DoP 25th June 2008. 2 Exemption for Final Hazard Analysis received from DoP 6th November 2008. Our Ref (DSI) 1903848 |
| 2.13 (Pre-Construction Phase Condition) | <p>The area around the Dairy Bails building shall be fenced prior to commencement of construction works to avoid any construction impacts to the building. The Proponent shall prepare and implement a conservation and maintenance strategy for the Dairy Bails building to preserve the heritage significance of this building in accordance with NSW Heritage Office guidelines</p> | <p>Preparation of a conservation and maintenance strategy for the Dairy Bails.</p> | <p>Report prepared on Statement of Heritage Significance 3 October 2006 by Jamison Architects outlining a Conservation & Maintenance Strategy.</p> |
| 2.14 (Pre-Construction Phase Condition) | <p>Prior to the commencement of construction of the project, the Proponent shall prepare and submit for the approval of the Director-General an Urban Design and Landscaping Plan to detail design treatments and landscaping measures for the project. The Plan shall be prepared in consultation with affected landowners surrounding the site, and shall include, but not necessarily be limited to:</p> <ul style="list-style-type: none"> • landscape elements and built elements, including proposed treatments, finishes and materials of exposed surfaces (including colour specifications and samples); • landscaping to be undertaken to provide visual screening of the site to affected properties and to revegetate areas affected by construction; • a schedule of species to be used in landscaping and revegetation; • identification of existing trees that will be retained on the site; • timing and progressive implementation of landscaping works; and • procedures and methods to monitor and maintain landscaped or rehabilitated areas. | <p>Prepare and submit for the approval of the Director-General an Urban Design and Landscaping Plan.</p> | <p>Approval of Urban Design and Landscape Plan obtained from DoP on 21st February 2008.</p> |

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| Condition Reference | Condition | Reporting Requirement | Status |
|---------------------|--|---|--|
| 5.3 | <p>An Operation Environmental Management Plan shall be prepared and implemented in accordance with the Department’s publication <i>Guideline for the Preparation of Environmental Management Plans</i> (DoP, 2004) or its latest revision. The Plan shall include but not necessarily be limited to:</p> <ul style="list-style-type: none"> • identification of all statutory and other obligations that the Proponent is required to fulfil in relation to operation of the project, including all approvals, licences, approvals and consultations; • a description of the roles and responsibilities for all relevant employees involved in the operation of the project, including a management organisational chart illustrating the reporting relationships; • overall environmental policies and principles to be applied to the operation of the project; • standards and performance measures to be applied to the project, and a means by which environmental performance can be periodically reviewed and improved, where appropriate; and • management policies to ensure that environmental performance goals are met and to comply with the conditions of this approval. <p>The Plan shall be submitted for the approval of the Director-General no later than one month prior to the commencement of operation of the project, or within such period otherwise agreed by the Director-General. Operation shall not commence until written approval has been received from the Director-General.</p> | Prepare and submit for the approval of the Director General an Operation Environmental Management Plan. | Operation Environmental Management Plan submitted to DoP and approved 14 April 2009. Revised Operation Environmental Management Plan resubmitted to DoP 7 May 2009 |

Table 2 – Reporting Requirements – Active Conditions

| Condition Reference | Condition | Reporting Requirement | Status |
|---------------------|--|---|---|
| 3.1 | <p>The Proponent shall develop and implement a Compliance Tracking Program to track compliance with the requirements of this approval. The Program shall include, but not necessarily limited to:</p> <ul style="list-style-type: none"> • provisions for periodic review of the compliance status of the project against the requirements of this approval; • provisions for periodic reporting of compliance status to the Director-General; • a program for independent environmental auditing at least annually, or as otherwise agreed by the Director-General, in accordance with ISO 19011:2002 - Guidelines for Quality and/ or Environmental Management Systems Auditing; • a program for compliance reporting and auditing for hazard related operational requirements; and • mechanisms for rectifying any non-compliance identified during environmental auditing or review of compliance | Develop and implement compliance tracking program. Periodic reporting of compliance status to the Director General. A copy of the compliance tracking program is to be forwarded to the Director General following each revision. | This compliance tracking program has been prepared to address this condition. |

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| Condition Reference | Condition | Reporting Requirement | Status |
|---------------------|---|--|--|
| 3.3 | <p>An Environmental Audit Report shall be submitted to the Director-General within two months of the completion of the Audit, detailing the findings and recommendations of the Audit and including a detailed response from the Proponent to any of the recommendations contained in the Report.</p> <p>The Director-General may require the Proponent to undertake reasonable works to address the findings or recommendations presented in the Report in relation to compliance with this approval. Any such works shall be completed within such time as the Director-General may require</p> | Submit audit report to the Director General within two months of completing the independent environmental audit. | NSW DPE clarified that annual independent Environmental Audits are required. RFQ closes 3/08/22. |
| 3.4 | <p>Three months after the commencement of operation of the project, the Proponent shall submit a Hazards Study Compliance Report to the Director-General detailing compliance with conditions 2.10 and 5.4 of this approval. The Report shall include:</p> <ul style="list-style-type: none"> • dates of each hazards study, and commencement of construction and commissioning; • actions taken or proposed to implement the recommendations made in each hazards study; • responses to any requirement imposed by the Director-General under condition 1.3 with respect to each hazards study; • verification that the Emergency Plan required under condition 5.4a) is effectively in place and that at least one emergency exercise has been conducted; • verification that the Safety Management System required under 5.4b) has been fully implemented and that records required by the system are being kept; • certification by the Proponent that the each hazards study has been undertaken or prepared in accordance with the relevant Hazardous Industry Planning Advisory Paper; • certification by the Proponent that all recommendations in each hazards study have been implemented; and • certification by the Proponent that all safety systems have been implemented and are being maintained | Submit a Hazard Study Compliance Report to the Director General. | <p>Hazards Study Compliance Report outstanding. Will be provided in Q1 2022.</p> <p>Operations Emergency Planning Management Plan available on website.</p> <p>Operations Safety Management Plan available on website.</p> |
| 3.5 | <p>Within one year of the commencement of operation of the project, or within such further period as the Director-General may agree, the Proponent shall commission an independent person or team to undertake a comprehensive Hazard Audit of the project. The independent person or team shall be approved by the Director-General prior to the commencement of the Audit. The Hazard Audit report shall be submitted to the Director-General within one month of the completion of the audit. Hazard Audits shall be carried out at the Proponent’s expense, and in accordance with the Department’s <i>Hazardous Industry Planning Advisory Paper No 5 – Hazard Audit Guidelines</i> (DoP, 1991). Further audits shall be carried out every three years, or as directed or agreed by the Director-General, and a report of each audit shall be submitted to the Director-General for approval within one month of the completion of the audit</p> | Provide the Director General with a hazard audit report within one month of undertaking the audit. | NSW DPE clarified that independent Hazard Audits are required every 3 years. RFQ closes 3/08/22. |
| 6.1 | <p>The Proponent shall notify the Director-General of any incident with actual or potential significant off-site impacts on people or the biophysical environment as soon as practicable and within 24 hours after the occurrence of the incident. The Proponent shall provide full written details of the incident to the Director-General within seven days of the date on which the incident occurred</p> | Notification following environmental incidents. | To be undertaken 24 hours after the occurrence of an incident. |

3. Project Approval Compliance

The WTP Project was approved subject to the implementation of 38 conditions. **Table 3** provides information against the Completed conditions and **Table 4** provides status and action required (if any) against each of the Active Conditions.

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Table 3 – Approval Compliance - Completed Conditions

| CONDITION REFERENCE | CONDITION | STATUS |
|---|---|--|
| 1. ADMINISTRATIVE CONDITIONS | | |
| Terms of Project Approval | | |
| Limits of Approval | | |
| 1.4 | This project approval shall lapse five years after the date on which it is granted, unless the works the subject of this approval are physically commenced on or before that time. | Noted |
| 2. SPECIFIC ENVIRONMENTAL CONDITIONS | | |
| Water Quality Impacts | | |
| 2.1 | The Proponent shall employ soil and water management controls to minimise soil erosion and discharge of sediments and other pollutants to lands and/or waters during site preparation and construction activities, in accordance with <i>Managing Urban Stormwater: Soils and Construction</i> (Landcom, 2004). | Soil and Water Quality ECP prepared (Rev 2 – 28/2/08) includes background information for ESCP’s. ESCP Rev 0 issued 30/08/07, Rev 1 – 28/08/07. Construction Phase NFA |
| Noise and Vibration Impacts | | |
| Construction Hours | | |
| 2.4 | The Proponent shall only undertake site preparation and construction activities associated with the project (other than sheet piling, pile driving and any similar impulsive or tonal noise activities), that would generate an audible noise at any residential premises during the following hours: <ul style="list-style-type: none"> • 7:00 am to 6:00 pm, Mondays to Fridays, inclusive; • 8:00 am to 1:00 pm on Saturdays; and • at no time on Sundays or public holidays. This condition does not apply in the event of a direction from police or other relevant authority for safety reasons. | Restriction on work hours communicated through induction and enforced onsite. Construction Phase - NFA |
| 2.5 | The Proponent shall only undertake sheet piling, pile driving and any similar impulsive or tonal noise activities during the following hours: <ul style="list-style-type: none"> • 9:00 am to 12:00 pm and 2:00 pm to 5:00 pm, Mondays to Fridays, inclusive; • 9:00 am to 1:00 pm on Saturdays; and • at no time on Sundays or public holidays. Where these activities are undertaken for a continuous three hour period and are audible to noise sensitive receptors, a minimum respite period of at least one hour shall be scheduled before activities re-commence. | Noted Construction Phase - NFA |
| 2.6 | The hours of construction and impulsive/ tonal noise activities specified under conditions 2.4 and 2.5 of this approval may be varied with the prior written approval of the Director-General. Any request to alter the hours of construction or impulsive/ tonal activities specified under conditions 2.4 and 2.5 shall be: <ul style="list-style-type: none"> • considered on a case-by-case or activity-specific basis; • accompanied by details of the nature and need for activities to be conducted during the varied construction hours; and • accompanied by sufficient information for the Director-General to reasonably determine that activities during the varied construction hours will not adversely impact on the acoustic amenity of receptors in the vicinity of the site. | Noted Construction Phase - NFA |
| Air Quality Impacts | | |

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| 2.8 | The Proponent shall construct the project in a manner that minimises dust impacts generated by the construction works, including wind-blown and traffic-generated dust, on the receiving environment, including sensitive receivers and road users. | Air Quality ECP prepared (Rev 1 – 28/02/08) includes management and monitoring measures to be implemented during construction. Construction Phase - NFA |
| Hazards and Risk | | |
| 2.10 | <p>Prior to the commencement of construction of the project (except for construction of those works that are outside the scope of the hazard studies), the Proponent shall submit for the approval of the Director-General, the following pre-construction studies:</p> <ul style="list-style-type: none"> • a Hazard and Operability Study for the proposed chlorination plant and associated alarm system chaired by an independent qualified person approved by the Director-General. The study shall be carried out in accordance with the Department’s <i>Hazardous Industry Planning Advisory Paper No. 8 – HAZOP Guidelines</i> (DUAP, 1995). The study report shall be accompanied by an implementation program for all recommendations made in the report. If the Proponent intends to defer the implementation of a recommendation, justification shall be included. • a Final Hazard Analysis for the proposed chlorination plant prepared in accordance with the Department’s <i>Hazardous Industry Planning Advisory Paper No. 6 – Guidelines for Hazard Analysis</i> (DoP, 1992). If the final design is unchanged from the design at the project approval stage, the Proponent may request in writing an exemption from this condition from the Director-General. | <p>HAZOP Submitted to DoP 25th June 2008.</p> <p>Exemption for Final Hazard Analysis received from DoP 6th November 2008. Our Ref (DSI) 1903848.</p> <p>Hazard & Operability Study (HAZOP) Report available on website.</p> |
| Heritage Impacts | | |
| Aboriginal Heritage | | |
| 2.11 | The Proponent shall ensure that all artefacts recovered from the site are provided to the Coffs Harbour and District Local Aboriginal Land Council and Gumbula Julipi Elders and that those parties are permitted to redeposit the artefacts following completion of project-related disturbance works. The location(s) for redistribution of artefacts shall be identified by the Proponent in consultation with the DECC | <p>Artefacts to be redeposited following the completion of construction.</p> <p>No artefacts recovered during Construction Phase - NFA.</p> |
| Non-Aboriginal Heritage | | |
| 2.13 | The area around the Dairy Bails building shall be fenced prior to commencement of construction works to avoid any construction impacts to the building. The Proponent shall prepare and implement a conservation and maintenance strategy for the Dairy Bails building to preserve the heritage significance of this building in accordance with NSW Heritage Office guidelines | <p>Cultural Heritage ECP prepared (Rev 1 – 28/02/08), requirement to protect dairy bails incorporated into the ECP. Report prepared on Statement of Heritage Significance 3 October 2006 by Jamison Architects Pty Ltd outlining a Conservation and Maintenance Strategy.</p> <p>Construction Phase – NFA.</p> |
| Flora and Fauna Impacts | | |
| 2.15 | The large, hollow-bearing Sydney Blue Gum on the site shall be retained and protected during construction and operation of the project. The Proponent shall not destroy or otherwise affect the tree without the prior agreement of the Director-General, and only should the retention of the tree pose safety concerns to life and/ or property, as verified by a qualified arborist. | Sydney Blue Gum destroyed due to safety concerns confirmed by an independent arborist. Removal of Sydney Blue Gum was approved by DoP on 18-01-08. NFA. |
| 5. ENVIRONMENTAL MANAGEMENT | | |
| Environmental Representative | | |
| 5.1 | Prior to the commencement of site preparation works, the Proponent shall nominate a suitably qualified and experienced Environmental Representative(s) whose appointment is to receive prior approval of the Director-General. The Proponent shall employ the Environmental Representative(s) on a full-time basis, or as otherwise agreed by the Director General, during construction of the project. The Environmental Representative shall be: | Appointment of Jeff Green as Environmental Representative and Paul Shepherd as the Alternate Environmental Representative approved by the Director General on 09/10/07. |

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| | <ul style="list-style-type: none"> the primary contact point in relation to the environmental performance of the project; responsible for all Management Plans and Monitoring Programs required under this approval; responsible for considering and advising on matters specified in the conditions of this approval, and all other licences and approvals related to the environmental performance and impacts of the project; responsible for receiving and responding to complaints in accordance with conditions 4.1 and 4.2 of this approval; and given the authority and independence to require reasonable steps be taken to avoid or minimise unintended or adverse environmental impacts, and failing the effectiveness of such steps, to direct that relevant actions be ceased immediately should an adverse impact on the environment be likely to occur. <p>The Proponent shall notify and seek the approval of the Director-General to any changes to that appointment that may occur during construction of the project</p> | Construction Phase - NFA |
| Construction Environmental Management Plan | | |
| 5.2 | The Proponent shall implement the Construction Environmental Management Plan (CIA-WTP-CEMP-001, dated 28 August 2007), prepared by the Coffs Infrastructure Alliance throughout the construction of the project | Noted. Construction Phase - NFA |
| Operation Environmental Management Plan | | |
| 5.3 | <p>An Operation Environmental Management Plan shall be prepared and implemented in accordance with the Department's publication <i>Guideline for the Preparation of Environmental Management Plans</i> (DoP, 2004) or its latest revision. The Plan shall include but not necessarily be limited to:</p> <ul style="list-style-type: none"> identification of all statutory and other obligations that the Proponent is required to fulfil in relation to operation of the project, including all approvals, licences, approvals and consultations; a description of the roles and responsibilities for all relevant employees involved in the operation of the project, including a management organisational chart illustrating the reporting relationships; overall environmental policies and principles to be applied to the operation of the project; standards and performance measures to be applied to the project, and a means by which environmental performance can be periodically reviewed and improved, where appropriate; and management policies to ensure that environmental performance goals are met and to comply with the conditions of this approval. <p>The Plan shall be submitted for the approval of the Director-General no later than one month prior to the commencement of operation of the project, or within such period otherwise agreed by the Director-General. Operation shall not commence until written approval has been received from the Director-General.</p> | Operation Environmental Management Plan submitted to DoP and approved 14 April 2009. Revised Operation Environmental Management Plan resubmitted to DoP 7 May 2009 |
| 5.4 | <p>As part of the Operational Environmental Management Plan for the project required under condition 0 of this approval, the Proponent shall prepare and implement the following plans and documents:</p> <ul style="list-style-type: none"> a comprehensive Emergency Plan detailing emergency procedures for the proposed water treatment plant. The plan shall include detailed procedures for the safety of all people outside of the project site who may be at risk from the development. The plan shall be in accordance with the Department's <i>Hazardous Industry Planning Advisory Paper No. 1, 'Industry Emergency Planning Guidelines'</i>; and a document setting out a comprehensive Safety Management System, covering all on-site operations involving hazardous materials. The document shall clearly specify all safety related procedures, responsibilities and policies, along with details of mechanisms for ensuring adherence to the procedures. Records shall be kept on site and shall be available for inspection by the Director-General or nominee upon request. The Safety | <p>Included in the Operation Environmental Management Plan.</p> <p>Operation Environmental Management Plan submitted to DoP and approved 14 April 2009. Revised Operation Environmental Management Plan resubmitted to DoP 7 May 2009</p> |

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| | Management System shall be developed in accordance with the Department's <i>Hazardous Industry Planning Advisory Paper No. 9, 'Safety Management'</i> | |
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Table 4 – Approval Compliance - Active Conditions

| CONDITION REFERENCE | CONDITION | STATUS |
|---|--|---|
| 1. ADMINISTRATIVE CONDITIONS | | |
| Terms of Project Approval | | |
| 1.1 | The Proponent shall carry out the project generally in accordance with the: <ul style="list-style-type: none"> Major Project Application 06_0285; <i>Coffs Harbour City Council Water Treatment Plant Environmental Assessment</i>, prepared by Coffs Infrastructure Alliance and dated June 2007; <i>Coffs Harbour City Council Water Treatment Plant Submissions Report</i>, prepared by Coffs Infrastructure Alliance and dated August 2007; and the conditions of this approval. | Noted |
| 1.2 | In the event of an inconsistency between: <ul style="list-style-type: none"> the conditions of this approval and any document listed from condition 1.1a) to 1.1c) inclusive, the conditions of this approval shall prevail to the extent of the inconsistency; and any document listed from condition 1.1a) to 1.1c) inclusive, and any other document listed from condition 1.1a) to 1.1c) inclusive, the most recent document shall prevail to the extent of the inconsistency. | Noted |
| 1.3 | The Proponent shall comply with any reasonable requirement(s) of the Director-General arising from the Department's assessment of: <ul style="list-style-type: none"> any reports, plans or correspondence that are submitted in accordance with this approval; and the implementation of any actions or measures contained in these reports, plans or correspondence. | Noted |
| Limits of Approval | | |
| 1.5 | The processing capacity of the water treatment plant shall not exceed 42 megalitres per day. | Noted |
| Statutory Requirements | | |
| 1.6 | The Proponent shall ensure that all licences, permits and approvals are obtained as required by law and maintained as required with respect to the project. No condition of this approval removes the obligation for the Proponent to obtain, renew or comply with such licences, permits or approvals. | Approval to Operate an On-site Sewage Management System – 1440/01OS. Approval: Commencement Date 13/07/2020 Expiration Date 12/07/2026 |
| 2. SPECIFIC ENVIRONMENTAL CONDITIONS | | |
| Water Quality Impacts | | |
| 2.2 | The Proponent shall design, construct, maintain and operate the project such that the water produced by the project meets the performance targets listed in Table 5.3 of the document referred to under condition 1.1b) of this approval and the water quality parameters within the ' <i>Australian Drinking Water Guidelines</i> ' (NHMRC, 2004). | Objective of the design is to meet performance targets. |

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| 2.3 | The Proponent shall design, construct, maintain and operate the project such that there is no discharge of wastewater from the site to the surrounding environment during the operational life of the project. This condition does not apply to supernatant returned to Karangi Dam, wastewater directed to sewer or wastewater trucked from the site in the event of an emergency. | WTP designed on a zero discharge principal. |
| Noise and Vibration Impacts | | |
| <i>Operational Noise Impacts</i> | | |
| 2.7 | The Proponent shall design, construct, operate and maintain the project to ensure that operational noise contributions from the project at the most-affected residential receptor do not exceed an $L_{Aeq(15\text{-minute})}$ noise level of 35 dB(A) at any time. For the purpose of monitoring compliance with this condition, noise contribution from the project shall be measured at the nearest affected point on or within the site boundary in accordance with the NSW Industrial Noise Policy. | WTP designed to meet operational noise levels. |
| Air Quality Impacts | | |
| 2.9 | The Proponent shall not permit any offensive odour, as defined under section 129 of the <i>Protection of the Environment Operations Act 1997</i> , to be emitted beyond the boundary of the site at any time. | WTP designed so that offensive odours are not produced. |
| Heritage Impacts | | |
| <i>Aboriginal Heritage</i> | | |
| 2.12 | In the event that any material of potentially high cultural significance is uncovered during any stage of the project, all disturbance works in the vicinity of the object(s) shall cease immediately, and the DECC, the Coffs Harbour and District Local Aboriginal Land Council and Gumbula Julipi Elders contacted to determine an appropriate course of action prior to re-commencement of work in the vicinity of the object(s). | Cultural Heritage ECP prepared (Rev 0 – 28/08/07), condition included as part of the mitigating actions and potential for uncovering material of cultural significance included as part of the induction. |
| Urban Design and Landscaping | | |
| 2.14 | <p>Prior to the commencement of construction of the project, the Proponent shall prepare and submit for the approval of the Director-General an Urban Design and Landscaping Plan to detail design treatments and landscaping measures for the project. The Plan shall be prepared in consultation with affected landowners surrounding the site, and shall include, but not necessarily be limited to:</p> <ul style="list-style-type: none"> • landscape elements and built elements, including proposed treatments, finishes and materials of exposed surfaces (including colour specifications and samples); • landscaping to be undertaken to provide visual screening of the site to affected properties and to revegetate areas affected by construction; • a schedule of species to be used in landscaping and revegetation; • identification of existing trees that will be retained on the site; • timing and progressive implementation of landscaping works; and • procedures and methods to monitor and maintain landscaped or rehabilitated areas. | <p>Approval of Urban Design and Landscape Plan obtained from DoP on 21st February 2008.</p> <p>Monitoring and maintaining of landscaped areas to be ongoing, operationally.</p> |
| Waste Generation and Management | | |
| 2.16 | All waste generated by the project shall in the first instance be beneficially reused and recycled, otherwise the wastes shall be disposed to a waste facility lawfully permitted to accept the materials | Waste Minimisation and Management ECP prepared (Rev 1 – 28/02/08), condition incorporated into ECP. |
| 2.17 | The Proponent shall ensure that all wastes generated as a consequence of the project are assessed and classified in accordance with <i>Environmental Guidelines: Assessment, Classification and Management of Liquid and Non-Liquid Wastes</i> (DEC, 2004). | Waste Minimisation and Management ECP prepared (Rev 1 – 28/02/08). |

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| 3. COMPLIANCE MONITORING AND TRACKING | | |
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| Compliance Tracking Program | | |
| 3.1 | <p>The Proponent shall develop and implement a Compliance Tracking Program to track compliance with the requirements of this approval. The Program shall include, but not necessarily limited to:</p> <ul style="list-style-type: none"> • provisions for periodic review of the compliance status of the project against the requirements of this approval; • provisions for periodic reporting of compliance status to the Director-General; • a program for independent environmental auditing at least annually, or as otherwise agreed by the Director-General, in accordance with <i>ISO 19011:2002 - Guidelines for Quality and/or Environmental Management Systems Auditing</i>; • a program for compliance reporting and auditing for hazard related operational requirements; and • mechanisms for rectifying any non-compliance identified during environmental auditing or review of compliance. | This program prepared to address Condition 3.1. |
| Independent Environmental Auditing | | |
| 3.2 | <p>Within one year of the commencement of operation of the project, and then as may be directed or agreed by the Director-General, the Proponent shall commission an independent person or team to undertake an Environmental Audit of the project. The independent person or team shall be approved by the Director-General prior to the commencement of the Audit. The Audit shall:</p> <ul style="list-style-type: none"> • be carried out in accordance with <i>ISO 19011:2002 - Guidelines for Quality and/or Environmental Management Systems Auditing</i>; • assess compliance with the requirements of this approval, and other licences and approvals that apply to the project; • assess the environmental performance of the project against the predictions made and conclusions drawn in the documents referred to under condition 1.1 of this approval; and • review the effectiveness of the environmental management of the project, including any environmental impact mitigation works | Environmental Audit outstanding. NSW DPE clarified that annual independent Environmental Audits are required. RFQ closes 3/08/22. |
| 3.3 | <p>An Environmental Audit Report shall be submitted to the Director-General within two months of the completion of the Audit, detailing the findings and recommendations of the Audit and including a detailed response from the Proponent to any of the recommendations contained in the Report.</p> <p>The Director-General may require the Proponent to undertake reasonable works to address the findings or recommendations presented in the Report in relation to compliance with this approval. Any such works shall be completed within such time as the Director-General may require</p> | Environmental Audit outstanding. NSW DPE clarified that annual independent Environmental Audits are required. RFQ closes 3/08/22. |

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| Hazards Compliance and Auditing | | |
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| 3.4 | <p>Three months after the commencement of operation of the project, the Proponent shall submit a Hazards Study Compliance Report to the Director-General detailing compliance with conditions 2.10 and 5.4 of this approval. The Report shall include:</p> <ul style="list-style-type: none"> • dates of each hazards study, and commencement of construction and commissioning; • actions taken or proposed to implement the recommendations made in each hazards study; • responses to any requirement imposed by the Director-General under condition 1.3 with respect to each hazards study; • verification that the Emergency Plan required under condition 5.4a) is effectively in place and that at least one emergency exercise has been conducted; • verification that the Safety Management System required under 5.4b) has been fully implemented and that records required by the system are being kept; • certification by the Proponent that the each hazards study has been undertaken or prepared in accordance with the relevant Hazardous Industry Planning Advisory Paper; • certification by the Proponent that all recommendations in each hazards study have been implemented; and • certification by the Proponent that all safety systems have been implemented and are being maintained. | <p>Hazards Study Compliance Report outstanding. Will be provided in Q1 2022.</p> <p>Operations Emergency Planning Management Plan available on website.</p> <p>Operations Safety Management Plan available on website.</p> |
| 3.5 | <p>Within one year of the commencement of operation of the project, or within such further period as the Director-General may agree, the Proponent shall commission an independent person or team to undertake a comprehensive Hazard Audit of the project. The independent person or team shall be approved by the Director-General prior to the commencement of the Audit. The Hazard Audit report shall be submitted to the Director-General within one month of the completion of the audit. Hazard Audits shall be carried out at the Proponent's expense, and in accordance with the Department's <i>Hazardous Industry Planning Advisory Paper No 5 – Hazard Audit Guidelines</i> (DoP, 1991). Further audits shall be carried out every three years, or as directed or agreed by the Director-General, and a report of each audit shall be submitted to the Director-General for approval within one month of the completion of the audit</p> | <p>Hazard Audit outstanding. NSW DPE clarified that independent Hazard Audits are required every 3 years. RFQ closes 3/08/22.</p> |
| 4. COMMUNITY INFORMATION, CONSULTATION AND INVOLVEMENT | | |
| Complaints Procedure | | |
| 4.1 | <p>Prior to the commencement of construction of the project, the Proponent shall ensure that the following are available for community complaints for the life of the project (including construction and operation):</p> <ul style="list-style-type: none"> • a telephone number on which complaints about the project may be registered; • a postal address to which written complaints may be sent; and • an email address to which electronic complaints may be transmitted. <p>The telephone number, the postal address and the email address shall be advertised in a newspaper circulating in the locality on at least one occasion prior to the commencement of construction and six-monthly intervals thereafter until conclusion of construction works. The telephone number, the postal address and the email address shall also be provided on the website or dedicated web pages referred to under condition 4.3 of this approval</p> | <p>Telephone number established - (02)6648 4000. Postal address – Locked Bag 155 Coffs Harbour 2450. Email address – coffs.council@chcc.nsw.gov.au.</p> <p>All contact details provided on the Council website, last update April 2022.</p> |
| 4.2 | <p>The Proponent shall record details of all complaints received through the means listed under condition 4.1 of this approval in an up-to-date Complaints Register. The Register shall record, but not necessarily be limited to:</p> <ul style="list-style-type: none"> • the date and time, where relevant, of the complaint; • the means by which the complaint was made (telephone, mail or email); • any personal details of the complainant that were provided, or if no details were provided, a note to that effect; • the nature of the complaint; | <p>Complaint Register established and available on website.</p> |

Coffs Harbour Water Treatment Plant Compliance Tracking Program Revision 6

| | | |
|--|---|--|
| | <ul style="list-style-type: none"> any action(s) taken by the Proponent in relation to the complaint, including any follow-up contact with the complainant; and if no action was taken by the Proponent in relation to the complaint, the reason(s) why no action was taken. <p>The Complaints Register shall be made available for inspection by the Director-General upon request.</p> | |
| Provision of Electronic Information | | |
| 4.3 | <p>Prior to the commencement of construction of the project, the Proponent shall establish and maintain a new website, or dedicated pages within its existing website for the provision of electronic information associated with the project. The Proponent shall publish and maintain up-to-date information on this website or dedicated pages including, but not necessarily limited to:</p> <ul style="list-style-type: none"> information on the development and the current implementation status of the project; a copy of this approval; a copy of each relevant environmental approval, licence or permit required and obtained in relation to the project; a copy of each monitoring program and each environmental management required under this approval, or details of where a member of the public may inspect those documents; details of environmental performance of the project; details of the outcomes of reviews and audits of the project; and details of a contact point(s) to which community complaints or inquiries may be directed, including a telephone number, a postal address and an email address | <p>Council Website updated 16/05/22.</p> <p>https://www.coffsharbour.nsw.gov.au/Resident-services/Water-and-sewer/Maintaining-a-quality-water-supply/Drinking-water-quality/Drinking-water-treatment (DAFF Water Treatment Plant section)</p> <p>Operational Environmental Management Plan available on website.</p> <p>Operations Emergency Planning Management Plan available on website.</p> <p>Operations Safety Management Plan available on website.</p> <p>Hazard & Operability Study Report available on website.</p> |
| 6. ENVIRONMENTAL REPORTING | | |
| Incident Reporting | | |
| 6.1 | The Proponent shall notify the Director-General of any incident with actual or potential significant off-site impacts on people or the biophysical environment as soon as practicable and within 24 hours after the occurrence of the incident. The Proponent shall provide full written details of the incident to the Director-General within seven days of the date on which the incident occurred | Noted. |
| 6.2 | The Proponent shall maintain a register of accidents, incidents and potential incidents with actual or potential significant off-site impacts on people or the biophysical environment. The register shall be made available for inspection at any time by the independent qualified person or team conducting a Hazard Audit or Environmental Audit, the Director-General or nominee | Noted. |
| 6.3 | The Proponent shall meet all reasonable requirements of the Director-General to address the cause or impact of any incident, as it relates to this approval, reported in accordance with condition 6.1 of this approval, within such period as the Director-General may require | Noted. |

4. Audits

The WTP project is to be audited on a minimum annual basis with the audit to cover Environmental performance, hazard related operational requirements and compliance reporting. Environmental auditing is to be undertaken in accordance with *ISO 19011:2002 - Guidelines for Quality and/ or Environmental Management Systems Auditing*. Table 3 contains information on the auditing requirements from the Project Conditions of Approval.

Coffs Harbour Water Treatment Plant Compliance Tracking Program Revision 6

Table 4: Auditing Requirements

| Condition Reference | Audit | Content to be Covered | Reporting Requirements | Frequency |
|----------------------------|--|---|--|---|
| 3.2 | Independent Environmental Audit in accordance with <i>ISO 19011:2002 - Guidelines for Quality and/or Environmental Management Systems Auditing</i> | Environmental performance. Compliance with requirements of project approval. Compliance with any other licenses and approvals applicable to the project. Review the effectiveness of the environmental management. | Environmental Audit Report submitted to the Director General within two months of completion of the audit. | Annual independent Environmental Audits are required. |
| 3.5 | Independent Hazard Compliance Audit | Hazard related operational requirements in accordance with the <i>Hazardous Industry Planning Advisory Paper No 5 – Hazard Audit Guidelines</i> (DoP, 1991). | Hazard audit to be submitted to the Director General after completion the audit. | Independent Hazard Audits are required every 3 years. |

5. Non Compliance and Corrective Action

Any request for corrective action arising from the following may result in the raising of a Non-Conformance Report (NCR):

- Audits;
- Regulatory authority inspections;
- Relevant community complaints (such as waste, noise, dust, water quality and so on).

The NCR system will:

- Specify the time for correction;
- Document the proposed corrective action;
- Nominate responsibility for rectifying the non-conformance; and
- Nominate responsibility for following-up the NCR.

Appendix 1

Project Approval Documentation

Project Approval

Section 75J of the *Environmental Planning and Assessment Act 1979*

I, the Minister for Planning, approve the project referred to in Schedule 1, subject to the conditions in Schedule 2.

These conditions are required to:

- prevent, minimise, and/or offset adverse environmental impacts;
- set standards and performance measures for acceptable environmental performance;
- require regular monitoring and reporting; and
- provide for the ongoing environmental management of the project.

Frank Sartor MP
Minister for Planning

Sydney

2007

File No: S06/00885

SCHEDULE 1

| | |
|----------------------------|--|
| Application No: | 06_0285 |
| Proponent: | Coffs Harbour City Council |
| Approval Authority: | Minister for Planning |
| Land: | Lot 2 DP 1083920, 140 Upper Orara Road, Karangi, Coffs Harbour local government area |
| Project: | Construction and operation of a new Water Treatment Plant and transfer facilities to treat all potable water supply flowing to the Council's consumers from the existing Karangi Dam. Associated facilities include aboveground treated water storage and wash water holding tank, emergency storage containment lagoon, control building and pump station. |
| Major Project: | On 10 November 2006, the Minister for Planning formed the opinion, pursuant to clause 6 of <i>State Environmental Planning Policy (Major Projects) 2005</i> , that the project is development of a kind described in clause 25 of Schedule 1 and is thus declared to be a project to which Part 3A of the <i>Environmental Planning and Assessment Act 1979</i> applies. |

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| | |
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SCHEDULE 2

| | |
|------------------------------------|---|
| Act, the | <i>Environmental Planning and Assessment Act, 1979</i> |
| Ancillary Facility | Temporary facility for construction. Examples are an office and amenities compound, construction compound, batch plant (concrete or bitumen), materials storage compound, stockpile areas. |
| Conditions of Approval | The Minister's conditions of approval for the project |
| Construction | Includes all work in respect of the project other than survey, acquisitions, fencing, investigative drilling or excavation, building/road dilapidation surveys, minor clearing (except where threatened species, populations or ecological communities would be affected), establishing ancillary facilities such as site compounds, or other activities determined by the Environmental Representative to have minimal environmental impact (e.g. minor access roads, minor adjustments to services / utilities, etc.). |
| Council | Coffs Harbour City Council |
| DECC | Department of Environment and Climate Change |
| Department, the | Department of Planning |
| Director-General, the | Director-General of the Department of Planning (or nominee) |
| Director-General's Approval | A written approval from the Director-General (or delegate). Where the Director-General's Approval is required under a condition the Director-General will endeavour to provide a response within one month of receiving an approval request. The Director-General may ask for additional information if the approval request is considered incomplete. When further information is requested the time taken for the Proponent to respond in writing will be added to the one month period. |
| Dust | Any solid material that may become suspended in air |
| Minister, the | Minister for Planning |
| Operation | Means the Operation of the project, but does not include commissioning trials of equipment or temporary use of parts of the project during construction. |
| Project | The project to which this approval applies |
| Proponent | Coffs Harbour City Council |
| Publicly Available | Available for inspection by a member of the general public (for example available on an internet site or at a display centre). |
| Reasonable and Feasible | Consideration of best practice taking into account the benefit of proposed measures and their technological and associated operational application in the NSW and Australian context. Feasible relates to engineering considerations and what is practical to build. Reasonable relates to the application of judgement in arriving at a decision, taking into account: mitigation benefits, cost of mitigation versus benefits provided, community views and nature and extent of potential improvements. |
| Site | The land to which this approval applies. |

1. ADMINISTRATIVE CONDITIONS

Terms of Project Approval

- 1.1 The Proponent shall carry out the project generally in accordance with the:
 - a) Major Project Application 06_0285;
 - b) *Coffs Harbour City Council Water Treatment Plant Environmental Assessment*, prepared by Coffs Infrastructure Alliance and dated June 2007;
 - c) *Coffs Harbour City Council Water Treatment Plant Submissions Report*, prepared by Coffs Infrastructure Alliance and dated August 2007; and
 - d) the conditions of this approval.
- 1.2 In the event of an inconsistency between:
 - a) the conditions of this approval and any document listed from condition 1.1a) to 1.1c) inclusive, the conditions of this approval shall prevail to the extent of the inconsistency; and
 - b) any document listed from condition 1.1a) to 1.1c) inclusive, and any other document listed from condition 1.1a) to 1.1c) inclusive, the most recent document shall prevail to the extent of the inconsistency.
- 1.3 The Proponent shall comply with any reasonable requirement(s) of the Director-General arising from the Department's assessment of:
 - a) any reports, plans or correspondence that are submitted in accordance with this approval; and
 - b) the implementation of any actions or measures contained in these reports, plans or correspondence.

Limits of Approval

- 1.4 This project approval shall lapse five years after the date on which it is granted, unless the works the subject of this approval are physically commenced on or before that time.
- 1.5 The processing capacity of the water treatment plant shall not exceed 42 megalitres per day.

Statutory Requirements

- 1.6 The Proponent shall ensure that all licences, permits and approvals are obtained as required by law and maintained as required with respect to the project. No condition of this approval removes the obligation for the Proponent to obtain, renew or comply with such licences, permits or approvals.

2. SPECIFIC ENVIRONMENTAL CONDITIONS

Water Quality Impacts

- 2.1 The Proponent shall employ soil and water management controls to minimise soil erosion and discharge of sediments and other pollutants to lands and/or waters during site preparation and construction activities, in accordance with *Managing Urban Stormwater: Soils and Construction* (Landcom, 2004).
- 2.2 The Proponent shall design, construct, maintain and operate the project such that the water produced by the project meets the performance targets listed in Table 5.3 of the document referred to under condition 1.1b) of this approval and the water quality parameters within the '*Australian Drinking Water Guidelines*' (NHMRC, 2004).
- 2.3 The Proponent shall design, construct, maintain and operate the project such that there is no discharge of wastewater from the site to the surrounding environment during the operational life of the project. This condition does not apply to supernatant returned to

Karangie Dam, wastewater directed to sewer or wastewater trucked from the site in the event of an emergency.

Noise and Vibration Impacts

Construction Hours

- 2.4 The Proponent shall only undertake site preparation and construction activities associated with the project (other than sheet piling, pile driving and any similar impulsive or tonal noise activities), that would generate an audible noise at any residential premises during the following hours:
- 7:00 am to 6:00 pm, Mondays to Fridays, inclusive;
 - 8:00 am to 1:00 pm on Saturdays; and
 - at no time on Sundays or public holidays.

This condition does not apply in the event of a direction from police or other relevant authority for safety reasons.

- 2.5 The Proponent shall only undertake sheet piling, pile driving and any similar impulsive or tonal noise activities during the following hours:
- 9:00 am to 12:00 pm and 2:00 pm to 5:00 pm, Mondays to Fridays, inclusive;
 - 9:00 am to 1:00 pm on Saturdays; and
 - at no time on Sundays or public holidays.

Where these activities are undertaken for a continuous three hour period and are audible to noise sensitive receptors, a minimum respite period of at least one hour shall be scheduled before activities re-commence.

- 2.6 The hours of construction and impulsive/ tonal noise activities specified under conditions 2.4 and 2.5 of this approval may be varied with the prior written approval of the Director-General. Any request to alter the hours of construction or impulsive/ tonal activities specified under conditions 2.4 and 2.5 shall be:
- considered on a case-by-case or activity-specific basis;
 - accompanied by details of the nature and need for activities to be conducted during the varied construction hours; and
 - accompanied by sufficient information for the Director-General to reasonably determine that activities during the varied construction hours will not adversely impact on the acoustic amenity of receptors in the vicinity of the site.

Operational Noise Impacts

- 2.7 The Proponent shall design, construct, operate and maintain the project to ensure that operational noise contributions from the project at the most-affected residential receptor do not exceed an $L_{Aeq(15-minute)}$ noise level of 35 dB(A) at any time. For the purpose of monitoring compliance with this condition, noise contribution from the project shall be measured in accordance with the *NSW Industrial Noise Policy* (EPA 2000).

Air Quality Impacts

- 2.8 The Proponent shall construct the project in a manner that minimises dust impacts generated by the construction works, including wind-blown and traffic-generated dust, on the receiving environment, including sensitive receivers and road users.
- 2.9 The Proponent shall not permit any offensive odour, as defined under section 129 of the *Protection of the Environment Operations Act 1997*, to be emitted beyond the boundary of the site at any time.

Hazards and Risk

- 2.10 Prior to the commencement of construction of the project (except for construction of those works that are outside the scope of the hazard studies), the Proponent shall submit for the approval of the Director-General, the following pre-construction studies:
- a) a **Hazard and Operability Study** for the proposed chlorination plant and associated alarm system chaired by an independent qualified person approved by the Director-General. The study shall be carried out in accordance with the Department's *Hazardous Industry Planning Advisory Paper No. 8 – HAZOP Guidelines* (DUAP, 1995). The study report shall be accompanied by an implementation program for all recommendations made in the report. If the Proponent intends to defer the implementation of a recommendation, justification shall be included.
 - b) a **Final Hazard Analysis** for the proposed chlorination plant prepared in accordance with the Department's *Hazardous Industry Planning Advisory Paper No. 6 – Guidelines for Hazard Analysis* (DoP, 1992). If the final design is unchanged from the design at the project approval stage, the Proponent may request in writing an exemption from this condition from the Director-General.

Heritage Impacts

Aboriginal Heritage

- 2.11 The Proponent shall ensure that all artefacts recovered from the site are provided to the Coffs Harbour and District Local Aboriginal Land Council and Gumbula Julipi Elders and that those parties are permitted to redeposit the artefacts following completion of project-related disturbance works. The location(s) for redeposition of artefacts shall be identified by the Proponent in consultation with the DECC.
- 2.12 In the event that any material of potentially high cultural significance is uncovered during any stage of the project, all disturbance works in the vicinity of the object(s) shall cease immediately, and the DECC, the Coffs Harbour and District Local Aboriginal Land Council and Gumbula Julipi Elders contacted to determine an appropriate course of action prior to re-commencement of work in the vicinity of the object(s).

Non-Aboriginal Heritage

- 2.13 The area around the Dairy Bails building shall be fenced prior to commencement of construction works to avoid any construction impacts to the building. The Proponent shall prepare and implement a conservation and maintenance strategy for the Dairy Bails building to preserve the heritage significance of this building in accordance with NSW Heritage Office guidelines.

Urban Design and Landscaping

- 2.14 Prior to the commencement of construction of the project, the Proponent shall prepare and submit for the approval of the Director-General an **Urban Design and Landscaping Plan** to detail design treatments and landscaping measures for the project. The Plan shall be prepared in consultation with affected landowners surrounding the site, and shall include, but not necessarily be limited to:
- a) landscape elements and built elements, including proposed treatments, finishes and materials of exposed surfaces (including colour specifications and samples);
 - b) landscaping to be undertaken to provide visual screening of the site to affected properties and to revegetate areas affected by construction;
 - c) a schedule of species to be used in landscaping and revegetation;
 - d) identification of existing trees that will be retained on the site;
 - e) timing and progressive implementation of landscaping works; and
 - f) procedures and methods to monitor and maintain landscaped or rehabilitated areas.

Flora and Fauna Impacts

- 2.15 The large, hollow-bearing Sydney Blue Gum on the site shall be retained and protected during construction and operation of the project. The Proponent shall not destroy or otherwise affect the tree without the prior agreement of the Director-General, and only should the retention of the tree pose safety concerns to life and/ or property, as verified by a qualified arborist.

Waste Generation and Management

- 2.16 All waste generated by the project shall in the first instance be beneficially reused and recycled, otherwise the wastes shall be disposed to a waste facility lawfully permitted to accept the materials.
- 2.17 The Proponent shall ensure that all wastes generated as a consequence of the project are assessed and classified in accordance with *Environmental Guidelines: Assessment, Classification and Management of Liquid and Non-Liquid Wastes* (DEC, 2004).

3. COMPLIANCE MONITORING AND TRACKING

Compliance Tracking Program

- 3.1 The Proponent shall develop and implement a **Compliance Tracking Program** to track compliance with the requirements of this approval. The Program shall include, but not necessarily limited to:
- provisions for periodic review of the compliance status of the project against the requirements of this approval;
 - provisions for periodic reporting of compliance status to the Director-General;
 - a program for independent environmental auditing at least annually, or as otherwise agreed by the Director-General, in accordance with *ISO 19011:2002 - Guidelines for Quality and/ or Environmental Management Systems Auditing*;
 - a program for compliance reporting and auditing for hazard related operational requirements; and
 - mechanisms for rectifying any non-compliance identified during environmental auditing or review of compliance.

Independent Environmental Auditing

- 3.2 Within one year of the commencement of operation of the project, and then as may be directed or agreed by the Director-General, the Proponent shall commission an independent person or team to undertake an **Environmental Audit** of the project. The independent person or team shall be approved by the Director-General prior to the commencement of the Audit. The Audit shall:
- be carried out in accordance with *ISO 19011:2002 - Guidelines for Quality and/or Environmental Management Systems Auditing*;
 - assess compliance with the requirements of this approval, and other licences and approvals that apply to the project;
 - assess the environmental performance of the project against the predictions made and conclusions drawn in the documents referred to under condition 1.1 of this approval; and
 - review the effectiveness of the environmental management of the project, including any environmental impact mitigation works.
- 3.3 An **Environmental Audit Report** shall be submitted to the Director-General within two months of the completion of the Audit, detailing the findings and recommendations of the Audit and including a detailed response from the Proponent to any of the recommendations contained in the Report.

The Director-General may require the Proponent to undertake reasonable works to address the findings or recommendations presented in the Report in relation to

compliance with this approval. Any such works shall be completed within such time as the Director-General may require.

Hazards Compliance and Auditing

- 3.4 Three months after the commencement of operation of the project, the Proponent shall submit a **Hazards Study Compliance Report** to the Director-General detailing compliance with conditions 2.10 and 5.4 of this approval. The Report shall include:
- a) dates of each hazards study, and commencement of construction and commissioning;
 - b) actions taken or proposed to implement the recommendations made in each hazards study;
 - c) responses to any requirement imposed by the Director-General under condition 1.3 with respect to each hazards study;
 - d) verification that the Emergency Plan required under condition 5.4a) is effectively in place and that at least one emergency exercise has been conducted;
 - e) verification that the Safety Management System required under 5.4b) has been fully implemented and that records required by the system are being kept;
 - f) certification by the Proponent that the each hazards study has been undertaken or prepared in accordance with the relevant Hazardous Industry Planning Advisory Paper;
 - g) certification by the Proponent that all recommendations in each hazards study have been implemented; and
 - h) certification by the Proponent that all safety systems have been implemented and are being maintained.
- 3.5 Within one year of the commencement of operation of the project, or within such further period as the Director-General may agree, the Proponent shall commission an independent person or team to undertake a comprehensive **Hazard Audit** of the project. The independent person or team shall be approved by the Director-General prior to the commencement of the Audit. The Hazard Audit report shall be submitted to the Director-General within one month of the completion of the audit. Hazard Audits shall be carried out at the Proponent's expense, and in accordance with the Department's *Hazardous Industry Planning Advisory Paper No 5 – Hazard Audit Guidelines* (DoP, 1991). Further audits shall be carried out every three years, or as directed or agreed by the Director-General, and a report of each audit shall be submitted to the Director-General for approval within one month of the completion of the audit.

4. COMMUNITY INFORMATION, CONSULTATION AND INVOLVEMENT

Complaints Procedure

- 4.1 Prior to the commencement of construction of the project, the Proponent shall ensure that the following are available for community complaints for the life of the project (including construction and operation):
- a) a telephone number on which complaints about the project may be registered;
 - b) a postal address to which written complaints may be sent; and
 - c) an email address to which electronic complaints may be transmitted.

The telephone number, the postal address and the email address shall be advertised in a newspaper circulating in the locality on at least one occasion prior to the commencement of construction and six-monthly intervals thereafter until conclusion of construction works. The telephone number, the postal address and the email address shall also be provided on the website or dedicated web pages referred to under condition 4.3 of this approval.

- 4.2 The Proponent shall record details of all complaints received through the means listed under condition 4.1 of this approval in an up-to-date Complaints Register. The Register shall record, but not necessarily be limited to:

- a) the date and time, where relevant, of the complaint;
- b) the means by which the complaint was made (telephone, mail or email);
- c) any personal details of the complainant that were provided, or if no details were provided, a note to that effect;
- d) the nature of the complaint;
- e) any action(s) taken by the Proponent in relation to the complaint, including any follow-up contact with the complainant; and
- f) if no action was taken by the Proponent in relation to the complaint, the reason(s) why no action was taken.

The Complaints Register shall be made available for inspection by the Director-General upon request.

Provision of Electronic Information

- 4.3 Prior to the commencement of construction of the project, the Proponent shall establish and maintain a new website, or dedicated pages within its existing website for the provision of electronic information associated with the project. The Proponent shall publish and maintain up-to-date information on this website or dedicated pages including, but not necessarily limited to:
- a) information on the development and the current implementation status of the project;
 - b) a copy of this approval;
 - c) a copy of each relevant environmental approval, licence or permit required and obtained in relation to the project;
 - d) a copy of each monitoring program and each environmental management plan required under this approval, or details of where a member of the public may inspect those documents;
 - e) details of environmental performance of the project;
 - f) details of the outcomes of reviews and audits of the project; and
 - g) details of a contact point(s) to which community complaints or inquiries may be directed, including a telephone number, a postal address and an email address.

5. ENVIRONMENTAL MANAGEMENT

Environmental Representative

- 5.1 Prior to the commencement of site preparation works, the Proponent shall nominate a suitably qualified and experienced Environmental Representative(s) whose appointment is to receive prior approval of the Director-General. The Proponent shall employ the Environmental Representative(s) on a full-time basis, or as otherwise agreed by the Director-General, during construction of the project. The Environmental Representative shall be:
- a) the primary contact point in relation to the environmental performance of the project;
 - b) responsible for all construction related Management Plans and Monitoring Programs required under this approval;
 - c) responsible for considering and advising on matters specified in the conditions of this approval, and all other licences and approvals related to the environmental performance and impacts of the project;
 - d) responsible for receiving and responding to complaints during construction in accordance with conditions 4.1 and 4.2 of this approval; and
 - e) given the authority and independence to require reasonable steps be taken to avoid or minimise unintended or adverse environmental impacts, and failing the effectiveness of such steps, to direct that relevant actions be ceased immediately should an adverse impact on the environment be likely to occur.

The Proponent shall notify and seek the approval of the Director-General to any changes to that appointment that may occur during construction of the project.

Construction Environmental Management Plan

5.2 The Proponent shall implement the **Construction Environmental Management Plan** (CIA-WTP-CEMP-001, dated 28 August 2007), prepared by the Coffs Infrastructure Alliance throughout the construction of the project.

Operation Environmental Management Plan

5.3 An **Operation Environmental Management Plan** shall be prepared and implemented in accordance with the Department's publication *Guideline for the Preparation of Environmental Management Plans* (DoP, 2004) or its latest revision. The Plan shall include but not necessarily be limited to:

- a) identification of all statutory and other obligations that the Proponent is required to fulfil in relation to operation of the project, including all approvals, licences, approvals and consultations;
- b) a description of the roles and responsibilities for all relevant employees involved in the operation of the project, including a management organisational chart illustrating the reporting relationships;
- c) overall environmental policies and principles to be applied to the operation of the project;
- d) standards and performance measures to be applied to the project, and a means by which environmental performance can be periodically reviewed and improved, where appropriate; and
- e) management policies to ensure that environmental performance goals are met and operation complies with the conditions of this approval.

The Plan shall be submitted for the approval of the Director-General no later than one month prior to the commencement of operation of the project, or within such period otherwise agreed by the Director-General. Operation shall not commence until written approval has been received from the Director-General.

5.4 As part of the Operational Environmental Management Plan for the project required under condition 5.3 of this approval, the Proponent shall prepare and implement the following plans and documents:

- a) a comprehensive **Emergency Plan** detailing emergency procedures for the proposed water treatment plant. The plan shall include detailed procedures for the safety of all people outside of the project site who may be at risk from the development. The plan shall be in accordance with the Department's *Hazardous Industry Planning Advisory Paper No. 1, 'Industry Emergency Planning Guidelines'*; and
- b) a document setting out a comprehensive **Safety Management System**, covering all on-site operations involving hazardous materials. The document shall clearly specify all safety related procedures, responsibilities and policies, along with details of mechanisms for ensuring adherence to the procedures. Records shall be kept on site and shall be available for inspection by the Director-General or nominee upon request. The Safety Management System shall be developed in accordance with the Department's *Hazardous Industry Planning Advisory Paper No. 9, 'Safety Management'*.

6. ENVIRONMENTAL REPORTING

Incident Reporting

6.1 The Proponent shall notify the Director-General of any incident with actual or potential significant off-site impacts on people or the biophysical environment as soon as practicable and within 24 hours after the occurrence of the incident. The Proponent shall provide full written details of the incident to the Director-General within seven days of the date on which the incident occurred.

- 6.2 The Proponent shall maintain a register of accidents, incidents and potential incidents with actual or potential significant off-site impacts on people or the biophysical environment. The register shall be made available for inspection at any time by the independent qualified person or team conducting a Hazard Audit or Environmental Audit, the Director-General or nominee.
- 6.3 The Proponent shall meet all reasonable requirements of the Director-General to address the cause or impact of any incident, as it relates to this approval, reported in accordance with condition 6.1 of this approval, within such period as the Director-General may require.
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